OPEN AGE

England & Wales · Charity number 1160125

Details

Status	Registered
Legal form	CIO
Registered	2015-01-23
Register	View on the Charity Commission register

Contact

Address	Open Age StCharles CentreforHealth&Wellbeing Exmoor Street London W10 6DZ
Phone	02089624141
Email	mail@openage.org.uk
Website	www.openage.org.uk

Activities

Objects: 1. TO ADVANCE EDUCATION AND PROVIDE OR ASSIST IN THE PROVISION OF FACILITIES FOR RECREATION OR OTHER LEISURE- TIME OCCUPATION FOR OLDER PEOPLE, AGED 50 OR OVER , PARTICULARLY THOSE RESIDENT IN THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA , AND OTHER LONDON BOROUGHS 2. THE RELIEF OF UNEMPLOYMENT FOR THE BENEFIT OF THE PUBLIC IN SUCH WAYS AS MAY BE THOUGHT FIT, INCLUDING ASSISTANCE TO FIND EMPLOYMENT, TO THOSE OVER THE AGE OF 50, RESIDENT IN THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA, AND OTHER LONDON BOROUGHS

Activities: We are Open Age, the charity empowering all older people in London to stay active, stay curious and stay connected. We are creating an inclusive community for everyone to take part in enjoyable activities, supporting them to meet, move and learn.

Downloaded from opencharities.uk/ew/1160125

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Economic/community Development/employment, Recreation
- **Who:** Elderly/old People

Geography

- Brent
- City Of Westminster
- Hammersmith And Fulham
- Kensington And Chelsea

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,772,747	£2,019,293	£1,298,487	34
2024-03-31	£2,559,758	£2,244,879	£1,545,034	35
2023-03-31	£1,650,450	£1,804,253	£1,230,156	36
2022-03-31	£1,445,462	£1,512,753	£1,383,959	35
2021-03-31	£1,616,157	£1,520,853	£1,451,250	37

Trustees

Name	Role	Appointed
Eric William KIHLSTROM	Chair	2020-08-11
Ann Strang		2026-03-24
Charles Bauccio		2026-03-24
Cynthia Bullock		2023-01-31
Hilary Bowker		2018-03-07
Sandra Franklin		2019-01-23
Viscountess Marcia Blakenham		2017-11-30

Downloaded from opencharities.uk/ew/1160125

OPEN AGE

England & Wales - Charity number 1160125

Accounts

OPEN AGE

life's just begun



Annual Report 2024–2025

Registered Charity Number: 1160125

Older people live happier, healthier and more connected lives thanks to Open Age

"I am 1000% a different person thanks to Open Age. I didn't think I needed help. Then I moved forward and realised what a bad state I was in. Open Age has given me so much, both physically and mentally."

John

"Without Open Age, my life would be diminished; it gives structure to my week, and I have made many great friends. It's a fabulous organisation with top-class tutors and wonderful staff."

Caryl

"Open Age makes me feel like I can achieve anything."

Chan

"Three words I want to use to describe what Open Age has given me: dignity, respect and self-confidence. I go to Open Age classes and learn many, many new things, and then, when I'm out in the world, I have a wonderful feeling in my heart because now I feel included.''

Mohammed

Contents

A Message from our Chair 4
A Message from our CEO 5
What We Achieved in 2024–2025 6
Who We are and What We Do 7
Outreach & Support Services 8
Physical Activities 16
Arts, Cultural and Social Activities 21
Community Learning 25
DigitALL 28
Open Age Online 29
Fundraising 30
Our Goals for 2025–2026 33
Financial Review 34
Legal and Administrative Details 37
Structure, Governance and Management 38
Auditors' Report 41
Statement of Financial Activities 45
Balance Sheet 46
Statement of Cash Flows 47
Notes forming part of the Financial Statements 48

OPEN AGE
life's just begun

A Message from our Chair

It's said that the only constant in life is change, and that's certainly been the case this year at Open Age.



In 2024/25 our CEO of six years, Iain Cassidy, left the organisation. My fellow Trustees and the team at Open Age are grateful to Iain for his steady leadership during the turbulent years of the Covid pandemic, as well as for enabling us to grow our impact in the years following.

It has been a pleasure to welcome Emma Foulds as our new CEO. Emma brings with her an outstanding wealth of experience, and the Board lends its full support to her plans for growing our reach further. The months and years to come will be an exciting time for Open Age, so do watch this space.

In addition to Iain, I would like to thank Deryn Bath, who performed admirably as our interim CEO before Emma took up her new role. Open Age was in safe hands with Deryn at the helm. She continues to support Emma as a valued member of the team.

According to the Harvard Study of Adult Development, which is the world's longest study into healthy ageing, it is the quality of our social connections that matter most to our life expectancy, more so than social class, IQ or genetics. At Open Age, we are proud of the community and the supportive environment we create and the impact it has on members' life expectancy. New friendships and bonds are formed during our activities and events, with over half of our members reporting that they meet up outside of our classes. It is an honour for us to help older people live happier, healthier and more connected lives. I'm very grateful to be a part of this very special charity.

To end, I'd like to extend my thanks and warm wishes to the Open Age staff, tutors and volunteers who change lives every day.

Kind regards

Eric Kihlstrom, Chair

A Message from our CEO



I'm thrilled to have joined Open Age in January this year. My thanks to Iain Cassidy for his leadership over the past six years and Deryn Bath for acting as interim CEO before my arrival.

I have received a very warm welcome since joining Open Age. Getting to know members across all four Open Age centres and taking part in activities and classes, such as Steady and Stable, Zumba and French Conversation, has been a wonderful experience, with the exhibition of artwork produced by Open Age members on display at the Saatchi Gallery a personal highlight.

What has struck me most of all is the community and the opportunity for members to connect, make friends and to meet or even go on holiday together outside of Open Age. With 92% of members saying they would recommend us to a friend or family member, I am proud to be leading Open Age into its next phase, reaching more older adults across London and helping them to lead happier, healthier and more connected lives.

I would like to thank our funders for their support this year, including the Julia Rausing Trust whose generosity is enabling us to reach more members of global majority communities and more men. Thousands more older people are thriving thanks to our funders' kindness.

I'm hugely grateful to our staff, tutors and volunteers for their hard work and dedication in 2024/25. As we look to grow our reach and impact we will need more volunteers – we'd love you to come on board.

My final thanks must go to our members for making Open Age the wonderful organisation it is today – thank you.

Very best wishes

Emma Foulds, CEO

OPEN AGE What we achieved in 2024–2025

We ran 7,799 activities

50,593 individual attendances

545 members took part in an online activity



Overall our members enjoyed over **67,773 hours** of activity

55% of members have socialised together outside of Open Age activities

85% of members rate the quality of our tutors as good or very good

70%

feel part of the Open Age community

34% of members agree they see their GP less

71% agreed their wellbeing has improved

66% agree their level of physical activity has improved

62% agreed that their health has improved

92% of members would recommend Open Age to a friend or relative

2,548 members took part in at least one activity

Who We Are and What We Do

Our Vision

A world where everyone ages well and lives better for longer.

Our Mission

Open Age helps older people live happier, healthier and more connected lives.

About Us

Open Age is a member-led charity, open to anyone over the age of 50 living in London. We offer a weekly programme of low-cost, fun-filled courses at centres across London. Our activities are led by expert tutors and designed specifically to improve the health and wellbeing of older people.

Through our Community Learning courses, we enable our members to learn new skills, rediscover old hobbies and find new ones. We help members to maintain or improve their fitness by offering fun and accessible exercise classes, as well as specialist programmes for members at risk of a fall or those with age-related conditions, such as osteoporosis. We have dedicated groups for carers, older men and members less able to leave home. And our Outreach and Support team helps people overcome any challenges they may face.

We also offer a range of online courses and activities, enabling us to reach those who cannot or do not want to take part in face-to-face activities.

Everything we do at Open Age is led by our members. We enable them to meet new people, have fun together and feel part of a community. We're here to help them live happier, healthier and more connected lives.

Open Age centres

- Second Half Centre, St Charles Centre for Health & Wellbeing, Exmoor Street, The Royal Borough of Kensington and Chelsea, W10 6DZ
- Avenues, 3–7 Third Avenue, Westminster, London, W10 4RS
- New Horizons, Guinness Trust Estate, Cadogan Street, The Royal Borough of Kensington and Chelsea, SW3 2PF
- St Margaret's, 1 Carey Place, Westminster, London, SW1V 2RT
- We also hold courses and activities in community spaces across Westminster, The Royal Borough of Kensington and Chelsea, Hammersmith and Fulham, Brent and Barnet.

Outreach & Support Services

For many older people, Outreach and Support is the first step to a happier, healthier and more connected life. Our social groups, projects and events help people join the Open Age community in a way and at a pace that works for them.

We support people in our centres, in the community, over the phone, and online. We also visit people at home.

In 2024/25 our projects were:

- **Be Active**, which helps people to rebuild their strength, confidence and mobility after an accident or illness by matching them with a volunteer to help keep them motivated
- **Men's Space**, a project to help older men live happier, healthier and more connected lives
- **Link-Up and Link-Up Tech**, which help people engage in Open Age activities, supporting them to overcome barriers, including digital exclusion, and develop the confidence they need to thrive
- **Time for Me** provides vital support and dedicated activities to unpaid carers in Westminster and the Royal Borough of Kensington and Chelsea
- **Phone Groups**, which provide fun and friendship to members who are less able to leave their homes, with opportunities to meet face-to-face through occasional social outings.



Last year we made
482 outreach visits

New this year

JULIA RAUSING TRUST

We are thrilled to have added a new outreach project this year. Funded by the Julia Rausing Trust, the project will focus on reaching older men and members of global majority communities who are affected by health inequalities.

We look forward to reporting back on the incredible impact this work will have. Many thanks to the Julia Rausing Trust for their support.



Men's Space fun and friendly weekly group exercise class

Be Active Project

Be Active is a life-changing rehabilitation programme which matches volunteers with adults over 60 to ensure members continue to build on the progress they made during physiotherapy provided by the NHS. Be Active also connects members to ongoing community activities.

Be Active participants are offered nine one-to-one sessions, which take place in their homes or in the community.

85 older people were successfully matched with a volunteer through Be Active

Over **82% of participants achieved their physiotherapy goals** after taking part in Be Active

What Be Active participants say

"Last October I couldn't do much at all, but now I'm getting myself up and dressed, tidying the flat a bit." **George**

"I feel I am walking better than before I started Be Active. I am so happy to be able to get outdoors again." **Saul**

"I'm more confident that I can do things that I used to do. I'm still slow, but I know I can walk back from the station in much less time than six months ago, and I put that down to the exercise sessions I've had through Be Active." **Safia**

Our volunteer heroes

Our volunteers make Be Active the success it is. They come from all backgrounds, ages and cultures. They go above and beyond to help those they support.

We are delighted to have welcomed 18 new Be Active volunteers to the team this year, taking our total number to 44. These dedicated volunteers delivered over 1,250 hours of support in 2024/25.



Two of our volunteers enjoy a thank you ice cream during National Volunteers Week

"I am enjoying it – not just this client, but the whole idea of it. The idea of getting people to keep moving – I love it, I just love it." **Be Active volunteer Marcia**

Men's Space

Men's Space is a fun-filled, life-changing project which enables older men to meet new people, take part in a range of stimulating activities and thrive in later life. Men's Space helps make loneliness a thing of the past for members.

This year Men's Space activities included cookery sessions with socials, weekly exercise classes, tailored IT support classes, music making and Walking Football. We also hosted regular dinners for members.

We took a leading role in helping to facilitate The Men's Health Forum, which is led by Community Living Well.

> *"Russell from Open Age has been a founding stakeholder in The Men's Health Forum, bringing his long-standing expertise on engaging with men to ensure that the male voice is heard in everything we do.*
>
> *"An example of this was at our first face-to-face meeting, which took place at Chelsea FC. The aim of this meeting was to share best practice on engaging with men. Russell co-chaired the meeting and introduced us to two men who spoke of their journey from disengagement and a lack of awareness of their health needs to becoming fully connected Open Age members, empowered to create their own connections and activities amongst themselves."*
>
> **Michelle Poponne, Community Development Lead, Community Living Well**

To reach as many older men as possible, we went out and about this year, promoting Open Age and Men's Space at a range of events. These included:

- Men's Health Day at Holland Park
- Dalgarno Men's Health Day
- Mental Health Awareness and Patient Engagement Events
- Four BME Safeguarding Network Meetings

Men's Space in 2023/24

125
older men were supported by Men's Space

132
Men's Space activity classes took place

900+
phone calls were made to support Men's Space members

1,320
text messages were sent to keep in touch with members

Functional Fitness MOT

New this year, we delivered 160 one-to-one Functional Fitness MOT sessions. Designed especially for people who find it difficult to engage with our activities due to isolation or health conditions, these MOTs help keep men motivated and connected by providing a selection of tailored exercises for them to do both during online sessions and in their own time.

Men's Space changed Kevin's life

In his early sixties, Kevin was borderline diabetic, experiencing long-term issues with alcohol addiction, and facing mental health challenges including anxiety and low self-confidence. He had previously undergone two stints in rehabilitation but had struggled to stay sober.

To help Kevin overcome the issues he faced, Kevin's GP referred him to our weekly Men's Space Walking Football group. This was Kevin's first step to a brand-new future.

Kevin was nervous and lacked confidence when he came to the first session. He had struggled to take part in community activities in the past because of self-consciousness and social anxiety. However, he was warmly welcomed by the group, which helped ease his fears and made him feel more comfortable.

Since that first session, Kevin hasn't looked back! He's a regular and committed participant, never missing a session. He loves being part of the group.

Kevin shared that taking part in Walking Football is the first time he has remained committed to an activity, finding it motivating and fulfilling. It's helped him avoid the initial drink that typically led to binge drinking episodes in the past.

As well as helping Kevin stay sober, Walking Football has helped him lose weight, increasing his energy levels and, most importantly, enabling him to undergo a much-needed hernia operation.

Kevin is happier and more confident than he's ever been. He's active in the group chat and appreciates the kindness and acceptance from other members.

We're thrilled to call Kevin an Open Age member.

Link-Up & Link-Up Tech

Link-Up provides one-to-one support to members in our centres and at home, helping them to discover new interests, rekindle old ones, overcome potential barriers, such as issues with transport, and take part in life-enriching activities at Open Age.

279 members were supported through Link-Up in 2024/25, 10% more than in 2023/24

149 members overcame their specific digital and device problems thanks to Link-Up Tech in 2024/25

Gloria's story

80-year-old Gloria was referred to Open Age because she was struggling to use the NHS app and had missed a couple of important appointments. Gloria had asked a friend for help but that only led to further difficulties, resulting in her being locked out of the app completely.

Digital exclusion of this nature puts lives at risk.

Working together, Gloria and our Link-Up Tech coordinator got in touch with NHS England for support. Following the advice they were given, the pair were able to resolve the issue, and Gloria was finally able to see a letter about an upcoming hospital visit.

Gloria said, "You cannot imagine how happy I am that the NHS issue has been sorted out. I am ever so grateful for your patience."

To help her grow her skills and confidence further, Gloria is now taking part in our How to Use the NHS App course. She's healthier and more connected thanks to Open Age.

Time for Me

Time for Me gives older unpaid carers in Westminster and The Royal Borough of Kensington and Chelsea a much-needed break from their caring duties. It's a chance for people to meet others in a similar situation, bond over shared experiences and make new memories.

150 carers were supported by Time for Me last year, 70% more than in 2023/24

100% of carers said they would recommend Time for Me to others

100% of carers said that Time for Me **improved their health and wellbeing**

Over **90%** of the carers **rated the service as excellent**

This year Time for Me members enjoyed a myriad of activities, events and outings. These included monthly spa visits, afternoon tea at the Chelsea Physic Garden, a ballet festival at the Royal Opera House, and life-coaching. Members also attended community celebrations with local partners, focused Wellbeing Days and our End of Term Social.

Through Time for Me, Open Age offers members a listening ear and a safe space, where their experience can be seen, heard, understood and valued.

> *"Time for Me has given me the opportunity to completely switch off from care responsibilities; to take time out for me and to relax for an hour or two."* **Cherish**

Phone Groups

Our phone groups continued to be popular this year, with 52 unique members enjoying 176 sessions between them.

In 2024/25 our groups were:

- Monday Social, where members can socialise in a relaxed environment
- Campden Ward social group
- Shared Reading, our book club for people who love to read aloud
- Topical Hour, where members enjoy talks on interesting subjects such as the Westminster Archives
- Friday Quiz

As well as weekly phone groups, featuring talks from organisations such as Dementia UK, the National Poetry Library and the Museum of Brands, we also held regular in-person trips to a range of different locations. These included the Royal Astronomical Society, Westminster Abbey and the Westminster Archive. Fun was had by all!

"The trip to the Westminster Archives was very informative and interesting. Each exhibit was explained by the staff in an interesting way. We had a very eventful day and really enjoyed it. Many thanks for arranging the trip." **Celia**



Carers enjoyed a private guided tour of the breathtaking Westminster Abbey



Members exploring the Astronomical Society

Spotlight on the Museum of Brands

This summer, phone group members were treated to a talk by a member of staff from the Museum of Brands. Ahead of the event, the museum sent brand boxes to members so they could see for themselves the items being discussed in the talk.

Grace, who took part in the talk, said, *"I thought it was a brilliant way of remembering the brands from when I was young and which I would have bought as a young mother in the 1950s, particularly brands such as Bird's custard powder, KitKat, Pears soap and Vaseline, which are all still around today. I really enjoyed talking about them and listening to other people's recollections too."*



Phone group members received a brand box ahead of the talk

Members who were able to then had a fun and informative visit to the museum. We're so grateful to the Museum of Brand for helping us enrich members' lives.

Physical Activities

At Open Age, we run specialist clinical rehabilitation programmes as well as a range of fun-filled exercise classes to help members manage their health and stay fit and active.

Over 100 physical activity classes took place each week in 2024/25

Clinical exercise

In 2024/25 our clinical exercise programmes were:

- Steady and Stable, our falls prevention programme. Steady and Stable is a 9-month evidence-based exercise programme designed to improve strength, balance and prevent injuries.
- Osteo Blast. Supporting members with osteoporosis or osteopenia, Osteo Blast is a 16-week programme that helps prevent bone loss and fractures, increasing independence.
- Healthy Lungs, which helps members with long-term breathing conditions to stay well.



Members enjoying their weekly Zumba class

These programmes are made up of a range of tailored clinical exercises classes, each designed to promote independence and help members become fitter and stronger. They also include health education topics, further supporting members to maintain independence and live healthier lives.

"I am 74 years of age and live alone; it is crucial for me that I maintain my mobility, including walking up 3 flights of stairs, for as long as possible. Previously, I had some joint pains and discomfort, however I have been helped by the exercises in this class. I feel less vulnerable to falls now and the class is sociable, which is another pleasant benefit." **Jane**

27 **weekly clinical exercise classes** were delivered, across 19 venues in North West London

Close to **500** members took part in our **clinical exercise programmes**

Falls Prevention Service

Alongside our clinical programmes, we worked in partnership with the Central London Community Healthcare NHS Trust to deliver a Falls Prevention Service in Brent as well as one in Barnet.

In October we started delivering a second falls contract in Brent. We are delighted to be partnering with Brent Public Health on this.

Feedback from Florence

At 82 years young, Florence took part in Steady and Stable. She couldn't have been happier!

"Your Steady and Stable classes were the best exercise classes I have ever attended - and I have been to a lot!

"You took us carefully and safely through a variety of exercises for heart health and for strength and balance. The classes were just what I wanted. You paid attention to everyone's individual needs and made each session interesting, informative and fun. They improved my balance and confidence, and I always felt good at the end of each class.

"Thank you so much."

Physical exercise classes

Open Age members had the time of their lives in our physical exercise classes in 2024/25. We ran 73 sessions a week, offering everything from Pilates and Ballet Fitness to Aqua Aerobics and Body Conditioning.

Members also enjoyed getting into shape for the annual Open Age Mile event with training walks in the beautiful Holland Park.

"I used to teach yoga but somewhere along the line, I lost my confidence. Open Age's yoga classes didn't just keep me moving, they gave me my confidence back! The cherry on top is the social aspect of it - everyone is so lovely. I really appreciate being able to connect with others after the class." **Mary**

"Open Age opened a door into my life. I suffer from my back and depression, but the physical activity classes have helped me lots." **Marcia**

"I do Exercise to Music twice a week. It's a great class, not just for a healthy body but also for the mind. We have to remember a lot of steps - sometimes this part of the class gets confusing, which always ends in laughter." **Caryl**



Pilates at St Mary the Boltons was very popular this year

Getting into the groove with Chi Chi Fit

New to Open Age this year, Chi Chi Fit is an exciting and energetic fitness class, where members dance to their favourite musical theatre hits. Chi Chi Fit helps people become fitter, have fun and improve their memory by learning new routines.



Open Age members strutting their stuff at the launch of Chi Chi Fit in August



Members taking a well-earned rest during their Open Age Mile 2024 training walk in Holland Park



Aqua Aerobics at Moberly Sport Centre was incredibly popular this year, with 32 members regularly taking part each week



Ballet Fitness proved a hit in 2024/25



Working up a sweat in a Body Conditioning class

Arts, Cultural and Social Activities

In 2024/25 our programme of arts, cultural, social events and trips went from strength to strength.

Over 1,000 members enjoyed the range of social, art and creative classes on offer at our four centres. These classes ranged from singing, drawing, Creative Threads and history of art to Philosophy, Greek Mythology and current affairs.

We welcomed members keen to develop existing skills as well as members seeking to learn new skills or return to a hobby they hadn't engaged with for years, sometimes since school.

Working with our partners in the community, we delivered over 100 trips and events to places including Two Temple Place, the British Museum, Coronet Theatre, City Hall and the Great Exhibition Road Festival.

We want to continue to grow this provision and are always seeking out new and engaging ways to collaborate with other organisations.



Members enjoying one of our poetry classes

New for 2025

This year we added some exciting new social classes to our programme:

- Beginner's Mahjong
- Crochet
- Fashion Knitting
- Shared Reading and Short Stories

These groups are led and organised by our fabulous Open Age volunteers, most of whom have been members for a long time. We can't thank them enough for their time.

Christmas card competition

In October 2024 we launched a Christmas Card competition, inviting members to design a Christmas Card for sale in our centres. Twenty talented members submitted designs, with the winning four chosen by staff and Trustees.

Thank you to everyone who took part. The competition was a great success and we look forward to doing it again next year!



The 4 winning designs

Creative workshops – having fun indoors and out!

This year the Open Age team hosted a range of creative and fun workshops, including one on Wet Felting.

We also ventured outside and took a group of members to Holland Park for a walk in the beautiful surroundings, followed by an Origami workshop in the park's café.

> *"It was a fun and enjoyable session. I went home with a bouquet and it's glorifying my living room!"* **Morris, Origami workshop attendee**

The Saatchi Gallery

For the 2nd year in a row, The Saatchi Gallery gave members the special opportunity to produce their own artwork for public display.

The Burtynsky Exhibition "Extraction/Abstraction" held at The Saatchi Gallery served as inspiration this year, with over 75 members submitting pieces to be exhibited. It was a joy to see so many members getting involved.



Our members' incredible artwork on display at The Saatchi Gallery

Silver Sunday

Open Age members had a great time celebrating this year's national 'Silver Sunday'. We hosted 24 events, with 148 members taking part in activities from theatre trips and art workshops to dance classes.

> *"These social events have been so much fun, I was very impressed with the quality of the ice cream on offer, it looked very professional. Really enjoyed my time, met new people and had a laugh."* **Luca**

Parties and socials at Open Age

From dancing in the garden and ice cream & waffle social, to Christmas bingo, our members had the time of their lives at our summer socials and Christmas parties this year.





Working with partners

In 2024/25 we were thrilled to partner with an array of brilliant organisations to deliver fun and enriching experiences for our members. Our delivery partners included the Science Museum, Kensington Palace, London Zoo, Kew Gardens, Paddington Food Bank, Chelsea Theatre, Leighton House, Holland Park and Westminster Cathedral.

We welcomed three new partnerships this year:

• National Army Museum • London Wetlands • Mud Gang Pottery CIC

Without our partners, we couldn't offer our members as many life-enhancing opportunities as we do. We're so grateful for their support.

Making sure no one misses out

At Open Age, we believe that no one should miss out on fun because they can't travel into our centres. That's why we work with community health partners and renowned organisations to bring interesting opportunities to those who, for whatever reason, can't attend in person.

This year our monthly online talks have involved partners such as Cancer Research UK, Community Living Well, The Green Doctors, as well as a series of scientific online events provided by Imperial College London.

We have also delivered regular online arts and culture classes, including Greek Mythology and Philosophy. Our thanks go to the amazing volunteers and tutors who make these classes possible.

Thank you to our volunteers

From our incredible reception and administration volunteers to those running trips and delivering classes, our volunteers help make Open Age the organisation it is today. We cannot thank our volunteers enough for their passion and dedication.

A word from Fiona

"I have lived in the area for a long time. My children used to go to the New Avenues centre when they were young.

"I saw that Open Age was based there and wanted to try some classes. I'm a pensioner and suffer with aches and pains and wanted to exercise and get moving. I now enjoy several classes per week, and it has been very beneficial to me, helping my arthritis by keeping me moving and giving me somewhere to socialise.

"Open Age has given me a sense of community and gets me motivated to do things. I am always looking forward to my classes and I'm very passionate about it - I am the first one to call and book in the mornings!

"Being an Open Age member has improved my life considerably as it fills my day and keeps me moving. I can come into the New Avenues and sit and chat with my friends and keep fit."

Community Learning

Our Community Learning courses were very popular again in 2024/25. We delivered 140 courses, offering everything from Spanish and Drama to Lipreading, Introduction to Artificial Intelligence and Staying Safe Online.

Community Learning courses are open to all Open Age members. They are made possible by funding from the Royal Borough of Kensington and Chelsea Adult Learning Service.



46% of Community Learning courses focussed on digital skills

Tackling digital exclusion

With more and more organisations taking a digital-first approach to their service provision, it is vital that Open Age members have the IT skills and confidence they need to thrive.

In 2024/25 we provided a range of courses designed to promote digital inclusion:

- Beginners' computer, smartphone, tablet, and iPad/iPhone use
- Staying safe online
- Email, WhatsApp, and cloud-based tools
- Excel and Microsoft Word
- Digital photography and photo editing
- Using NHS and GP apps
- Introduction to Artificial Intelligence
- Bespoke classes for men and carers

"I can now use WhatsApp, make phone calls, download apps and attach a photo." **Michael, aged 80**

What our members say

Once again, feedback from our members has been overwhelmingly positive this year, with one member commenting that that their course was "The highlight of my week - great social interaction and mental stimulation."



92% of members said they would **recommend Open Age to a friend**

85% of members said our **tutors were good or outstanding**

"I wanted to be able to use email more efficiently, and this course helped me to achieve this."

David, who took part in one of our Digital Skills classes

"Improved my concentration and memory."

Andrew from our Lipreading course

"I am now able to access the NHS App and medical information and reorder my prescription."

Betty, a Using NHS and GP Apps participant

"I've taken the plunge to write poetry – very rewarding."

Poetry course member Geraldine

"Less fear and more knowledge about AI."

Costa, who took part in our Introduction to Artificial Intelligence course

Special projects

The Community Learning team oversaw two exciting special projects in 2024/25.

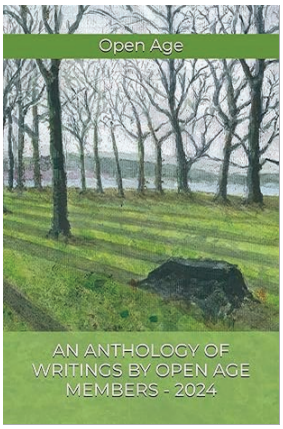
Hidden Histories – The Untold Stories of London's Older Residents

In July we were delighted to launch Open Age's Showcase Event: Hidden Histories – The Untold Stories of London's Older Residents.

Working in partnership with The Chelsea Theatre, the showcase comprised a two-week exhibition of our members' outstanding artwork in the Theatre Lobby, as well as a performance by members celebrating Creative Writing, Life Stories and Poetry. It was an unforgettable event for everyone involved.



Enjoying the fabulous art exhibition at our Showcase Event 2024 at the Chelsea Theatre



Anthology of Creative Writing

This year we published An Anthology of Writings by Open Age Members – 2024, showcasing diverse voices and experiences across essays, stories, poetry and prose. As Open Age's former Vice Chair Maggy Pigott writes in the book's introduction, *"The topics range from birth to death and almost everything in between."* This extraordinary anthology is available to purchase now on Amazon using the QR code.

DigitALL

DigitALL provides digital support to digitally excluded older adults, those with English as a second language, and adults with learning difficulties, who were vulnerable and/or shielding during the Covid-19 pandemic. It is delivered by a partnership of charities led by Open Age.

DigitALL participants receive data packages and devices (if required) as well as one-to-one and group support, delivered in centres, in community spaces and in members' homes.



Members receiving one-to-one support through DigitALL

DigitALL in 2024/25

This year we supported 121 participants through DigitALL, 66 of whom were able to access a device through our tablet provision and recycling scheme. We gave out 92 sim cards to enable free internet access to DigitALL members.

98% of participants **rated DigitALL as excellent**

100% would **recommend** DigitALL to another member

91% of DigitALL participants reported **reduced anxiety** by the end of their time on the project

94% said they **accessed the internet more frequently** thanks to DigitALL



DigitALL participants are living happier, healthier and more connected lives thanks to Open Age.

Maria's story

Maria was referred to DigitALL by her GP as she was starting to feel isolated, finding it hard to keep in contact with her relatives in Portugal.

DigitALL colleagues quickly identified that a major stumbling block for Maria was her phone, which only allowed calls and texts to people in the UK. To overcome this, Maria was set up with a brand-new Android tablet and sim card so she could try downloading some apps and navigate her way around the internet.

At the end of her five sessions, Maria had set up accounts for Gmail and WhatsApp and was sending photos to her relatives, as well as having regular WhatsApp video calls with them.

Thanks to DigitALL and the tablet we provided, Maria was able to find an affordable flight to Portugal and has since enjoyed a wonderful holiday with her family.

Before her trip, Maria said, "Thank you to Derek for his help with getting me set up on WhatsApp and setting me up an email address. It has been so nice being able to talk to my family as I couldn't really do it before. The tablet screen is bigger which is better for my eyes. I am going to see my family now and it is so good for me to know I can call them at any time and speak to them."



Open Age Online

Open Age Online provides a range of Open Age activities for members to enjoy from the comfort of their own homes. Our online classes deliver the same quality experience as our face-to-face activities, with small, highly interactive classes provided by expert tutors.

We are excited to explore opportunities and partnerships to reach more potential members across London with this innovative offer.

936 **online classes** took place through Open Age Online in 2024/25

Fundraising

Our fundraising team had another successful year in 2024/25, securing grants worth over £255,000 from charitable Trusts and Foundations. We also received more than £455,000 in multi-year pledges for 2025–2028.

We raised a brilliant £3,000 from individual supporters through our second annual winter appeal, which focussed on the warmth, connection, friendship and community that Open Age provides. The 2024 Second Half Art Exhibition raised an incredible £85,000, curated and sponsored by Lady Jill Shaw Ruddock CBE, to fund the work of The Second Half Centre via The Second Half Foundation. The Second Half Foundation was formed in May 2012 to create and build The Second Half Centre in St Charles Hospital in North Kensington following the publication of her book The Second Half of Your Life (published by Ebury 2011). The Second Half Foundation donated all the proceeds from this exhibition to the Second Half Centre, Open Age.

We were honoured to receive an incredible gift of £10,000 from the estate of one of our members who thoughtfully chose to remember Open Age in their Will. Their kindness and generosity will change the lives of older people in the future and create a lasting legacy.

Fundraising in numbers

Over **£29,000** raised from **members** and **individual supporters**

We received grants from **24** **Trusts and Foundations**, including six who were inspired to support Open Age again after a break

40 **supporters made regular monthly gifts**, up from 23 just a few years ago

14 people have pledged a **gift in their Will** to Open Age this year, six more than in 2023/24

More than **870** **activities and events** were funded by grants from Trusts and Foundations

Gifts in Wills

Gifts in Wills are an important part of Open Age's funding, and we are seeking to increase the number of pledges we receive. In 2024/25 we hosted a number of in-person events covering legacies, wills and the power of attorney. These events gave members information and advice on how to plan their estate, no matter where they are in the process. We can't thank members enough for taking the time to come along and find out more.

To build on the success of these events, we have produced a Gifts in Wills guide so members have everything they need to know about estate planning in one simple booklet. This includes how to leave a gift to Open Age to help future Londoners live happier, healthier and more connected lives. We look forward to sharing this guide with our members.

Spotlight on Open Age Mile 2024

An annual highlight in the Open Age calendar, our fundraising and engagement event Open Age Mile was a huge success again in 2024/25. Thirty-nine members, as well as their friends and families, joined us in Holland Park for the walk, followed by some delicious refreshments donated by our friends at ASDA.

Open Age Mile 2024 was popular with members of the public, too, with some stopping to find out more about Open Age. One American couple even commented that they would love to do something similar for older people in New York.

Thanks to sponsorship donations, a bake sale on the day and other gifts, Open Age Mile 2024 raised a fabulous £2,500.

"I absolutely loved walking the mile this year… I was so determined to walk it. We are so lucky as old people to have Open Age because it has given us so much to do and choose from, so I'm glad to be able to give back." **Derrick**

"I enjoyed the day; I love walking. I don't do so much of it because I can't do it on my own, I worry about my balance, but I felt safe with the group and felt looked after." **Connie**

"I give every year because I need Open Age and the community it offers. We are very grateful for what you do, there's not much going on around in Westminster which is why Open Age is so good. I hope you carry on because we use it and we find it useful."

Morris, who donated to our winter appeal

Looking ahead

To diversify our income further, we will put greater emphasis on fundraising with our local communities next year. This area of fundraising will be crucial to our plans to become more financially resilient at a time when Local Authority and NHS budgets are under significant strain, Trusts and Foundations are over-subscribed, and the UK is still grappling with the cost-of-living crisis. Keep an eye out for the exciting fundraising events we've got coming up soon.

We would like to thank our funders and supporters for their wonderful generosity and commitment to our mission to help older people live happier, healthier and more connected lives again this year. We're here because of them.

With your continued support, we look forward to another exciting and impactful year in 2025/26. Thank you for all that you do.

City of Westminster

Julia Rausing Trust

2nd Half Foundation

The Royal Borough of Kensington and Chelsea

h&f hammersmith & fulham

Brent

North West London Integrated Care System

City Living Local Life Campden

Earls Court Community Fund

Kensington + Chelsea Foundation Community Spirit Small Grants Fund

City Living Local Life Chelsea Riverside Funded by Royal Borough of Kensington and Chelsea

City Living Local Life Golborne Funded by Royal Borough of Kensington and Chelsea

Active Westminster

NHS Central London Community Healthcare NHS Trust

City Bridge Foundation

City of Westminster Charitable Trust

Good Things Foundation

The Henry Smith Charity founded in 1628

The Mercers' Company Trustee of The Mercers' Charitable Foundation

Sport England

Westminster Almshouses Foundation

The Childwick Trust

The Clothworkers' Foundation

The Royal Institute of Philosophy

everyone ACTIVE

Westminster Amalgamated Charity
Supporting people in need in Westminster

The Hyde Park Place Estate Charity

Florence Cohen Charitable Trust

Lady Blakenham's Charity Trust

The Invesco Cares Foundation

Our Goals for 2025–2026

We are looking forward to launching our ambitious new five-year growth strategy in January 2026. The demand for Open Age's services is great – we need to grow in line with the increasing number of older Londoners spending between one and two decades in poor health, with 40% living alone, and with 20% feeling lonely. Our purpose to enable happy, healthy, more connected living by creating joy through community is more important than ever. We look forward to sharing our new strategy with you.

As we transition into our new strategy, we will continue to deliver against our current core goals, while also building our future plans from these foundations.

1. Increase our reach and diversify our membership to address health inequalities

We will proactively target communities with the greatest health inequalities, working in partnership to co-create member-led, culturally appropriate offerings. A key part of this work in 2025/26 is a community outreach project generously funded by the Julia Rausing Trust- focusing on increasing our engagement by reaching older men and members of global majority communities; two groups who are affected by health inequalities.

2. Increase awareness of Open Age's inclusive community and offer

We will increase awareness of Open Age's inclusive community and high-quality classes and activities by targeting potential members with relevant, engaging communications, and by partnering with statutory organisations, voluntary and community groups, and local communities to signpost and refer into us.

3. Maintain financial stability through innovation and collaboration

We will seek to diversify our income streams to maintain financial stability, both by fostering a growing community fundraising programme, and by continuing to grow strong partnerships with our funders focused on shared strategic objectives. We will develop innovative propositions to better meet the needs of our members.

Financial Review

Open Age's income for the year totalled £1,772,747 (2024: £2,559,758) of which £1,714,774 (2024: £1,992,480) was received as grants and income from contracts. The main sources of income for the year were: The Royal Borough of Kensington & Chelsea, whose various departments provided £733,146 (2024: £612,383); Westminster City Council £281,800 (2024: £281,729); multi-borough grants £140,000 (2024: £139,973); and other income from various funders, earned income and donations made up the remaining £617,801, as detailed more fully in these accounts. A number of other funders directed their assistance to specific projects. These have been separately identified in the accounts. See the Statement of Financial Activities on page 45 and the accompanying notes on pages 48-59.

Where specific funding received was insufficient to meet the expenditures of the specifically funded activities, additional funds have been transferred from the unrestricted funds of Open Age to eliminate the resulting deficits in the specifically funded activities at the end of the financial year.

The main expenditure of Open Age is on staff salaries and on supporting office accommodation and facilities. Costs have been allocated to activities on the basis of estimates prepared by staff.

Open Age ended the year with a deficit of £246,546 (2024: £314,879 surplus). Cash, bank and deposit balances totalled £1,253,459 (2024: £1,162,087). Total fund balances available to be carried forward were £1,298,487 (2024: £1,545,034) consisting of £75,578 of designated funds (2024: £25,578); and £879,579 of general funds (2024: £1,127,077); and £343,330 of restricted funds (2024: £392,379), which represents funds held for the remaining lease of the New Horizons building. The full Statement of Financial Activities is set out on page 45 of these accounts, with accompanying notes on pages 48-59.

Reserves

The trustees have kept the reserves policy under review over the last 12 months and in order to ensure that cashflow management, working capital and investment needs are met, whilst still allowing us to fulfil our charitable objectives. Trustees have agreed that the level of free cash reserves (excluding designated funds) should be kept as an equivalent to six months' worth of overheads. This is to ensure sufficient funds are held to meet the charity's current and future projected activities and maintain financial sustainability in an ever-changing landscape.

As at 31 March 2025 the unrestricted free cash reserves stood at £879,579 (2024: £1,127,077).

Risk Management

The Board is responsible for ensuring Open Age considers its risks, has a risk register in place and that this register is reviewed on a regular basis. The Board has assessed the major risks to which the charity is exposed and these are detailed below with a summary of plans for managing these risks:

- A significant reduction or loss of funding from Local Authorities and ICBs or statutory health funding. At a time when local authorities and ICBs are being required to make efficiencies there is an ongoing risk that funding directed towards preventative services such as Open Age may be reduced. To mitigate against this the CEO and Senior Management Team maintain good relationships with our commissioners including regular review meetings where targets and KPIs are discussed. The CEO sits on various boards and partnerships to ensure prevention stays high on the agenda. Open Age actively engages with other statutory bodies operating in this field to ensure we are well positioned to receive support from other partners should cuts be proposed.
- Inability to cover infrastructure cost. To reduce reliance on statutory funds and increase unrestricted income Open Age is implementing a fundraising and income diversification strategy. This includes recruiting and ongoing development of two fundraisers.
- Loss of key personnel. We have policies and procedures in place to recruit and retain suitable staff and volunteers. We conduct regular staff surveys to measure staff satisfaction levels and have implemented a number of staff wellbeing measures.
- Complaints from Members or Tutors. Open Age has a clear members' code of conduct and complaints procedure in place to deal with any complaints. This is overseen by our Head of Member Experience and any complaints are investigated and reported to the Senior Management Team.
- Impact of a pandemic / Covid-19. We have developed robust policies and procedures and a specific risk assessment and strategy to deal with

Covid-19 and potentially similar future pandemics in order to protect our members and staff and to continue to offer and deliver services to our members in a safe and secure way.

Investment policy and performance

The constitution provides that monies not immediately required for Open Age's activities are to be invested in or upon such investments, securities or property as may be thought fit. At present the Trustees' policy is to place all such monies on interest bearing deposit.

Fundraising

During the year 2024/25 Open Age employed two part-time fundraisers and the services of Nova Fundraising Ltd who support fundraising and mentor fundraising staff. The two fundraisers are directly employed by Open Age and the Nova Fundraising Consultants used are members of the Chartered Institute of Fundraising (CIoF) and adhere to the Fundraising Regulator Code of Fundraising Practice. Open Age is registered with the Fundraising Regulator.

Open Age understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. As a charity that works with older people all staff undergo formal and informal training on how to communicate with and deliver services to older people. This includes a requirement for all staff to complete adult safeguarding training.

Throughout the year Open Age has continued to be successful in attracting funding in kind, ranging from the free use of premises in a variety of venues such as lounges in sheltered housing, meeting rooms in libraries and community centres, to skilled practitioners providing free or reduced fee tutoring. In addition to the salaried staff, members and volunteers assist with administration and with organising events. The CEO monitors all fundraising activity. The Board of Trustees receive regular reports on fundraising and review fundraising income and expenditure.

Legal and Administrative Details

Charity Registered Number:
1160125

Date of Adoption of Constitution:
25th November 2014

Board of Trustees:

Elected Members
Marcia Blakenham
Hilary Bowker *
Colin Campbell, Treasurer*
Malti Josh
Ann Lewis*
Sandra Franklin

Co-opted Members
Cynthia Bullock
Eric Kihlstrom, Chair*

* Also members of the Finance, Risk and Staffing Committee

CEO:
Emma Foulds

Principal Office:
St Charles Centre
for Health and Wellbeing,
Exmoor Street,
London W10 6DZ

Auditors:
Barnes Roffe Audit Limited,
East London Office,
Leytonstone House, Leytonstone,
London, E11 1GA

Bankers:
Barclays Bank PLC,
Willesden Branch,
Westmoreland House,
Scrubbs Lane,
London NW10

Structure, Governance and Management

The Trustees of the charity present their report for the year ended 31 March 2025.The Trustees confirm that the Annual Report is compliant with current statutory requirements, the requirements of the charity's governing document, 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Constitution and Organisational Structure

Open Age was registered by the Charity Commission as a charitable incorporated organisation on the 23rd of January 2015, with a new charity registration number: 1160125.

The Board, comprising the charity's Trustees, consists of the Chair, the Treasurer and up to 15 individual Board members. The Board agrees the policy of the charity and is responsible for its finances and assets, and for employing staff to carry out its work. The Board meets at least four times a year. It appoints a Finance, Risk and Staffing Committee, consisting of up to six Trustees to regularly review financial and staff matters. This sub-committee also meets at least four times a year and reports to the Board.

The CEO manages the day-to-day affairs of the charity and reports regularly to the Chair and to the Board.

Recruitment and Appointment of Trustees

Up to nine Trustees are nominated and elected from the Open Age membership at the AGM. Subsequently the Board co-opts up to a further eight Trustees for the year. Co-opted members are individual members or representatives of organisations, who have been nominated and selected for the complementary skills they are able to offer. Trustees are invited to attend an induction session on appointment and are informed of ongoing training opportunities, as they arise both within the organisation and externally.

Pay Policy for senior staff

Open Age Trustees, and the Senior Management Team (made up of the CEO and 7 senior staff) comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year (2024/25: £Nil).

Regular reviews of senior staff pay levels take place using a salary benchmarking exercise against comparable organisations. The results of these reviews are approved by the Finance, Risk and Staffing Committee; the last such review was July 2024. An annual cost of living increase is also considered by the Finance, Risk and Staffing Committee, taking into account sector trends, inflationary factors and the charity's financial position.

Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales 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 charity and of the incoming resources and application of resources of the charity 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 Charities SORP 2019 (FRS 102);
- 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 charity will continue in operation.

The trustees are responsible for keeping proper accounting records that 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 Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

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

The Trustees of the charity confirm that:

As far as they are aware, there is no relevant audit information of which the charity's auditors are unaware, and they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information Public Benefit. The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities.

APPROVAL

This report was approved by the Trustees on 11th September 2025 and signed on their behalf by:

Eric Kihlstrom
Chair of the Board of Trustees



Auditor's Report

Independent Auditor's Report to the Trustees of Open Age

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard..

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such

internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:

- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Barnes Roffe Audit Limited 15 September 2025

Barnes Roffe Audit Limited
Chartered Accountants
Leytonstone House, 3 Hanbury Drive, Leytonstone, London, E11 1GA

Barnes Roffe LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	**2025 Total £**	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	41,303	–	**41,303**	551,155	–	551,155
Charitable activities							
Learning, Health & Wellbeing	3	58,182	1,444,302	**1,502,484**	49,722	1,806,818	1,856,540
IT & Digital Inclusion	3	–	212,290	**212,290**	–	139,990	139,990
Employment Support	3	–	–	**–**	(4,049)	–	(4,049)
Investments interest	4	16,670	–	**16,670**	16,122	–	16,122
Total income		116,155	1,656,592	1,772,747	612,950	1,946,808	2,559,758
Expenditure on:							
Raising funds	5	3,519	66,861	**70,380**	3,512	66,734	70,246
Charitable activities							
Learning, Health & Wellbeing	5	85,687	1,660,080	**1,745,767**	85,687	1,906,301	1,991,988
IT & Digital Inclusion	5	–	203,146	**203,146**	–	182,645	182,645
Employment Support	5	–	–	**–**	–	–	–
Total expenditure		89,206	1,930,087	2,019,293	89,199	2,155,680	2,244,879
Net (expenditure) / income for the year	6	26,949	(273,495)	**(246,546)**	523,751	(208,872)	314,879
Reconciliation of funds:							
Total funds brought forward		1,459,697	85,338	**1,545,034**	935,946	294,210	1,230,155
Total funds carried forward		1,486,646	(188,157)	1,298,487	1,459,697	85,338	1,545,034

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17a to the financial statements.

Balance Sheet

As at 31 March 2025

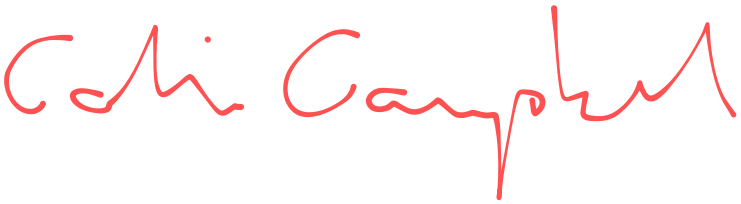
	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets	11a		**343,330**		392,379
Intangible assets	11b		**95,778**		119,953
			439,108		512,332
Current assets:					
Debtors	12	**55,461**		210,023	
Cash at bank and in hand		**1,253,459**		1,162,087	
		1,308,920		1,372,110	
Liabilities:					
Creditors: amounts falling due within one year	13	**(449,541)**		(339,408)	
Net current assets			**859,379**		1,032,702
Total net assets			**1,298,487**		1,545,034
The funds of the charity:	17a				
Restricted income funds			**343,330**		392,379
Unrestricted income funds:					
Designated funds		**75,578**		25,578	
General funds		**879,579**		1,127,077	
Total unrestricted funds			**955,157**		1,152,655
Total charity funds			**1,298,487**		1,545,034

Approved by the trustees on 11th September 2025 and signed on their behalf by:

Eric Kihlstrom
Chair



Colin Campbell
Treasurer



Statement of Cash Flows

For the year ended 31 March 2025

	2025 £	£	2024 £	£
Cash flows from operating activities				
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	**(246,546)**		314,879	
Depreciation charges	**49,049**		49,049	
Amortisation charges	**31,442**		29,988	
Dividends, interest and rent from investments	**(16,670)**		(16,122)	
(Increase)/decrease in debtors	**154,562**		(72,544)	
Increase/(decrease) in creditors	**110,133**		127,173	
Net cash provided by / (used in) operating activities		**81,970**		432,423
Cash flows from investing activities:				
Dividends, interest and rents from investments	**16,670**		16,122	
Purchase of intangible fixed assets	**(7,268)**		(34,129)	
Net cash (used in) / provided by investing activities		**9,402**		(18,007)
Change in cash and cash equivalents in the year		**91,372**		414,416
Cash and cash equivalents at the beginning of the year		**1,162,087**		747,672
Cash and cash equivalents at the end of the year		**1,253,459**		1,162,087

Analysis of cash and cash equivalents and of net debt

	At 1 April 2024 £	Cash flows £	Other non-cash changes £	At 31 March 2025 £
Cash at bank and in hand	1,162,087	91,372	–	**1,253,459**
Total cash and cash equivalents	1,162,087	91,372	–	**1,253,459**

Notes to the Financial Statements

1 Accounting policies

a) Statutory information

Open Age is registered with the Charity Commission for England and Wales.

The principle office address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast have been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecasts indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

A significant part of Open Age's income comes from grants and contracts from our local authority partners. As in previous years, most grants and contracts for the next financial year have not yet been signed, meaning there is some risk to this income. Management and trustees rate this risk as low given that discussions are ongoing with our commissioners and for many years these income streams have been renewed year on year.

Expenditure of these grants and contracts are not committed until they have been approved. If any of this income was cut the charity would take immediate action to mitigate any such risk by reducing expenditure in order to maintain its going concern status. Management and trustees regularly review such risks on an ongoing basis.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Interest receivable

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

g) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in seeking donations, legacies, non-performance related grants and other voluntary contributions.
- Charitable activities include expenditure associated with the provision of Learning, Physical, Health and Wellbeing related activities, IT and Digital training and Employment support.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) Support and Governance costs

The charity initially identifies the total costs of its support functions, which include an element of staffing cost based on staff time. It then identifies those costs which relate to the governance function. Having identified its governance costs, these along with the remaining support costs, are directly allocated to the various funds attributed to the charitable activities undertaken in the year.

Governance costs are those incurred in connection with enabling the charity to comply with external regulation, constitution and statutory requirements and in providing support to the trustees in discharge of their statutory duties.

j) Operating leases

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised over the period of the lease.

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £3,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- New Horizons Building (Leasehold improvements) 25 years
- Fixtures and Fittings 5 years
- Computer Equipment 3 years

l) Intangible fixed assets

The CRM system is was implemented at the start of the year and therefore amortisation has been charged during the year. This is being amortised over a period of 5 years.

- Technological Innovation 5 years

m) Debtors

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

n) Cash at bank and in hand

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

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

q) Pensions

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust. All employees are members of the Growth Plan Series 4. This scheme is a defined contribution pension scheme. Since February 2016, new and existing employees who were not in the scheme were automatically enrolled into the scheme membership, unless they had exercise their right to opt out. The pension charge represents the amounts payable by the charity to the fund in respect of this year.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Core grants	–		–	–		–
Donations	27,884	–	**27,884**	51,061	–	51,061
Legacies	13,419	–	**13,419**	500,094	–	500,094
	41,303	–	**41,303**	551,155	–	551,155

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
RBKC (ACL)		122,958	**122,958**	–	179,567	179,567
RBKC Older Prevention		395,215	**395,215**	–	395,215	395,215
WCC Older People Prevention		217,786	**217,786**	–	217,786	217,786
NWL ICB			–		163,280	163,280
L B Hammersmith & Fulham		41,496	**41,496**	–	39,900	39,900
Be Active project		58,476	**58,476**	–	58,476	58,476
Kensington and Chelsea Social Council		27,587	**27,587**	–	24,645	24,645
Trusts, Foundations & Corporates		444,948	**444,948**	–	250,078	250,078
CLCH NHS Trust (Brent Falls Prevention)		18,534	**18,534**	–	16,009	16,009
Fees from classes and events	58,182		**58,182**	49,722	–	49,722
Second Half exhibitions		84,538	**84,538**			
RBKC (Community Public Health Programme)		32,764	**32,764**			
Innovate UK			–		461,862	461,862
Sub-total for Learning, Health & Wellbeing	58,182	1,444,302	**1,502,484**	49,722	1,806,818	1,856,540
RBKC (Digit All)		98,957	**98,957**	–	13,500	13,500
London Borough of Ealing (Digit All)		53,333	**53,333**	–	26,667	26,667
Digital Inclusion K&C		60,000	**60,000**			
CW PLUS			–	–	99,823	99,823
Sub-total for IT & Digital inclusion	–	212,290	**212,290**	–	139,990	139,990
DWP / Reed Partnership		–	–	(4,049)	–	(4,049)
Sub-total for Employment support	–	–	–	(4,049)	–	(4,049)
Total income from charitable activities	58,182	1,656,592	**1,714,774**	45,673	1,946,808	1,992,481

Income from government grants comprises performance related and general grants made by various government bodies to enable the charity to deliver its charitable objectives; that is the delivery of health and wellbeing services for older people.

4 Income from investments

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Investment interest	16,670	–	**16,670**	16,122	–	16,122
	16,670	–	**16,670**	16,122	–	16,122

5a Analysis of expenditure (current year)

		Charitable activities						
	Raising funds	Learning, Health & Wellbeing	IT & Digital inclusion	Employment support	Governance costs	Support costs	**2025 Total**	2024 Total
	£	£	£	£	£	£	**£**	£
Staff costs (Note 7)	44,720	851,683	43,554		31,859	194,552	**1,166,368**	1,168,237
Other fundraising costs	15,591						**15,591**	16,393
Tutor fees		160,716	5,856				**166,572**	184,224
Premises	10,069	135,931	10,069			15,103	**171,172**	139,488
Other direct costs		132,028	113,803			4,580	**250,411**	556,134
Communication						44,076	**44,076**	47,500
Equipment						110,308	**110,308**	75,484
Recruitment, training & travel						54,417	**54,417**	17,901
Consultancy fees						24,927	**24,927**	24,518
Audit fees					15,450		**15,450**	15,000
	70,380	1,280,358	173,282	–	47,309	447,963	2,019,293	2,244,879
Support costs	–	418,099	29,864			(447,963)	**–**	–
Governance costs	–	47,309			(47,309)		**–**	–
Total expenditure 2025	**70,380**	**1,745,766**	**203,146**	**–**	**–**	**–**	**2,019,293**	
Total expenditure 2024	**70,246**	**1,991,988**	**182,645**	**–**	**–**	**–**		**2,244,879**

5b Analysis of expenditure (prior year)

		Charitable activities					
	Raising funds	Learning, Health & Wellbeing	IT & Digital inclusion	Employment support	Governance costs	Support costs	**2024 Total**
	£	£	£	£	£	£	**£**
Staff costs (Note 7)	53,853	856,868	40,159		30,598	186,759	**1,168,237**
Other fundraising costs	16,393						**16,393**
Tutor fees		180,615	3,609				**184,224**
Premises		118,353	8,454			12,681	**139,488**
Other direct costs		445,647	105,787			4,700	**556,134**
Communication						47,500	**47,500**
Equipment						75,484	**75,484**
Recruitment, training & travel						17,901	**17,901**
Consultancy fees						24,518	**24,518**
Audit fees					15,000		**15,000**
	70,246	1,601,483	158,009	–	45,598	369,543	2,244,879
Support costs	–	344,907	24,636			(369,543)	–
Governance costs	–	45,598			(45,598)		–
Total expenditure 2024	**70,246**	**1,991,988**	**182,645**	**–**	**–**	**–**	**2,244,879**

6 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2025 £	2024 £
Depreciation	**49,049**	49,049
Operating lease rentals payable:		
Other	**651**	1,834
Auditor's remuneration (excluding VAT):	**15,450**	15,000

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	**1,039,890**	1,047,841
Social security costs	**101,385**	94,193
Employer's contribution to defined contribution pension schemes	**25,093**	26,203
	1,166,368	**1,168,237**

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2025 No.	2024 No.
£60,000 - £69,999	**1**	1
£70,000 - £79,999	**1**	1
	2	**2**

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £352,197 (2024: £358,394).

The charity trustees were neither paid nor received any other benefits and expenses reimbursed from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 34 (2024: 35).

The average monthly head count of staff

	2025 No.	2024 No.
Director	**1**	1
Heads of Department	**5**	5
Service Managers & Co-ordinators	**23**	23
Support Services (Finance / Admin / Fundraising)	**5**	6
	34.0	35.0

9 Related party transactions

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11a Tangible fixed assets

	New Horizons Building (Leasehold improvements)	Fixtures and fittings	Computer equipment	**Total**
Cost	£	£	£	**£**
At the start of the year	1,226,212	108,616	81,295	**1,416,123**
Additions in year	–	–	–	**–**
At the end of the year	1,226,212	108,616	81,295	**1,416,123**
Depreciation				
At the start of the year	833,833	108,616	81,295	**1,023,744**
Charge for the year	49,049	–	–	**49,049**
At the end of the year	882,882	108,616	81,295	**1,072,793**
Net book value				
At the end of the year	343,330	–	–	**343,330**
At the start of the year	392,379	–	–	392,379

All of the above assets are used for charitable purposes.

11b Intangible fixed assets

	Technological Innovation
Cost	**£**
At the start of the year	**149,940**
Additions in year	**7,268**
At the end of the year	**157,208**
Amortisation	
At the start of the year	**(29,988)**
Charge for the year	**(31,442)**
At the end of the year	**(61,430)**
Net book value	
At the end of the year	**95,778**
At the start of the year	115,812

12 Debtors

	2025	2024
	£	£
Trade debtors	**1,605**	75,675
Other debtors		–
Prepayments	**6,818**	15,185
Accrued income	**47,038**	119,163
	55,461	210,023

13 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	**90,088**	61,415
Other creditors		
Taxation and social security	**22,333**	23,395
Accruals	**138,261**	116,627
Deferred income (note 14)	**198,859**	137,971
	449,541	339,408

14 Deferred income

Income is deferred when received in the financial period but has not been earned by the end of the year.

	2025 £	2024 £
Balance at the beginning of the year	**137,971**	97,193
Amount released to income in the year	**(137,971)**	(97,193)
Amount deferred in the year	**198,859**	137,971
Balance at the end of the year	**198,859**	137,971

15 Pension scheme

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust. All employees are members of the Growth Plan Series 4. This scheme is a defined pension contribution scheme and contributions are charged in the statement of financial activities. The charge for the year for the Charity for pension is £25,093 (2024: £26,203). The amount outstanding in respect of The Pensions Trust at 31 March 2025 was £30,650 (2024: £13,744).

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	**Total funds £**
Tangible fixed assets (Leasehold improvements)	–	–	343,330	**343,330**
Other works for New Horizons	–	75,578	–	**75,578**
CRM System	–	–	–	**–**
Net current assets	879,580	–	–	**879,580**
Creditors due within one year	–	–	–	**–**
Defined benefit pension asset / (liability)	–	–	–	**–**
Net assets at 31 March 2025	**879,580**	**75,578**	**343,330**	**1,298,488**

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	**Total funds £**
Tangible fixed assets	–	–	392,379	**392,379**
Other works - New Horizon	–	25,578	–	**25,578**
CRM System	–	–	–	**–**
Net current assets	1,127,078	–	–	**1,127,078**
Creditors due within one year	–	–	–	**–**
Defined benefit pension asset / (liability)	–	–	–	**–**
Net assets at 31 March 2024	**1,127,078**	**25,578**	**392,379**	**1,545,035**

17a Movements in funds (current year)

	At 1 April 2024 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2025 £
Restricted funds:					
Active Westminster	–	1,741	(1,741)	–	–
Charities Trust	–	3,260	(3,260)	–	–
Rathbones - Mens Space	–	5,000	(5,000)	–	–
Westminster Almshouses	–	10,413	(10,413)	–	–
City of London - Bridge House Charities	–	50,000	(50,000)	–	–
Royal Institute of Philosophy	–	1,405	(1,405)	–	–
The Childwick Trust	–	11,250	(11,250)	–	–
The Kensington & Chelsea Foundation	–	3,634	(3,634)	–	–
The Clothworkers Foundation	–	20,000	(20,000)	–	–
Hyde Park Place Estate Charity	–	6,000	(6,000)	–	–
Imperial College - Consultancy	–	671	(671)	–	–
Westminster Amalgamated Charity	–	4,773	(4,773)	–	–
Barnet Prevention Falls	–	9,992	(9,992)	–	–
The Julia Rausing Trust	–	50,750	(50,750)	–	–
Delivery Of the Active Communities	–	5,124	(5,124)	–	–
MERCERS GRANT	–	10,000	(10,000)	–	–
RBKC - Sports Development Team	–	5,412	(5,412)	–	–
PCC ST STEPHENS CHURCH	–	700	(700)	–	–
Good Things Foundation	–	8,400	(8,400)	–	–
THRIVE TRIBE	–	240	(240)	–	–
National Lottery Community Fund	–	6,269	(6,269)	–	–
Silver Sunday- RBKC	–	6,079	(6,079)	–	–
Westminster CC s75 Time for Me	–	23,378	(23,378)	–	–
NHS Tri BoroughCCGS - Steady and Stable Project	–	140,000	(140,000)	–	–
Brent - Steady and Stable	–	7,391	(7,391)	–	–
The Henry Smith Charity	–	40,300	(40,300)	–	–
RBKC Digitall	–	98,957	(98,957)	–	–
Edward Harvist Trust (COW)	–	10,767	(10,767)	–	–
Westminster CC & CCG Queens Park & Harrow Road Ward	–	2,000	(2,000)	–	–
Second Half Exhibitions	–	84,538	(84,538)	–	–
RBKC - Coomunity Public Health Programme	–	32,764	(32,764)	–	–
H&F LB Linked In and Active	–	41,496	(41,496)	–	–
CLCH Brent Falls Prevention	–	18,534	(18,534)	–	–
RBKC - Older People Prevention (Public Health)	–	395,215	(395,215)	–	–
RBKC - Keep Active	–	17,840	(17,840)	–	–
WCC - Older People Prevention (Public Health)		217,786	(217,786)		
WCC - Keep Active		40,636	(40,636)		
RBKC - ACL Adult Education	–	122,958	(122,958)	–	–
Kensigton and Chelsea Social Council	–	27,587	(27,587)	–	–
London Borough of Ealing - Digitall	–	53,333	(53,333)	–	–
Digital Inclusion K&C	–	60,000	(60,000)	–	–
New Horizons Building Development	392,379		(49,049)	–	**343,330**
Total restricted funds	**392,379**	**1,656,592**	**(1,705,641)**	**–**	**343,330**
Unrestricted funds:					
Designated funds:					
Open Age Hubs Activities	–	–	–	–	–
Other works for New Horizons	25,578	–	–	50,000	**75,578**
CRM System	–	–	–		–
Total designated funds	25,578	–	–	50,000	**75,578**
General funds	1,127,078	116,157	(313,655)	(50,000)	**879,580**
Total unrestricted funds	1,152,656	116,157	(313,655)	–	**955,158**
Total funds	1,545,035	1,772,749	(2,019,296)	–	**1,298,487**

The narrative to explain the purpose of each fund is given at the foot of the note below.

17b Movements in funds (prior year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
Westminster Almshouses	–	2,596	(2,596)	–	–
City of London - Bridge House Charities	–	50,000	(50,000)	–	–
Royal Institute of Philosophy	–	1,050	(1,050)	–	–
The Childwick Trust	–	3,750	(3,750)	–	–
H&F LB Linked In and Active	–	39,900	(39,900)	–	–
H&F Fast Track Grant	–	3,000	(3,000)	–	–
CLCH Brent Falls Prevention	–	16,009	(16,009)	–	–
Edwards and Bishop King's Fund	–	3,327	(3,327)	–	–
RBKC - Older People Prevention (Public Health)	–	395,215	(395,215)	–	–
RBKC - Keep Active	–	17,840	(17,840)	–	–
WCC - Older People Prevention (Public Health)	–	217,786	(217,786)	–	–
WCC - Keep Active	–	40,636	(40,636)	–	–
London Sport	–	7,093	(7,093)	–	–
The University of Westminster	–	500	(500)	–	–
Barnet Prevention Falls	–	5,829	(5,829)	–	–
Earls Court Community Fund- Grant	–	16,500	(16,500)	–	–
VCS & Community Partnerships -RBKC	–	13,743	(13,743)	–	–
The Julia and Hans Rausing Trust	–	20,500	(20,500)	–	–
Innovate UK	–	461,862	(461,862)	–	–
Delivery Of the Active Communities	–	4,716	(4,716)	–	–
MERCERS GRANT	–	17,000	(17,000)	–	–
RBKC - ACL Adult Education	–	179,567	(179,567)	–	–
RBKC - Sports Development Team	–	430	(430)	–	–
RBKC ACL (Tutor Training Reimbursements)	–	890	(890)	–	–
K& C Foundation -Mens Activity	–	4,167	(4,167)	–	–
RBKC- City Living Local Life	–	4,941	(4,941)	–	–
Strand Parishes Trust	–	5,000	(5,000)	–	–
Good Things Foundation	–	9,100	(9,100)	–	–
THRIVE TRIBE	–	4,160	(4,160)	–	–
Track Academy Movement Grant	–	3,154	(3,154)	–	–
Westminster CC s75 Time for Me	–	23,307	(23,307)	–	–
NHS Tri BoroughCCGS - Steady and Stable Project	–	139,973	(139,973)	–	–
Kensington and Chelsea Social Council	–	24,645	(24,645)	–	–
The Henry Smith Charity	–	40,300	(40,300)	–	–
Edward Harvest Trust (COW)	–	1,818	(1,818)	–	–
CWPLUS (DigitALL Project)	–	99,823	(99,823)	–	–
MASONIC CHARITABLE	–	26,514	(26,514)	–	–
London Borough of Ealing - Digital	–	26,668	(26,668)	–	–
RBKC - Digit All	–	13,500	(13,500)	–	–
New Horizons Building Development	441,428		(49,049)	–	**392,379**
Total restricted funds	441,428	1,946,808	(1,995,857)	–	**392,379**
Unrestricted funds:					
Designated funds:					
Open Age Hubs Activities	–	–	–	–	–
Other works for New Horizons	25,578	–	–	–	**25,578**
CRM System		–	–		–
Total designated funds	25,578	–	–	–	**25,578**
General funds	763,150	612,950	(249,022)		**1,127,078**
Total unrestricted funds	788,728	612,950	(249,022)	–	**1,152,656**
Total funds	1,230,156	2,559,758	(2,244,879)	–	**1,545,034**

Purposes of restricted funds

Grants, which are received for specific projects, are accounted for as restricted funds. The balances on restricted funds as at 31st March 2025 arise for specific projects.

Second Half Centre, New horizons Centres, The Avenues, and St Margaret's

Open Age delivers a large weekly programme of Learning, Physical Activity and Arts and Culture activities in The Royal Bough of Kensington and Chelsea, and the City of Westminster. We operate from 40+ community venues and four centres operates by the charity. This activity is funded by a variety of grants including, North West London ICB, RBKC and WCC prevention contracts, RBKC Adult Community Learning, and the Second Half Foundation.

Time for Me

Project providing activities and trips for older carers across the Royal Borough of Kensington and Chelsea, and the City of Westminster funded through RBKC and NWL ICB.

DigitAll

A project that tackles Digital Exclusion in Older People by targeting barrier to access. Open Age is the lead partner working with a number of delivery organisations to reach older people. Funded by CW+ and Imperial College Healthcare Trust.

Innovate UK

The Innovate UK funding was for a period of twelve months. The purpose was to enable Open Age to scale up its online delivery through codesigning an online platform with older people as well as potential customers for a such a service such as housing association, community health providers and local authorities.

18 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Equipment	
	2025	2024
	£	£
Less than one year	**651**	**1,834**
One to five years		**651**
Over five years	**-**	-
	651	2,485

19 Legal status of the charity

The charity is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. The charity is registered in England and its registered address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

OPEN AGE
life's just begun



Members getting into their stride ahead of Open Age Mile 2024

St. Charles Centre for Health and Wellbeing,
Exmoor Street, London W10 6DZ

Tel: 020 4516 9978

www.openage.org.uk

OPEN AGE

England & Wales - Charity number 1160125

Accounts

OPEN AGE

life's just begun



Annual Report 2023–2024

Registered Charity Number: 1160125

Older people live happier, healthier and more connected lives thanks to Open Age

"I am rather depressed these days because my partner has Alzheimer's and his situation gets worse every day. Joining the Zoom exercise classes not only keep me fit but also lifts my life and make me more optimistic."

Safia

"These courses are a great way of staying connected with people and not feeling isolated whilst learning something new or doing something you enjoy."

Raafat

"Learning gives me the freedom to live my life, my way."

Vincent

"I consider it is such a benefit to belong to Open Age and I have over the years, taken advantage of the many choices of classes available including learning about my phone and tablet, languages and mosaics. Needless to say, all wonderful for my mental wellbeing."

Maxine

Contents

A Message from our Chair 4
A Message from our CEO 5
What We Achieved in 2023–2024 6
Who We are and What We Do 7
Open Age Online 8
Outreach & Support Services 9
Physical Activities 16
Arts, Cultural and Social Activities 20
Community Learning 23
Fundraising 28
Our Goals for 2024–2025 31
Financial Review 32
Legal and Administrative Details 35
Structure, Governance and Management 36
Auditors' Report 39
Statement of Financial Activities 43
Balance Sheet 44
Statement of Cash Flows 45
Notes forming part of the Financial Statements 46

OPEN AGE
life's just begun

A Message from our Chair

Open Age is a member-led organisation, and we continue to put our members at the heart of everything we do.

After the pandemic, Open Age continued to offer online courses and events, ensuring that the deconditioning, anxiety and reluctance to engage still felt by some members post pandemic did not prevent them from getting involved. We have now fully adopted this blended approach.

This year we were thrilled to secure a grant from Innovate UK which allows us to scale up our online offering and increase our impact. Using Innovate UK's funding, we have worked with members to develop Open Age Online, a platform that, when launched in 2024/25, will enable older people to access a range of Open Age activities online.



Rather than replacing them, Open Age Online is a desired complement to our face-to-face activities. The platform will allow members to benefit from everything Open Age has to offer even if they cannot, or do not wish to, take part in person. It represents an important evolution for Open Age as we seek to adapt to the changing needs of our members and funders. This is particularly important at a time when councils and other public bodies are experiencing both increasing cost pressures and an ever-growing need to support community organisations.

In the years ahead, we will explore the potential for Open Age Online to expand our geographical reach and create new relationships with other communities. Not only does Open Age Online represent an opportunity to extend our impact, we expect that it can also become a new source of income for the charity. By diversifying our income in this way, we can ensure Open Age's financial sustainability going forward.

I would like to thank all our partners and funders for supporting our mission to help older people live happier, healthier and more connected lives. My thanks also go to the Open Age team and my fellow Trustees for their expertise, hard work and guidance this year.

Throughout this report, you can read direct quotes from our members. Their feedback is a testament to the difference we make to people's lives – but we will never take our members for granted. They are what makes Open Age so special.

Best wishes
Eric Kihlstrom

A Message from our CEO



2023/24 has been a great year for Open Age. With the Covid pandemic and the tumultuous years that followed behind us, we have built new partnerships, re-established old ones, including referral pathways with partner organisations, and delivered new projects and activities that will help older people live happier, healthier and more connected lives.

Digital has been a huge focus this year. Our DigitALL project, which provided tailored support to some of the most digitally excluded people in London, came to an end in October. We helped over 700 older people become more confident in the online world, and we were proud to lead a consortium of charities delivering the right support, in the right way, to the communities they know the best.

This year it was great to see so many members enjoying our new face-to-face events and trips. These included a party to mark the coronation of HRH King Charles III and a hugely popular trip to the Postal Museum. We are always looking to expand our range of activities and offer members more opportunities to come together, have fun and do things they may otherwise not be able to do.

Open Age's volunteers have gone above and beyond in 2023/24. From working on reception and leading activities to supporting older people through Be Active, our volunteers are an integral part of the Open Age team. We are so grateful for their support.

I would like to thank a former member of Open Age who so generously supported us with a gift in their Will. We will never forget their kindness. Their legacy lives on.

I would also like to say a huge thank you to our funders, the Open Age team and, most importantly, our members for making Open Age the happy, welcoming place it is today.

Best wishes
Iain Cassidy

OPEN AGE What we achieved in 2023–2024

We ran 6,936 activities

50,058 individual attendances

Overall our members enjoyed over **68,400 hours** of activity

2,671 members took part in at least one activity

420 members took part in an online activity



53.5% of members have socialised together outside of Open Age activities

86% of members rate the quality of our tutors as good or very good

60% agreed that their health has improved

32% reported fewer visits to their GP

75% agreed their wellbeing has improved

61% agree their level of physical activity has improved

72% **feel part of the Open Age community**

93% of members would recommend Open Age to a friend or relative

"I can't wait for my lessons. They make me feel just fab. Having not done exercise before Open Age... I am so grateful to know them and to be able to do the classes. Thank you."

Who We Are and What We Do

Our Vision

A world where everyone ages well and lives better for longer.

Our Mission

Open Age helps older people live happier, healthier and more connected lives.

About Us

Open Age is a member-led charity, open to anyone over the age of 50 living in London. We offer a weekly programme of low-cost, fun-filled courses at centres across west London. All our activities are led by expert tutors and designed specifically to improve the health and wellbeing of older people.

Through our Community Learning courses, we enable our members to learn new skills, rediscover old hobbies and find new ones. We help members to maintain or improve their fitness by offering fun and accessible exercise classes, as well as specialist programmes for members at risk of a fall or those with age-related conditions, such as osteoporosis. We have dedicated groups for carers, older men and members less able to leave home. And our Outreach and Support team helps people overcome any challenges they may face.

We also offer a range of online courses and activities. First developed during the Covid-19 pandemic our online offering is an exciting area of growth for Open Age, enabling us to reach those who cannot or do not want to take part in face-to-face activities. Open Age Online ensures that no one misses out.

Everything we do at Open Age is led by our members. We enable them to meet new people, have fun together and feel part of a community. We're here to help them live happier, healthier and more connected lives.

Open Age centres

- Second Half Centre, St Charles Centre for Health & Wellbeing, Exmoor Street, The Royal Borough of Kensington and Chelsea, W10 6DZ
- New Avenues, 3-7 Third Avenue, Westminster, London, W10 4RS
- New Horizons, Guinness Trust Estate, Cadogan Street, The Royal Borough of Kensington and Chelsea, SW3 2PF
- St Margaret's, 1 Carey Place, Westminster, London, SW1V 2RT

We also hold courses and activities in community spaces across Westminster, The Royal Borough of Kensington and Chelsea, Hammersmith and Fulham, Barnet and Brent.

Open Age Online

One of our proudest achievements during the Covid-19 pandemic is the speed with which we were able to move activities online. This rapid change enabled our members to stay connected to our community and take part in fun and stimulating activities at a time of heightened social isolation and anxiety.

Our experience in the pandemic led us to believe that online activities have the power to help more older people live happier, healthier and more connected lives, and that belief was confirmed by the independent research we commissioned last year.

In 2023/24 we were thrilled to secure almost half a million pounds from Innovate UK's Healthy Ageing Challenge Fund to develop an accessible online platform where older people can access online activities. We call this platform Open Age Online.

Co-designed by older people and the organisations that support them, such as housing associations, community health providers and local authorities, Open Age Online enables older people to do everything from becoming an Open Age member to taking part in fun-filled activities from the comfort of their own home.

Open Age Online delivers the same outstanding service we provide face to face, with interactive small group activities led by qualified tutors.

This is an exciting area of growth for us, and we look forward to securing partnerships that enable us to expand our reach and help even more people enjoy their later years.

"I've been able to keep active even from home, which is so important for me."

George, who uses Online Age Online

Outreach & Support Services

Outreach and Support is a gateway into Open Age for lots of older people. Our teams run social groups and projects that introduce people to the Open Age community in a way and at a pace that works for them.

We support people in our centres, in the community, over the phone and online. We also visit people at home.

In 2023/24 our projects were:

- Be Active, which helps people improve their fitness following an accident or illness
- Men's Space, a project that helps older men lead happier, healthier and more connected lives
- Link-Up and Link-Up Tech, which enable members to overcome specific challenges
- Time for Me, which supports unpaid carers in Westminster and The Royal Borough of Kensington and Chelsea
- Phone groups for members less able to leave home which includes some social outings during the year to meet up face to face



Our Outreach and Support team undertook **497 home visits** this year

Be Active Project

Be Active is a life-changing programme which matches volunteers with adults over 60 to support their rehabilitation exercises at home and in the community. Referred to Open Age by external organisations and agencies, participants are offered nine one-to-one sessions.

In 2023/24 Be Active supported 114 people, with 81% of them feeling more confident at the end of the programme.

"Be Active has been very useful for my patients. We had some shared goals where Be Active would see patients for nine weeks and then refer back to us. If needed, we would then refer them back to Be Active. These provisions have provided patients with reassurance and increased confidence to achieve their goal." **An NHS referral partner**

In 2023/24 our 40 amazing volunteers delivered over **1,400 hours of support**

Our volunteer heroes

Our volunteers make Be Active the huge success it is. They come from all backgrounds, ages and cultures. They go above and beyond to help those we support. We are delighted to have them on our team.



Be Active volunteer and Open Age member Rita (right) with Doris, a Be Active participant

Men's Space

A life-enriching project for older men, Men's Space is a chance for our members to make friends, take part in a range of activities and enjoy life.

This year Men's Space activities included regular socials at The Chelsea Theatre, cookery sessions, a weekly exercise class, music making and walking football. We also hosted regular dinners for members.

"Joining Men's Space has helped keep me motivated. I now have much more to look forward to, friendships and having company to attend musical performances and the wider activities at Open Age, which I am exploring slowly. I started Tai Chi sessions 5 weeks ago and that is also helping to improve my health and wellbeing. I have so many choices, I don't feel so isolated anymore". **Anthony**

Men's Space in 2023/24

161
members were supported by Men's Space

180
activities and workshops delivered

100%
of members surveyed told us they had made new friends

73%
of Men's Space members are now taking part in two or more Open Age activities a week.



Members of the Men's Space Walking Football team

Link-Up & Link-Up Tech

Link-Up provides one-to-one support to members in our centres and at home, helping them to identify their interests, overcome potential barriers and take part in fun and stimulating activities at Open Age. This year we supported 248 members through Link-Up.

In 2023/24 Link-Up Tech supported 155 members to overcome their specific digital and device problems. Today, these members are living more connected lives thanks to Link-Up Tech.



Senior Link-UP Coordinator Emma chatting to an Open Age member

Raymond's story

At Open Age there is no such thing as a 'one size fits all' approach when it comes to the support we offer through Link-Up. Here, Emma, our Senior Link-Up Coordinator, describes how she helped Raymond, who came to us via a referral through his GP:

"When I first met with Raymond and his wife at home, he told me about his long-term health conditions. As well as asthma, rheumatoid arthritis and diabetes, Raymond was experiencing memory fog caused by Covid-19. Raymond had lost his confidence and felt unsteady on his legs.

"We explored different options together and came up with a schedule of several, different types of Open Age activities. These included Chair Exercise and Mathletics, which helps strengthen the memory through number exercises and games, as well as Men's Space meet ups and socials at The Chelsea Theatre.

"I supported Raymond by booking the sessions on his behalf. I also called him each week to remind him of the schedule and provide encouragement. When Raymond had completed 12 sessions, I contacted the referrer and asked for him to be re-referred as I felt he would benefit from further support.

"At the end of the additional Link-Up sessions, Raymond's wife told me she had noticed a marked improvement in Raymond. His hospital consultant was also impressed by the improvement in Raymond's memory after such a short time.

"Raymond is noticing the difference himself. In his own words, from someone who used to keep himself to himself, he now interacts much better in class. He becomes more involved and feels comfortable in Open Age groups. He has made friends and relishes regaining a more active social life. He said it was great to have a reason to get out of the house, especially in the winter. Open Age makes him feel good."

Time for Me

Time for Me gives older unpaid carers in Westminster and The Royal Borough of Kensington and Chelsea a much-needed break from their caring duties. It is their chance to meet people in a similar situation.

88 members took part in **Time for Me** activities in 2023/24

This year Time for Me offered members a mix of routine activities, such as weekly meet ups and film club sessions, and fun and exciting one-off experiences. We also introduced a new Walk & Talk group to encourage members to enjoy the great outdoors.

> *"It makes me happy to have the chance to get out and meet people in the same situation. It's something to look forward to."*
> **Monda**, a Time for Me member

Unique experiences

All our wonderful experiences were designed specifically to meet the needs of Time for Me members.

We hosted lunches to mark events such as International Women's Day and Mother's Day. One member commented: "International Women's Day is a big celebration in my home country, thank you for making it a big deal. It brings back a lot of fun memories."

Members also enjoyed shows at The Royal Albert Hall, a Visa Afternoon Tea and a members-only ceramics workshop at the V&A.

To make our activities as accessible as possible, we also organised sessions where carers could bring the person they care for. Without these, some members would never be able to enjoy these great opportunities.

> *"This is wonderful… the trips you are creating are fascinating. I have never been so impressed with any groups' activities before, that is my honest opinion. I am really grateful and appreciative, so thank you indeed."* **Selma**, a Time for Me member



Time for Me members enjoying the members-only ceramics session at the V&A

Phone Groups

Our phone groups continued to be well attended this year. We facilitated 155 fabulous phone group sessions as well as 31 Zoom sessions and 13 in-person events for members.

Our groups are:

- Monday Social, where members can socialise in a relaxed environment
- Campden Ward social group
- Shared Reading, our book club for people who love to read aloud
- Topical Hour, where members enjoy talks from organisations such as The Jewish Musuem
- Friday Quiz

In 2023/24 we also launched a weekly Zoom Shared Reading group, which proved so successful that its membership doubled as the year progressed.

Beyond the Streets at the Saatchi Gallery

In April we were thrilled to be joined over the phone by a guest speaker from The Saatchi Gallery. Florence introduced members to the brilliant, thought-provoking and beautifully curated exhibition – Beyond the Streets.

Members thoroughly enjoyed the talk, commenting afterwards how "wonderful", "Interesting" and "nice!" it was. One member said: *"I really enjoyed it. It is a form of art I was not familiar with. Without this talk I would never have learned to appreciate it and its importance to reflect our society for future generations"*.

After the talk nine Phone Group members and two members of the Open Age team went to see the exhibition in person. They were shown around the exhibition by Florence Goodhand-Tait from the Saatchi Gallery. A great time was had by all!

"This was a trip that took me out of my comfort zone. It challenged my preconceptions of what art includes. I think that's why I was tired early on in our tour as I had to concentrate on Florence and the artwork. She opened my eyes, brushed away prejudices and challenged my ideas! Thank you Florence and Open Age for giving me this opportunity."

Dolores, who took part in the Saatchi Gallery visit



Phone group members visiting the Beyond the Streets exhibition at the Saatchi Gallery

Physical Activities

When older people need specialist support to manage their ongoing health conditions, Open Age is here to help. We run clinical rehabilitation programmes as well as a range of fun-filled exercises classes for members who want to stay fit and active as they age.

Clinical exercise

In 2023/24 we supported 406 members through our clinical exercise programmes. Our programmes were:

- Steady and Stable, an exercise programme designed to help members at risk of a fall improve their balance and strength
- Osteo Blast, which supports members with osteoporosis or osteopenia
- Healthy Lungs, which helps members with long-term breathing conditions to stay well

Alongside these, we worked in partnership with the Central London Community Healthcare NHS Trust to deliver a Falls Service in Brent.

We were also thrilled to now be delivering a falls service in Barnet, again working in partnership with Central London Community Healthcare NHS Trust. We started delivering this new service in September.



Over 89% of clinical programme participants said their **physical wellbeing** had improved

99% of people would recommend Open Age to their friends and family

"Thank you for your efforts in bringing me back to some stability after only three months' of tuition! For the first time in two years, I have walked one mile! An amazing feat after multiple fractures and ensuing muscle atrophy. And all this in the matter of only three months. I am also most impressed by your diligence in executing the classes. This is a tremendous initiative by yourselves and the NHS - I feel most privileged to take part."

Margaret, who came to Steady and Stable

"I enjoy the additional technical theory that is provided with the Osteo Blast classes as I can then understand why one is doing the exercise, how it helps and, most importantly, it helps to ensure the exercise is being done in the correct way. This all helps with motivation and commitment."

Terrance, who is 75 and an Osteoblast participant

"My lung function is regularly checked at the Royal Brompton Hospital and my last three-month check showed better results than nine months ago. I am trying to lose weight which this class will also help with."

Judith, aged 73, who lives with COPD and took part in Healthy Lungs

Spotlight on Healthy Lungs – Tom's story

Tom is 82 years old and has been retired since 2008. He was fit and healthy until his mid-70s when he developed rheumatoid arthritis and was also diagnosed with polymyalgia rheumatica which badly affected his joints. Tom later developed bronchiectasis as a result after being treated for prostate cancer.

Because of his bronchiectasis, Tom felt very breathless and found it hard to sleep at night. He suffered repeated chest infections and took antibiotics every month. While Tom tried his best to stay active, his poor health really slowed him down.

After attending pulmonary rehabilitation at St Mary's Hospital Tom was referred to Healthy Lungs and has been attending classes ever since.

Tom says our classes have helped him maintain and even build on the gains he made through pulmonary rehabilitation. Where Tom once had to take multiple breaks when climbing the 43 steps to his front door, now he is able to do the stairs in one go. He walks faster and for longer.

Healthy Lungs has not only helped Tom to grow in strength, it has also changed the way he feels about himself. Today, Tom is more self-confident and finds inspiration in our weekly classes.





Tom having fun at a Healthy Lungs session

Physical exercise classes

Open Age members loved our physical exercise classes in 2023/24. We ran 90 sessions a week, offering everything from low-impact Aqua and Nordic Walking to Dance Mix, Yoga and Zumba. Members also enjoyed walks along the Capital Ring, an orbital route running from Woolwich to Beckton.

There really is something for everyone at Open Age.

> *"From attending the Ballet Fitness class, I have started to attend Tai Chi classes as well. I am finding the classes very helpful for my physical as well as mental wellbeing."* **Angel**



98% of exercise class attendees told us they would **recommend our classes** to loved ones

> *"I can't wait for my lessons. They make me feel just fab. Having not done exercise before Open Age … I am so grateful to know them and to be able to do the classes. Thank you."*
>
> **Gerald**



1,175 members took part in at least one **physical activity** this year



Members hard at work in a Steady and Stable session



Members walking a section of the Captial Ring



Fun at an Open Age Aqua class

Padel

This year our members were invited to try their hand at Padel, a type of tennis originating in Mexico, and afterwards attend the BBC Earth Experience. It was a brilliant day for everyone who took part. Our thanks go to the Earls Court Development Company for making this opportunity possible.



Members trying their hand at Padel

Arts, Cultural and Social Activities

In 2023/24, over 1,200 members took part in our brilliant arts, cultural and social activities, including a Sketching session in Regents Park and walks along London's canals.

Celebrating the King's Coronation

Our members enjoyed parties fit for a king as they celebrated the coronation of HRH King Charles III. Some even made their own hats!



His Majesty's subjects

Working with partners

Thanks to our partners – old and new - we were able to offer members a range of life-enriching events and experiences this year. We are so grateful for our partners' support in helping older people live happier, healthier and more connected lives.

The Postal Museum

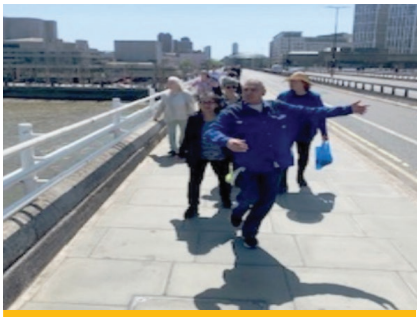
Open Age members enjoyed a fun and informative ride on the underground train at The Postal Museum, followed by free access to the whole museum. Our thanks to everyone at The Postal Museum.

> *"Just wanted to say thank you for the superb trip at The Postal Museum, plus the ride on the Choo Choo train."* **Jacintha**





Exploring the underground train at The Postal Museum



Walking to The Royal Opera House ahead of a free recital

Royal Opera House

Open Age members had a wonderful time attending a lunchtime recital at the Royal Opera House. They even met up beforehand to enjoy a walk in the sunshine.

New partnerships this year

We were thrilled to join forces with three new partners this year: The Royal Institute of Philosophy, The Julia and Hans Rausing Trust, and Paddington Food Bank.

The Royal Institute of Philosophy

Funded by The Royal Institute of Philosophy, members enjoyed a fortnightly philosophy class at New Horizons Centre. The class was extremely popular and worked well alongside our online philosophy offering.

THE JULIA AND HANS RAUSING TRUST

Through the winter months, Julia and Hans Rausing Trust funded a series of Winter Warm meals at our Second Half Centre. Running on a Friday evening, members were treated to a warm winter meal created by chef Manju Malhi, followed by a quiz organised by the Open Age team. The perfect way to spend a Friday evening.

FoodBank North Paddington

Paddington Food Bank provided a monthly community meal for our members. During the winter months, these became weekly and were funded by Westminster City Council as part of the Council's Warm Spaces project.

Thank you to our volunteers - We appreciate everything our volunteers bring to Open Age. New to the team this year were volunteers leading on Jewellery Making, Beginners Crochet, and History Walks through London. It is wonderful to have them on board. Our incredible reception and administration volunteers also worked tirelessly in 2023/24, welcoming thousands of members through our doors.

We cannot thank our volunteers enough for their passion and dedication.

Meet George

George joined Open Age after being encouraged to do so by his sisters. His life changed when he came through our doors.

"Before I joined Open Age, I spent my whole day watching daytime TV and lost interest in doing any activities. I just didn't have any drive to do anything.

"Now I'm attending the Warm Spaces weekly evening dinners as well as Tai Chi, Chair Exercise, Mathematics, Men's Space Exercise, Men's Space Cookery. All these activities have been beneficial, but I really looked forward to the Winter Warm Meals, which have introduced me to more members.

"As I have been living with an enduring life-long mental health illness, it has been important for me to feel accepted, as a part of a community. Mental illness carries a stigma and can be isolating. When I am outside, I try and say hello to people and be friendly but am rejected. However, ***at Open Age, they are non-judgmental and welcoming, I feel safe and accepted****. I like socialising with others and feel included not excluded. I am not invisible; staff and members make me feel accepted.*

"Today, I have more confidence and self-esteem. I recommend Open Age to everyone I meet!"

Community Learning

Community Learning at Open Age went from strength to strength in 2023/24. We delivered 144 courses: everything from Watercolours, Drama and Sketching at Holland Park to languages, Mosaics and Lip Reading.

Our courses took part in our centres, online and in the community.

The feedback from members has been overwhelmingly positive this year, with one member commenting that our courses *"are a great way of staying connected with people and not feeling isolated whilst learning something new or doing something you enjoy."*



Members took part in **1,044** sessions

98% of members said our tutors were good or outstanding

Over **90%** of members said they would join other Open Age activities

98% of members said the course met their expectations

> *"In this day and age of challenge and disruptiveness, being led through meditation and mindfulness is incredibly valuable …having a tutor who is an experienced practitioner and able to share learnings is so helpful. A truly valuable and life-enhancing activity."*
>
> **Diane**, one of our Mediation and Mindfulness course participants

Changes in 2023/24

We introduced Mathletics in Autumn 2023. This brand-new Open Age course is an easy and fun-filled way to engage with mathematics.

We also reinstated our Speaking English with Confidence course at New Horizons to help members in need of support.

We ran bespoke IT classes for both men and carers to help them overcome their specific challenges.

Creative Writing and Watercolours were so popular this year that we added additional courses to make sure no one missed out.

"It has brought back memories of my school days. It has helped bring back my confidence and learning ability."

Peter, aged 73, who joined our new Mathletics course



Members getting into character at a Drama course session



Members feeling creative in a Mosaics class



Speaking English with Confidence course at the Second Half Centre



A mosaic masterpiece

Rita's story

After years of caring for her grandchildren, 81-year-old Rita felt lost and alone when they no longer needed her support. Rita experienced a couple of falls and was referred to our Steady and Stable programme for rehabilitation.

At Open Age Rita discovered a new zest for life.

Since Steady and Stable, Rita has taken part in numerous Community Learning courses, including Lipreading and Managing Hearing Loss; Further skills using your iPad/iPhone; and Using the Cloud.

Rita said: *"Learning gives me the freedom to live my life, my way. I can do things on my own. People say that I am better at lipreading than I think. It is not just about lipreading but managing hearing loss through learning strategies to help. It is a class that I will never miss as there is always something to be learnt. Key to my learning is the tutor getting me to focus and concentrate. Digital skill learning has enabled me to do online banking, order online, be aware of scams.*

My learning has been a lifeline. It has made me complete after bringing up my grandchildren."

Thanks to Open Age, Rita's confidence has soared, so much so that she is now one of our Be Active volunteers. Rita's passion for helping others overcome the barriers they face is truly inspirational.

DigitALL

DigitALL was set up to provide digital support to digitally excluded older adults, those with English as a second language, and adults with learning difficulties, who were vulnerable and/or shielding during the Covid-19 pandemic. It is delivered by a partnership of charities led by Open Age.

DigitALL participants receive data packages and devices as well as one-to-one and group support, delivered in centres, in community spaces and in members' homes.

Doing Digital Inclusion Right in North-West London

DigitALL's pilot phase ended in October this year. Running for 18-months, the pilot supported 700 of the most digitally excluded residents in North West London. Our amazing results show that DigitALL has the power to transform lives.



99% of DigitALL graduates now access the internet at least weekly, up from 18% at the start of the project

94% of the project participants at Open Age would recommend the project to another Open Age member

Before DigitALL	After DigitALL
8% of participants had accessed their GP website without help	81% of survey participants felt confident in accessing their GP online
4.6% had ordered a prescription online	50% felt confident in ordering a prescription online
3% had had an online consultation	30% of post-programme survey respondents felt confident in having an online consultation

DigitALL rollout

Since the pilot ended, we have continued to support members in The Royal Borough of Kensington and Chelsea as well as Westminster. The feedback we have received from DigitALL participants is overwhelmingly positive, with many members going on to take part in other Open Age activities.



One of our members taking part in a session at our St Margaret's centre.

"I am on the NHS app every day now just to practice. DigitALL has opened my eyes to a new world that people like me need to join."

DigitALL participant supported by Open Age

DigitAll's Future

Following a thorough evaluation of DigitALL undertaken by Imperial Health, we were pleased to be awarded funding from the West London Alliance. This funding, which runs to October 2024, enables us to continue leading the DigitALL project and expand into Brent.

Northwest London Integrated Care Board and The Royal Borough of Kensington and Chelsea Council have also awarded funding so we will be able deliver DigitalALL in the borough until April 2025.

Amarjeet's story



When Amarjeet first joined DigitALL, she was struggling with mobility issues. She could not take part in the project in our centres and so our tutor Lena visited her at home. Lena helped Amarjeet to develop basic skills and grow her confidence online.

"I have found it more and more difficult to get out recently due to my disability. Shopping and making appointments have gone online now and I was worried about not knowing how to do this. The project was life-changing – a real lifeline in some worrying times.

"The new tablet has shown me how to check things like the weather and bus timetables. It is big enough to see easily and helps me do new things. It is great Open Age is making sure people don't get left behind."

Amarjeet practiced downloading some new apps to help her shop online. Thanks to DigitALL, Amarjeet feels less anxious, knowing she will be able to order in the things she needs. She feels happier and more resilient. Her future is brighter because of DigitALL.

Fundraising

Despite the challenges posed by the cost-of-living crisis our Fundraising team had another successful year in 2023/24, securing grants worth over £227,000 from organisations, charitable trusts and foundations, and launching new initiatives such as our first-ever Christmas appeal.

Fundraising in numbers

Over £21,000 raised from **members** and **individual supporters**

We received grants from **22 charitable trusts and foundations**, including five new to Open Age

The number of **supporters making a regular gift** rose by over 21%

Eight **legacy pledgers** identified, up six compared to 2022/23

New for 2023/24



This year saw many firsts for fundraising. Our key activities and initiatives included:

- **Christmas Cards**
Our beautiful Christmas cards were designed by members and sold in support of our work.

- **Christmas Appeal**
Our first ever Christmas appeal raised over £5,862, a huge success all round.

- **Gifts in Wills Q&A and Free Will Writing**
In partnership with Taylor Rose MW, we held our first Gifts and Wills Q&A, followed by a free will writing week.

- **Community Engagement Volunteer Programme**
We launched a Community Engagement Volunteer role to recruit ambassadors. These ambassadors will champion Open Age's work, enabling us to expand our reach.

- **Celebrating donors**
We developed our brilliant new supporter journey to include personalised communications, such as phone calls and newsletters.

Spotlight on Open Age Mile 2023

Our annual Open Age Mile fundraising and engagement event was extremely popular this year, with 44 participants joining us on the day.

A mile-long walk, Open Age Mile 2023 helped us recruit new members, strengthen community bonds and raise vital funds.

A special event for Carlton and his family

When Carlton became a member of Open Age in 2021, his family were extremely worried about his health. Today, having seen the difference that Steady and Stable and our Men's Group have made to Carlton's life, they are determined to support our work.

This year, Carlton and his family took on Open Age Mile 2023 and created memories they will treasure forever.

Winston, Carlton's son said: *"Open Age Mile 2023 was a very special opportunity for my son to walk a mile with his grandad, who was so poorly only 2 years ago. I'm so glad they got to create this memory together."*

It was a privilege to spend the day with Carlton, his family and all our Open Age Mile 2023 participants. Thank you.

Second Half Art Exhibition

Another successful year of the Second Half Foundation Art Exhibition, hosted by Lady Jill Shaw-Ruddock in aid of her charity The Second Half Foundation. The foundation donates the proceeds from the evening to Open Age.

We are so proud to have worked with Jill on this special event which beautifully showcased older artists and their work.



Lady Jill Shaw-Ruddock (back row right) with the exhibition's artists.

We would like to thank our funders and supporters for their wonderful generosity and commitment this year. Every penny made a difference.

We look forward to another exciting and impactful year in 2024/25, as we work together to help older people live happier, healthier and more connected lives.

Supported by

London Freemasons Charity

Lady Blakenham's Charity Trust

Our Goals for 2024–2025

In 2020/21 we launched an ambitious three-year strategy to guide us through an exciting period in Open Age's evolution. The strategy focussed on:

- Increasing our reach
- Enhancing our ability to evidence Impact
- Diversifying our income

As that strategy comes to an end in June 2024, this year we will spend some time working with members and stakeholders to discover where our focus should lie in the following three years.

In early 2024/25 we held in-person listening events, as well as an online focus group, so members could share their views on Open Age's strengths and what they would like us to do differently.

We hosted a series of structured interviews with major funders. The aim of these was to understand what they felt was missing from our offering and what more Open Age could do to support older people.

As Open Age operates within a wider system of support for older people, we also spoke to referral partners and other voluntary, community and social enterprises. We wanted to know more about the support offered by other organisations and explore opportunities to expand our impact through collaboration.

These exercises led us to identify three new strategic objectives which will be our focus in 24/25 and beyond:

1. Increase our reach and diversify our membership to address health inequalities

We need to better demonstrate that everyone is welcome at Open Age and that we reach those most impacted by health inequalities.

2. Effectively promote the support we offer

To ensure Open Age is recognised as an inclusive and accessible organisation, we need to be clearer about who we are and how we can help older people thrive.

3. Maintain financial stability through innovation and collaboration

Being innovative in our approach and developing strong partnerships with stakeholders is key to our financial sustainability.

In 2024/25 we will develop key performance indicators and the metrics by which to measure our success under these objectives. We look forward to updating you on our progress in next year's report.

Financial Review

Open Age's income for the year totalled £2,559,758 (2023: £1,650,450) of which £1,992,480 (2023: £1,576,429) was received as grants and income from contracts. The main sources of income for the year were: The Royal Borough of Kensington & Chelsea, whose various departments provided £612,383 (2023: £567,972); Westminster City Council £281,729 (2023: £293,951); multi-borough grants £139,973 (2023: £138,000); and other income from various funders, earned income and donations made up the remaining £1,525,673, as detailed more fully in these accounts. A number of other funders directed their assistance to specific projects. These have been separately identified in the accounts. See the Statement of Financial Activities on page 43 and the accompanying notes, including restricted funds, on pages 46–58. Open Age also received a one-off sizeable legacy receipt of £437K during the year.

Where specific funding received was insufficient to meet the expenditures of the specifically funded activities, additional funds have been transferred from the unrestricted funds of Open Age to eliminate the resulting deficits in the specifically funded activities at the end of the financial year.

The main expenditure of Open Age is on staff salaries and on supporting office accommodation and facilities. Costs have been allocated to activities on the basis of estimates prepared by staff.

Open Age ended the year with a surplus of £314,879 (2023: £153,803 deficit). Cash, bank and deposit balances totalled £1,162,087 (2023: £747,672). Total fund balances available to be carried forward were £1,545,034 (2023: £1,230,156) consisting of £25,578 of designated funds (2023: £25,578); and £1,127,077 of general funds (2023: £763,150); and £392,379 of restricted funds (2023: £441,428), which represents funds held for the remaining lease of the New Horizons building. The full Statement of Financial Activities is set out on page 43 of these accounts, with accompanying notes on pages 46-58.

Reserves

The trustees have kept the reserves policy under review over the last 12 months and in order to ensure that cashflow management, working capital and investment needs are met, whilst still allowing Open Age to fulfil its charitable objectives, the trustees have agreed that the level of free cash reserves (excluding designated funds) should be kept as an equivalent to six months' worth of overheads. This is to ensure that sufficient funds are held to meet the charity's current and future projected activities and maintain financial sustainability in an ever changing landscape.

As at 31 March 2024 the unrestricted general reserves stood at £1,127,077 (2023: £763,150).

Risk Management

The Board is responsible for ensuring Open Age considers its risks, has a risk register in place and that this register is reviewed on a regular basis. The Board has assessed the major risks to which the charity is exposed and these are detailed below with a summary of plans for managing these risks:

- A significant reduction or loss of funding from Local Authorities and the newly formed Integrated Care Systems (ICS), formerly CCG's. At a time when local authorities and ICS's are being required to make efficiencies there is an ongoing risk that funding directed towards preventative services such as Open Age may be reduced. To mitigate against this the CEO and Senior Leadership Team maintain good relationships with our commissioners including regular review meetings where targets and KPI's are discussed. The CEO sits on various boards and partnerships to ensure prevention stays high on the agenda. Open Age actively engages with other statutory bodies operating in this field to ensure we are well positioned to receive support from other partners should cuts be proposed.
- Inability to cover infrastructure cost. To reduce reliance on statutory funds and increase unrestricted income Open Age has developed and implemented a fundraising and income diversification strategy. This included recruiting and ongoing development of two fundraisers. We are also exploring how we can generate revenue from other sources such as the development of new services.
- Loss of key personnel. We have policies and procedures in place to recruit and retain suitable staff and volunteers. We conduct regular staff surveys to measure staff satisfaction levels and have implemented a number of staff wellbeing measures.
- Complaints from Members or Tutors. Open Age has a clear members code of conduct and complaints procedure in place to deal with any complaints. This is overseen by our Head of Member Experience and any complaints are investigated and reported to the Senior Leadership Team.

- Impact of a pandemic / Covid-19. We have developed robust policies and procedures and a specific risk assessment and strategy to deal with Covid-19 and potentially similar future pandemics in order to protect our members and staff and to continue to offer and deliver services to our members in a safe and secure way.

Investment policy and performance

The constitution provides that monies not immediately required for Open Age's activities are to be invested in or upon such investments, securities or property as may be thought fit. At present the Trustees' policy is to place all such monies on interest bearing deposit.

Fundraising

During the year 2023/24 Open Age employed two part-time fundraisers and the services of Nova Fundraising Ltd who support fundraising and mentor fundraising staff. The two fundraisers are directly employed by Open Age and the Nova Fundraising Consultants used are members of the Chartered Institute of Fundraising (CIoF) and adhere to the Fundraising Regulator Code of Fundraising Practice. Open Age is registered with the Fundraising Regulator.

Open Age understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not work with fundraising agencies for either telephone, or face-to-face campaigns, and received no fundraising complaints during the year (2021: none). As a charity that works with older people all staff undergo formal and informal training on how to communicate with and deliver service to older people. This includes a requirement for all staff to complete adult safeguarding training.

Throughout the year Open Age has continued to be successful in attracting funding in kind, ranging from the free use of premises in a variety of venues such as lounges in sheltered housing, meeting rooms in libraries and community centres, to skilled practitioners providing free or reduced fee tutoring. In addition to the salaried staff, members and volunteers assist with administration and with organising events. The CEO monitors all fundraising activity. The Board of Trustees receive regular reports on fundraising and review fundraising income and expenditure.

Legal and Administrative Details

Charity Registered Number:
1160125

Date of Adoption of Constitution:
25th November 2014

Board of Trustees:

Elected Members
Marcia Blakenham
Hilary Bowker*
Colin Campbell, Treasurer*
(appointed May 2023)
Malti Josh (appointed Jan 2023)
Ann Lewis*
(appointed December 2023)
Maggy Pigott, D Chair*
(stepped down Dec 2023)
Sandra Franklin

Co-opted Members
Cynthia Bullock (appointed Jan 2023)
Dean James, Chair*
(stepped down May 2023)
Eric Kihlstrom, Chair*
(elected Chair May 2023)

* Also members of
the Finance and Staff
Sub-Committee

CEO:
Iain Cassidy

Principal Office:
St Charles Centre
for Health and Wellbeing,
Exmoor Street,
London W10 6DZ

Auditors:
Barnes Roffe LLP East London Office,
Leytonstone House, Leytonstone,
London, E11 1GA

Bankers:
Barclays Bank PLC,
Willesden Branch,
Westmoreland House,
Scrubbs Lane,
London NW10

Structure, Governance and Management

The Trustees of the charity present their report for the year ended 31 March 2023.The Trustees confirm that the Annual Report is compliant with current statutory requirements, the requirements of the charity's governing document, 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Constitution and Organisational Structure

Open Age was registered by the Charity Commission as a charitable incorporated organisation on the 23rd of January 2015, with a new charity registration number: 1160125.

The Board, comprising the charity's Trustees, consists of the Chair, the Treasurer and up to 15 individual Board members. The Board agrees the policy of the charity and is responsible for its finances and assets, and for employing staff to carry out its work. The Board meets at least four times a year. It appoints a Finance and Staff Sub-Committee, consisting of up to six Trustees to regularly review financial and staff matters. This sub-committee also meets at least four times a year and reports to the Board.

The CEO manages the day-to-day affairs of the charity and reports regularly to the Chair and to the Board.

Recruitment and Appointment of Trustees

Up to nine Trustees are nominated and elected from the Open Age membership at the AGM. Subsequently the Board co-opts up to a further eight Trustees for the year. Co-opted members are individual members or representatives of organisations, who have been nominated and selected for the complementary skills they are able to offer. Trustees are invited to attend an induction session on appointment and are informed of ongoing training opportunities, as they arise both within the organisation and externally.

Pay Policy for senior staff

Open Age Trustees, the Senior Leadership Team (made up of 4 senior staff plus the CEO) and other senior managers comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year (2023: £Nil).

Regular reviews of senior staff pay levels take place using a salary benchmarking exercise against comparable organisations. The results of these reviews are approved by the Finance and Staff Sub-Committee; the last such review was July 2023. An annual cost of living increase is also considered by the Finance and Staff Sub-Committee taking into account sector trends, inflationary factors and the charity's financial position.

Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales 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 charity and of the incoming resources and application of resources of the charity 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 Charities SORP 2019 (FRS 102);
- 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 charity will continue in operation.

The trustees are responsible for keeping proper accounting records that 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 Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

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

The Trustees of the charity confirm that:

As far as they are aware, there is no relevant audit information of which the charity's auditors are unaware, and they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information Public Benefit. The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities.

Eric Kihlstrom

12 September 2024

APPROVAL

This report was approved by the Trustees on 28th August 2024 and signed on their behalf by:

Eric Kihlstrom
Chair of the Board of Trustees

Auditor's Report

Independent Auditor's Report to the Trustees of Open Age

Opinion

We have audited the financial statements of Open Age (the 'charity') for the year ended 31 March 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *'The Financial Reporting Standard applicable in the UK and Republic of Ireland'* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charity's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Have been prepared in accordance with the requirements of the Charities Act 2011.

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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the 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.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the trustees' report is inconsistent in any material respect with the financial statements; or
- Sufficient accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees 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.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

Irregularities, including fraud, are instances of noncompliance 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 enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:

- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of noncompliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or noncompliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of noncompliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

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

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Barnes Roffe LLi 13 September 2024

Barnes Roffe LLP
Chartered Accountants
Leytonstone House, 3 Hanbury Drive, Leytonstone, London, E11 1GA

Barnes Roffe LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Income from:							
Donations and legacies	2	551,155	–	**551,155**	67,205	12,500	79,705
Charitable activities							
Learning, Health & Wellbeing	3	49,722	1,806,818	**1,856,540**	50,277	1,320,216	1,370,493
IT & Digital Inclusion	3	–	139,990	**139,990**	–	182,420	182,420
Employment Support	3	(4,049)	–	**(4,049)**	11,016	–	11,016
Investments interest	4	16,122	–	**16,122**	6,816	–	6,816
Total income		612,950	1,946,808	2,559,758	135,314	1,515,136	1,650,450
Expenditure on:							
Raising funds	5	3,512	66,734	**70,246**	2,331	44,284	46,615
Charitable activities							
Learning, Health & Wellbeing	5	85,687	1,906,301	**1,991,988**	82,163	1,470,146	1,552,309
IT & Digital Inclusion	5	–	182,645	**182,645**	–	196,973	196,973
Employment Support	5	–	–	**–**	8,356	–	8,356
Total expenditure		89,199	2,155,680	2,244,879	92,850	1,711,403	1,804,253
Net (expenditure) / income for the year	6	523,751	(208,872)	**314,879**	42,464	(196,267)	(153,803)
Reconciliation of funds:							
Total funds brought forward		935,946	294,210	**1,230,155**	893,482	490,477	1,383,959
Total funds carried forward		1,459,697	85,338	1,545,034	935,946	294,210	1,230,156

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17a to the financial statements.

Balance Sheet

As at 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets	11a		**392,379**		441,428
Intangible assets	11b		**119,953**		115,812
			512,332		557,240
Current assets:					
Debtors	12	**210,023**		137,479	
Cash at bank and in hand		**1,162,087**		747,672	
		1,372,110		885,151	
Liabilities:					
Creditors: amounts falling due within one year	13	**(339,408)**		(212,235)	
Net current assets			**1,032,702**		672,916
Total net assets			**1,545,034**		1,230,156
The funds of the charity:	17a				
Restricted income funds			**392,379**		441,428
Unrestricted income funds:					
Designated funds		**25,578**		25,578	
General funds		**1,127,077**		763,150	
Total unrestricted funds			**1,152,655**		788,728
Total charity funds			**1,545,034**		1,230,156

Approved by the trustees on 12 September 2024 and signed on their behalf by:

Eric Kihlstrom

Eric Kihlstrom
Chair

Colin Campbell

Colin Campbell
Treasurer

Statement of Cash Flows

For the year ended 31 March 2024

	2024 £	£	2023 £	£
Cash flows from operating activities				
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	**314,879**		(153,803)	
Depreciation charges	**49,049**		49,049	
Amortisation charges	**29,988**			
Dividends, interest and rent from investments	**(16,122)**		(6,816)	
(Increase)/decrease in debtors	**(72,544)**		16,637	
Increase/(decrease) in creditors	**127,173**		81,556	
Net cash provided by / (used in) operating activities		**432,423**		(13,377)
Cash flows from investing activities:				
Dividends, interest and rents from investments	**16,122**		6,816	
Purchase of intangible fixed assets	**(34,129)**		(75,192)	
Net cash (used in) / provided by investing activities		**(18,007)**		(68,376)
Change in cash and cash equivalents in the year		**414,416**		(81,753)
Cash and cash equivalents at the beginning of the year		**747,672**		829,425
Cash and cash equivalents at the end of the year		**1,162,087**		747,672

Analysis of cash and cash equivalents and of net debt

	At 1 April 2023 £	Cash flows £	Other non-cash changes £	At 31 March 2024 £
Cash at bank and in hand	747,672	414,416	–	**1,162,087**
Total cash and cash equivalents	747,672	414,416	–	**1,162,087**

Notes to the Financial Statements

1 Accounting policies

a) Statutory information

Open Age is registered with the Charity Commission for England and Wales.

The principle office address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast have been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecasts indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

A significant part of Open Age's income comes from grants and contracts from our local authority partners. As in previous years, most grants and contracts for the next financial year have not yet been signed, meaning there is some risk to this income. Management and trustees rate this risk as low given that discussions are ongoing with our commissioners and for many years these income streams have been renewed year on year.

Expenditure of these grants and contracts are not committed until they have been approved. If any of this income was cut the charity would take immediate action to mitigate any such risk by reducing expenditure in order to maintain its going concern status. Management and trustees regularly review such risks on an ongoing basis.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Interest receivable

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

g) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in seeking donations, legacies, non-performance related grants and other voluntary contributions.
- Charitable activities include expenditure associated with the provision of Learning, Physical, Health and Wellbeing related activities, IT and Digital training and Employment support.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) Support and Governance costs

The charity initially identifies the total costs of its support functions, which include an element of staffing cost based on staff time. It then identifies those costs which relate to the governance function. Having identified its governance costs, these along with the remaining support costs, are directly allocated to the various funds attributed to the charitable activities undertaken in the year.

Governance costs are those incurred in connection with enabling the charity to comply with external regulation, constitution and statutory requirements and in providing support to the trustees in discharge of their statutory duties.

j) Operating leases

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised over the period of the lease.

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £3,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- New Horizons Building (Leasehold improvements) 25 years
- Fixtures and Fittings 5 years
- Computer Equipment 3 years

l) Intangible fixed assets

The CRM system is was implemented at the start of the year and therefore amortisation has been charged during the year. This is being amortised over a period of 5 years.

- Technological Innovation 5 years

m) Debtors

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

n) Cash at bank and in hand

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

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

q) Pensions

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust. All employees are members of the Growth Plan Series 4. This scheme is a defined contribution pension scheme. Since February 2016, new and existing employees who were not in the scheme were automatically enrolled into the scheme membership, unless they had exercise their right to opt out. The pension charge represents the amounts payable by the charity to the fund in respect of this year.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Core grants	–		–	–	12,500	12,500
Donations	51,061	–	**51,061**	67,205	–	67,205
Legacies	500,094	–	**500,094**	–	–	–
	551,155	–	**551,155**	67,205	12,500	79,705

3 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
RBKC (ACL)	–	179,567	**179,567**	–	135,955	135,955
RBKC Older Prevention	–	395,215	**395,215**	–	395,176	395,176
WCC Older People Prevention	–	217,786	**217,786**	–	217,786	217,786
NWL ICB		163,280	**163,280**		160,978	160,978
L B Hammersmith & Fulham	–	39,900	**39,900**	–	38,000	38,000
Be Active project	–	58,476	**58,476**	–	64,378	64,378
Kensington and Chelsea Social Council	–	24,645	**24,645**	–	22,454	22,454
Trusts, Foundations & Corporates	–	250,078	**250,078**	–	285,489	285,489
CLCH NHS Trust (Brent Falls Prevention)	–	16,009	**16,009**	–	–	–
Fees from classes and events	49,722	–	**49,722**	50,277	–	50,277
Innovate UK		461,862	**461,862**			
Sub-total for Learning, Health & Wellbeing	49,722	1,806,818	**1,856,540**	50,277	1,320,216	1,370,493
RBKC (Digit All)	–	13,500	**13,500**	–	–	–
London Borough of Ealing (Digit All)	–	26,667	**26,667**	–	–	–
CW PLUS	–	99,823	**99,823**	–	182,420	182,420
Sub-total for IT & Digital inclusion	–	139,990	**139,990**	–	182,420	182,420
DWP / Reed Partnership	(4,049)	–	**(4,049)**	11,016	–	11,016
Sub-total for Employment support	(4,049)	–	**(4,049)**	11,016	–	11,016
Total income from charitable activities	45,673	1,946,808	**1,992,481**	61,293	1,502,636	1,563,929

Income from government grants comprises performance related and general grants made by various government bodies to enable the charity to deliver its charitable objectives; that is the delivery of health and wellbeing services for older people.

4 Income from investments

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Investment interest	16,122	–	**16,122**	6,816	–	6,816
	16,122	–	**16,122**	6,816	–	6,816

5a Analysis of expenditure (current year)

		Charitable activities						
	Raising funds	Learning, Health & Wellbeing	IT & Digital inclusion	Employment support	Governance costs	Support costs	**2024 Total**	2023 Total
	£	£	£	£	£	£	**£**	£
Staff costs (Note 7)	53,853	856,868	40,159		30,598	186,759	**1,168,237**	1,101,888
Other fundraising costs	16,393						**16,393**	13,446
Tutor fees		180,615	3,609				**184,224**	175,750
Premises		118,353	8,454			12,681	**139,488**	118,873
Other direct costs		445,647	105,787			4,700	**556,134**	240,891
Communication						47,500	**47,500**	46,619
Equipment						75,484	**75,484**	43,135
Recruitment, training & travel						17,901	**17,901**	19,145
Consultancy fees						24,518	**24,518**	23,506
Audit fees					15,000		**15,000**	21,000
	70,246	1,601,483	158,009	–	45,598	369,543	2,244,879	1,804,253
Support costs	–	344,907	24,636			(369,543)	**–**	–
Governance costs	–	45,598			(45,598)		**–**	–
Total expenditure 2024	**70,246**	**1,991,988**	**182,645**	**–**	**–**	**–**	**2,244,879**	
Total expenditure 2023	**46,615**	**1,552,310**	**196,972**	**8,356**	**–**	**–**		**1,804,253**

5b Analysis of expenditure (prior year)

		Charitable activities					
	Raising funds	Learning, Health & Wellbeing	IT & Digital inclusion	Employment support	Governance costs	Support costs	**2023 Total**
	£	£	£	£	£	£	**£**
Staff costs (Note 7)	33,169	821,625	40,159	8,010	29,385	169,540	**1,101,888**
Other fundraising costs	13,446						**13,446**
Tutor fees		169,211	6,539				**175,750**
Premises		101,595	6,911	346		10,021	**118,873**
Other direct costs		113,111	122,923			4,857	**240,891**
Communication						46,619	**46,619**
Equipment						43,135	**43,135**
Recruitment, training & travel						19,145	**19,145**
Consultancy fees						23,506	**23,506**
Audit fees					21,000		**21,000**
	46,615	1,205,542	176,532	8,356	50,385	316,823	1,804,253
Support costs	–	296,383	20,440			(316,823)	–
Governance costs	–	50,385			(50,385)		–
Total expenditure 2023	**46,615**	**1,552,310**	**196,972**	**8,356**	**–**	**–**	**1,804,253**

6 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2024 £	2023 £
Depreciation	**49,049**	49,049
Operating lease rentals payable:		
Other	**1,834**	1,834
Auditor's remuneration (excluding VAT):	**15,000**	21,000

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	**1,047,841**	983,655
Social security costs	**94,193**	91,379
Employer's contribution to defined contribution pension schemes	**26,203**	26,854
	1,168,237	**1,101,888**

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2024 No.	2023 No.
£60,000 - £69,999	**1**	1
£70,000 - £79,999	**1**	-
	2	**1**

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £358,394 (2023: £346,773).

The charity trustees were neither paid nor received any other benefits and expenses reimbursed from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 35 (2023: 36).

The average monthly head count of staff

	2024 No.	2023 No.
Director	**1**	1
Heads of Department	**5**	4
Service Managers & Co-ordinators	**23**	25
Support Services (Finance / Admin / Fundraising)	**6**	6
	35.0	36.0

9 Related party transactions

Our CEO, Iain Cassidy previously sat on the Management Committee of Westway Community Transport, a Registered Society. He did not run for re-election and stepped down from his duties on 27/09/2022. Therefore, there is no longer a need to disclose the transactions with Westway Community Transport.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11a Tangible fixed assets

	New Horizons Building (Leasehold improvements)	Fixtures and fittings	Computer equipment	**Total**
Cost	£	£	£	**£**
At the start of the year	1,226,212	108,616	81,295	**1,416,123**
Additions in year	–	–	–	**–**
At the end of the year	1,226,212	108,616	81,295	**1,416,123**
Depreciation				
At the start of the year	784,784	108,616	81,295	**974,695**
Charge for the year	49,049	–	–	**49,049**
At the end of the year	833,833	108,616	81,295	**1,023,744**
Net book value				
At the end of the year	392,379	–	–	**392,379**
At the start of the year	441,428	–	–	441,428

All of the above assets are used for charitable purposes.

11b Intangible fixed assets

	Technological Innovation
Cost	**£**
At the start of the year	**115,812**
Additions in year	**34,129**
At the end of the year	**149,941**
Amortisation	
At the start of the year	**–**
Charge for the year	**(29,988)**
At the end of the year	**(29,988)**
Net book value	
At the end of the year	**119,953**
At the start of the year	115,812

12 Debtors

	2024	2023
	£	£
Trade debtors	**75,675**	85,921
Other debtors	**–**	–
Prepayments	**15,185**	36,401
Accrued income	**119,163**	15,156
	210,023	137,478

13 Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	**61,415**	44,415
Other creditors		1,879
Taxation and social security	**23,395**	19,306
Accruals	**116,627**	49,442
Deferred income (note 14)	**137,971**	97,193
	339,408	212,235

14 Deferred income

Income is deferred when received in the financial period but has not been earned by the end of the year.

	2024	2023
	£	£
Balance at the beginning of the year	**97,193**	33,725
Amount released to income in the year	**(97,193)**	(33,725)
Amount deferred in the year	**137,971**	97,193
Balance at the end of the year	**137,971**	97,193

15 Pension scheme

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust. All employees are members of the Growth Plan Series 4. This scheme is a defined pension contribution scheme and contributions are charged in the statement of financial activities. The charge for the year for the Charity for pension is £26,203 (2023: £26,854). The amount outstanding in respect of The Pensions Trust at 31 March 2024 was £13,744 (2023: £Nil).

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	**Total funds £**
Tangible fixed assets (Leasehold improvements)	–	–	392,379	**392,379**
Other works for New Horizons	–	25,578	–	**25,578**
CRM System	–	–	–	**–**
Net current assets	1,127,078	–	–	**1,127,078**
Creditors due within one year	–	–	–	**–**
Defined benefit pension asset / (liability)	–	–	–	**–**
Net assets at 31 March 2024	**1,127,078**	**25,578**	**392,379**	**1,545,035**

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	**Total funds £**
Tangible fixed assets	–	–	441,428	**441,428**
Other works - New Horizon	–	25,578	–	**25,578**
CRM System	–	–	–	**–**
Net current assets	763,150	–	–	**763,150**
Creditors due within one year	–	–	–	**–**
Defined benefit pension asset / (liability)	–	–	–	**–**
Net assets at 31 March 2023	**763,150**	**25,578**	**441,428**	**1,230,156**

17a Movements in funds (current year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
Westminster Almshouses	–	2,596	(2,596)	–	–
City of London - Bridge House Charities	–	50,000	(50,000)	–	–
Royal Institute of Philosophy	–	1,050	(1,050)	–	–
The Childwick Trust	–	3,750	(3,750)	–	–
H&F LB Linked In and Active	–	39,900	(39,900)	–	–
H&F Fast Track Grant	–	3,000	(3,000)	–	–
CLCH Brent Falls Prevention	–	16,009	(16,009)	–	–
Edwards and Bishop King's Fund	–	3,327	(3,327)	–	–
RBKC - Older People Prevention (Public Health)	–	395,215	(395,215)	–	–
RBKC - Keep Active	–	17,840	(17,840)	–	–
WCC - Older People Prevention (Public Health)	–	217,786	(217,786)	–	–
WCC - Keep Active	–	40,636	(40,636)	–	–
London Sport	–	7,093	(7,093)	–	–
The University of Westminster	–	500	(500)	–	–
Barnet Prevention Falls	–	5,829	(5,829)	–	–
Earls Court Community Fund- Grant	–	16,500	(16,500)	–	–
VCS & Community Partnerships -RBKC	–	13,743	(13,743)	–	–
The Julia and Hans Rausing Trust	–	20,500	(20,500)	–	–
Innovate UK	–	461,862	(461,862)	–	–
Delivery Of the Active Communities	–	4,716	(4,716)	–	–
MERCERS GRANT	–	17,000	(17,000)	–	–
RBKC - ACL Adult Education	–	179,567	(179,567)	–	–
RBKC - Sports Development Team	–	430	(430)	–	–
RBKC ACL (Tutor Training Reimbursements)	–	890	(890)	–	–
K& C Foundation -Mens Activity	–	4,167	(4,167)	–	–
RBKC- City Living Local Life	–	4,941	(4,941)	–	–
Strand Parishes Trust	–	5,000	(5,000)	–	–
Good Things Foundation	–	9,100	(9,100)	–	–
THRIVE TRIBE	–	4,160	(4,160)	–	–
Track Academy Movement Grant	–	3,154	(3,154)	–	–
Westminster CC s75 Time for Me	–	23,307	(23,307)	–	–
NHS Tri BoroughCCGS - Steady and Stable Project	–	139,973	(139,973)	–	–
Kensington and Chelsea Social Council	–	24,645	(24,645)	–	–
The Henry Smith Charity	–	40,300	(40,300)	–	–
Edward Harvest Trust (COW)	–	1,818	(1,818)	–	–
CWPLUS (DigitALL Project)	–	99,823	(99,823)	–	–
MASONIC CHARITABLE	–	26,514	(26,514)	–	–
London Borough of Ealing - Digital	–	26,668	(26,668)	–	–
RBKC - Digit All	–	13,500	(13,500)	–	–
New Horizons Building Development	441,428		(49,049)	–	**392,379**
Total restricted funds	**441,428**	**1,946,808**	**(1,995,857)**	**–**	**392,379**
Unrestricted funds:					
Designated funds:					
Open Age Hubs Activities	–	–	–	–	–
Other works for New Horizons	25,578	–	–	–	**25,578**
CRM System	–	–	–		–
Total designated funds	25,578	–	–	–	**25,578**
General funds	763,150	612,950	(249,022)		**1,127,078**
Total unrestricted funds	788,728	612,950	(249,022)	–	**1,152,656**
Total funds	1,230,156	2,559,758	(2,244,879)	–	**1,545,034**

The narrative to explain the purpose of each fund is given at the foot of the note below.

17b Movements in funds (prior year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
Westminster Active (Circuit)	–	1,950	(1,950)	–	–
Three Hands - Experian	–	12,500	(12,500)	–	–
Queen's Park Community Council (QPCC)	–	2,625	(2,625)	–	–
The Kensington & Chelsea Foundation	–	51,776	(51,776)	–	–
Francis Winham Foundation	–	2,500	(2,500)	–	–
Hyde Park Place Estate Charity	–	5,000	(5,000)	–	–
H&F LB Linked In and Active	–	38,000	(38,000)	–	–
H&F Fast Track Grant	–	2,444	(2,444)	–	–
Walking & Cycling Grants London	–	3,000	(3,000)	–	–
Edwards and Bishop King's Fund	–	1,664	(1,664)	–	–
RBKC - Older People Prevention Contract (Adult Social Ca	–	228,176	(228,176)	–	–
RBKC - Older People Prevention (Public Health)	–	167,000	(167,000)	–	–
RBKC - Keep Active	–	19,736	(19,736)	–	–
WCC - Older People Prevention (Adult Social Care)	–	164,286	(164,286)	–	–
WCC - Older People Prevention (Public Health)	–	53,500	(53,500)	–	–
WCC - Keep Active	–	44,642	(44,642)	–	–
Earls Court Community Fund- Grant	–	4,500	(4,500)	–	–
VCS & Community Partnerships -RBKC	–	9,180	(9,180)	–	–
Hammersmith United Charities	–	6,000	(6,000)	–	–
The Julia and Hans Rausing Trust	–	13,500	(13,500)	–	–
Delivery Of the Active Communities	–	2,980	(2,980)	–	–
MERCERS GRANT	–	25,000	(25,000)	–	–
RBKC - ACL Adult Education	–	135,955	(135,955)	–	–
RBKC - Sports Development Team	–	72	(72)	–	–
RBKC ACL (Tutor Training Reimbursements)	–	595	(595)	–	–
K& C Foundation -Mens Activity	–	5,833	(5,833)	–	–
PCC ST STEPHENS CHURCH	–	650	(650)	–	–
London Community Foundation- Arts Council England	–	10,000	(10,000)	–	–
RBKC- City Living Local Life	–	16,438	(16,438)	–	–
London Sport- Tackling Inequalities (TIF)	–	4,848	(4,848)	–	–
THRIVE TRIBE	–	1,110	(1,110)	–	–
National Lottery Community Fund	–	25,000	(25,000)	–	–
Silver Sunday- RBKC	–	7,119	(7,119)	–	–
DE Group Funding	–	1,729	(1,729)	–	–
Westminster CC s75 Time for Me	–	22,978	(22,978)	–	–
NHS Tri BoroughCCGS - Steady and Stable Project	–	138,000	(138,000)	–	–
Kensington and Chelsea Social Council	–	22,454	(22,454)	–	–
The Henry Smith Charity	–	40,200	(40,200)	–	–
Edward Harvest Trust (COW)	–	13,182	(13,182)	–	–
MASONIC CHARITABLE	–	20,000	(20,000)	–	–
CW Plus	–	182,420	(182,420)		
City of Westminster - Healthy Winter Grants Scheme	–	6,595	(6,595)	–	–
New Horizons Building Development	490,477	–	(49,049)	–	**441,428**
Total restricted funds	490,477	1,515,136	(1,564,185)	–	**441,428**
Unrestricted funds:					
Designated funds:					
Open Age Hubs Activities	–	–	–	–	–
Other works for New Horizons	25,578	–	–	–	**25,578**
CRM System	39,380	–	–	(39,380)	–
Total designated funds	64,958	–	–	(39,380)	**25,578**
General funds	828,524	135,314	(240,068)	39,380	**763,150**
Total unrestricted funds	893,482	135,314	(240,068)	–	**788,728**
Total funds	1,383,959	1,650,450	(1,804,253)	–	**1,230,156**

Purposes of restricted funds

Grants, which are received for specific projects, are accounted for as restricted funds. The balances on restricted funds as at 31st March 2024 arise for specific projects.

Second Half Centre, New horizons Centres, The Avenues, and St Margaret's

Open Age delivers a large weekly programme of Learning, Physical Activity and Arts and Culture activities in The Royal Bough of Kensington and Chelsea, and the City of Westminster. We operate from 40+ community venues and four centres operates by the charity. This activity is funded by a variety of grants including, North West London ICB, RBKC and WCC prevention contracts, RBKC Adult Community Learning, and the Second Half Foundation.

Time for Me

Project providing activities and trips for older carers across the Royal Borough of Kensington and Chelsea, and the City of Westminster funded through RBKC and NWL ICB.

DigitAll

A project that tackles Digital Exclusion in Older People by targeting barrier to access. Open Age is the lead partner working with a number of delivery organisations to reach older people. Funded by CW+ and Imperial College Healthcare Trust.

Innovate UK

The Innovate UK funding was for a period of twelve months. The purpose was to enable Open Age to scale up its online delivery through codesigning an online platform with older people as well as potential customers for a such a service such as housing association, community health providers and local authorities.

18 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Equipment	
	2024	2023
	£	£
Less than one year	**1,834**	**1,834**
One to five years	**651**	**2,485**
Over five years	**-**	-
	2,485	4,319

19 Legal status of the charity

The charity is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. The charity is registered in England and its registered address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

OPEN AGE
life's just begun



St. Charles Centre for Health and Wellbeing,
Exmoor Street, London W10 6DZ

Tel: 020 4516 9978

www.openage.org.uk

OPEN AGE

England & Wales - Charity number 1160125

Accounts



Annual Report 2022/2023

OPEN AGE
life's just begun

Registered Charity Number: 1160125

“Open Age is a lifeline for me as I live alone.

The online activities allow me to interact with others be it on zoom, and the face to face activities including their trips boost my social and personal connectivity.”

Mary Open Age member

“By attending Open Age classes I have felt less isolated. My physical and mental health have increased as has my mobility. I have made a lot of friends. My confidence has so increased that I have become a volunteer doing one of the classes for Open Age.”

Terry Open Age member

“I feel more confident and enjoy telling my friends and family what I have achieved at Open Age. The doctor wanted me to get out more, and I believe we have met that goal, by attending classes and learning so many new things.”

Cleoadene Open Age member

Contents

A Message from our Chair 04

A Message from our CEO 05

What We Achieved in 2022–2023 06

Who We are and What We Do 08

Outreach & Support Services 10

Physical Activities 18

Arts, Cultural and Social Activities 22

Community Learning 27

Fundraising Success 33

Our Goals for 2023–2024 38

Financial Review 40

Legal and Administrative Details 43

Structure, Governance and Management 44

Auditors' Report 47

Statement of Financial Activities 51

Balance Sheet 52

Statement of Cash Flows 53

Notes forming part of the Financial Statements 54

Welcome from the Chair



It's the people at Open Age that make the organisation so special.

Open Age staff once again went above and beyond this year to help members live happy and healthy lives. The team ran a range of activities, both in Open Age centres and in the community, for members who were happy to take part in person. They also continued to offer online courses and events, ensuring that the deconditioning, anxiety and reluctance to engage still felt by some members post pandemic did not prevent them from getting involved.

I am proud of how staff at Open Age have adapted to this blended approach. They have done an incredible job in a time of dramatic change. It is a testament to their hard work that the number of members taking part in activities has gone up in 2022/23.

To our members, I want to say thank you for making Open Age the vibrant community it is today. Whether it's attending a party for the Coronation of HRH King Charles II, joining a wreath-making workshop or participating in one of our specialist rehabilitation programmes, the enthusiasm you have shown for Open Age's activities this year has been a joy to behold.

You are at the heart of our organisation – and you always will be.

My thanks must also go to my follow Trustees on the Board for their expertise and guidance this year.

As Chair, I feel incredibly fortunate to work with such talented staff and Trustees, and to witness the incredible difference that Open Age makes to our members' lives.

I hope you enjoy reading about our work this year.

Best wishes

Eric Kihlstrom, Chair

A message from our CEO



This year has been Open Age's first full year of operation following the lifting of Covid restrictions. Although, in many respects, the pandemic seems a long time ago, many of our members are still feeling the effects of prolonged lockdown. For some members, the deconditioning they experienced means they are now less mobile, whilst others still feel anxious about returning to group activities and events.

To make sure no one feels left behind by the pandemic and the challenges it has caused, we have once again taken a flexible approach this year, focussing on our outreach and support services as well as continuing to offer online activities.

As a result, we have seen more members returning to Open Age than we did last year – I can't tell you how lovely it is to see so many familiar faces again – and we expect that trend to continue into 2023/24.

Whether they are past members, present ones or members we haven't met yet, everyone is welcome at Open Age.

Although the pandemic presented many challenges for Open Age as a charity, and indeed still does, it has also created opportunities for us to expand our reach. Building on our experience of supporting older people to get online during lockdown, we have led a consortium of local older people's charities to secure £300,000 to deliver DigitALL, a two-year digital inclusion project. We are excited to see the impact DigitALL is making already, and we look forward to helping more older people take advantage of the online world. You can find out more about DigitALL elsewhere in this report.

Everything you read about in the following pages has been made possible by the hard work, dedication and generosity of our staff, volunteers and funders. Together they have helped make Open Age the successful, sustainable charity it is today. I am so grateful for their support.

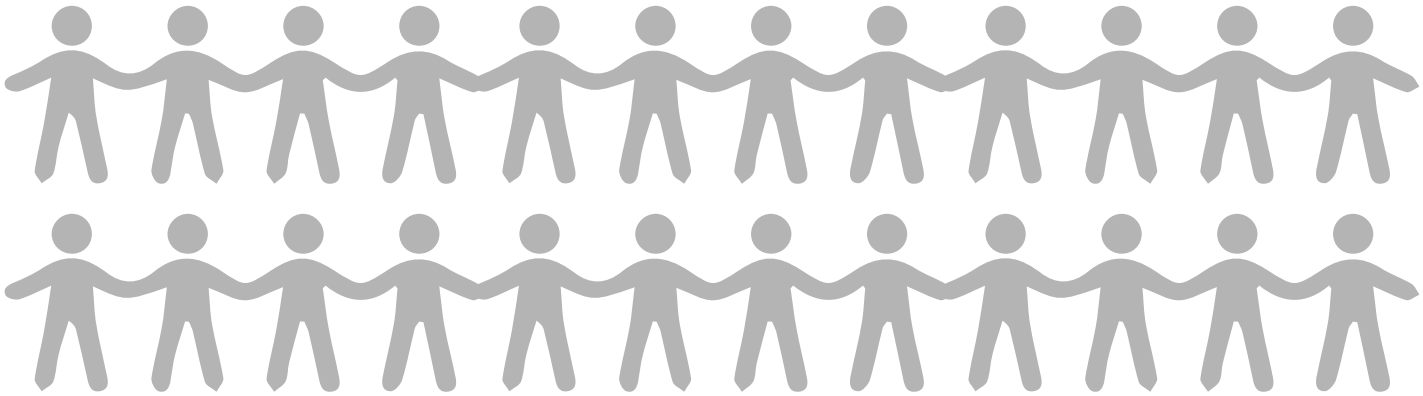
To finish, I would like to say a huge thank you to our members for being part of the Open Age community. It is such a privilege to help them live happier, healthier and more connected lives.

Best wishes

Iain Cassidy, CEO

What we achieved in 2022/2023

We ran **7,163** different activities



Overall there were **50,625** individual attendances



2,469

members took part in at least one activity



506

members took part in an online activity

We delivered **1,220 hours** of Digital Inclusion classes

We delivered **1,421 hours** of online activity

Our members were ...

81% female

18% male

1% other category

6% in 50s

24% in 60s

42% 70s

23% in 80s

5% in 90s





56% of members have socialised together outside of Open Age activities



90% of members rate the quality of our tutors as good or very good



60% agree their health has improved



73% agree their wellbeing has improved



61% agree their level of physical activity has improved



34% of members agree they see their GP less



68% feel part of the Open Age community



92% of members would recommend Open Age to a friend or relative

Who We Are and What We Do

Our Vision

A world where everyone ages well and lives better for longer.

Our Mission

Open Age helps older people live happier, healthier and more connected lives.

About Us

Open Age is a member-led charity, open to anyone over the age of 50 living in London. We offer a weekly programme of low-cost, fun-filled courses at centres across west London. All our activities are led by expert tutors and designed specifically to improve the health and wellbeing of older people.

Through our Community Learning courses, we enable our members to learn new skills, rediscover old hobbies and find new ones. We help members to maintain or improve their fitness by offering fun and accessible exercise classes, as well as specialist programmes for members at risk of a fall or those with age-related conditions, such as osteoporosis. We have dedicated groups for carers, older men and members less able to leave home. And our Outreach and Support team helps people overcome any challenges they may face.

Everything we do at Open Age is led by our members. We enable them to meet new people, have fun together and feel part of a community. We're here to help them live happier, healthier and more connected lives.

Open Age centres

- Second Half Centre, St Charles Centre for Health & Wellbeing, Exmoor Street, The Royal Borough of Kensington and Chelsea, W10 6DZ
- New Avenues, 3-7 Third Avenue, Westminster, London, W10 4RS
- New Horizons, Guinness Trust Estate, Cadogan Street, The Royal Borough of Kensington and Chelsea, SW3 2PF
- St Margaret's, 1 Carey Place, Westminster, London, SW1V 2RT



"Open Age is a lifeline for me which I depend on for advice, for support and for so many of my social activities and physical activities. I do not know how I would cope without having had them in my life. They have changed my life and my quality of life overall has been improved so much by having been part of so many Open Age activities and they have made me part of my local community as without them I would be stuck at home doing nothing and feeling depressed. They have changed my life totally and have become an essential part of my daily life."

Kathleen*, an Open Age member

*All names have been changed to protect the privacy of our members and volunteers.

Outreach & Support Services

Outreach & Support is a gateway into Open Age for lots of older people. Our Outreach & Support team runs social groups and projects that introduce people to our community in a way and at a pace that works for them.

In 2022/23 our projects were:

- Be Active, which helps people improve their fitness following an accident or illness
- Men's Space, a project that helps older men lead happier, healthier, more connected lives
- Link-Up & Link-Up Tech, which support people to overcome specific challenges
- Time for Me, which supports unpaid carers
- Phones groups, which allow members who are less able to leave home to take part in activities

Be Active Project

Be Active is a programme where volunteers are matched one-to-one with adults over 60 to support their rehabilitation exercises at home and in the community. Each participant is offered nine sessions.

After completing Be Active, members feel more independent, more active and more connected to their community.

Be Active 2022/23 in numbers

106
people matched with a volunteer completed the project

80%
of members felt more confident after completing Be Active

1600+
hours of volunteer support were delivered

38
active volunteers

80%
of participants met their goals with the support of a volunteer



Latoria's story

94-year-old Latoria lives alone in North Kensington. She was referred to Open Age following a hip replacement in December 2022.

Prior to her operation, Latoria had suffered from excruciating hip pain. She had not left her flat for three years because she could not manage the steep flight of steps up to her front door.

Thankfully life began to change for Latoria when she was paired with a Be Active volunteer called Mike.

With Mike's support, Latoria was able to navigate the stairs and they began taking weekly walks together, each one longer than the previous week's. After several weeks, Lartoria and Mike decided to try catching the bus to a large supermarket. Latoria managed extremely well and the trip was declared a success.

At the end of the project, Latoria was able to move independently around her home with only occasional use of aids and she could manage the steps with just the support of the handrails. Outdoors Latoria only required a walking stick to get around. An incredible improvement.

It was not just Latoria's mobility that improved through Be Active; her mental health and connection to her community also changed for the better.

Thanks to the project, Latoria felt better in herself and began volunteering again at a local museum. She attended her first social event in four years, describing the party as a 'really beautiful evening.' And even better still, she was able to go on a shopping trip to Notting Hill, with the support of a young volunteer from the museum.

Latoria acknowledges that it is 'a hard grind to get back to normal'. She says, "I want to get well, so I push myself". That determination and persistence has paid off; at 94 she is putting those awful years of waiting behind her and looking to the future.



"I couldn't have asked for a better companion"

Men's Space

Men's Space is our life-changing project for older men. It is a chance for our members to make friends, take part in a range of activities and enjoy life.

OneYou Westminster Award

In 2022/23 Men's Space won the OneYou Westminster Award in recognition of the impact it makes to adult health and wellbeing, enabling people to make long-term improvements to their lifestyle.

At the award ceremony, Russell, our Men's Space Coordinator, collected the award accompanied by Albert who takes part in the Men's Space programme of activities. Albert spoke about the amazing impact the project has had, as well as Russell's skill at getting him involved and how appreciative he is of Open Age. He also described how the project has changed his health and wellbeing for the better.

74 men took part in Men's Space this year



Men's Space participant Albert (left) with Russell, our Men's Space Coordinator (right)

Reaching out to diverse communities

Part of Russell's focus this year has been to improve the way we engage with men from diverse backgrounds and cultures, and to help them connect with one another.

As the following example shows, we found that highlighting the commonalities between older men is a great way to nurture and support friendships to grow.

One of Men's Space newest members, Arthur, had lost his strength and stamina during Lockdown, which meant he was almost unable to leave home or undertake daily tasks.

Russell visited Arthur at home and encouraged him to join our Functional Fitness programme. Russell provided tailored exercises suitable for Arthur, and some approaches to daily living he could use until he feels able to join the group sessions in person. This regular exercise and support from the safety of his own home helped Arthur grow confidence, stamina and fitness.

Arthur began to feel more motivated to leave his home, and we introduced him to Albert, one of our member-volunteers, who lives just round the corner. Since then, Albert and Arthur have become friends, going out for walks together and meeting for a drink and a chat.



Arthur's life has been transformed by the support and companionship that Albert and Men's Space has provided.

This story shows the incredible difference that our member-volunteers can make to our more disadvantaged or isolated beneficiaries. They help build resilience, confidence, and open doors that may have previously felt closed to participants.

We are committed to increasing the number of volunteers like Albert. We cannot wait to see the impact they have in the future.

Link-Up & Link-Up Tech

Link-Up provides one-to-one support to people, helping them to identify their interests, overcome potential barriers and take part in fun and stimulating activities at Open Age. Link-Up refers into other organisations and services where appropriate.

For people with specific problems relating to technology, our Link-Up Tech Coordinator is here to help.

Spotlight on Link-Up Tech

This year our Link-Up Tech project helped members become more connected online by helping them with a range of issues, including how to use Zoom. We welcomed 194 members to our technology support sessions, 28 of whom had 1-1 support in their own home.

Our support enabled members to join our online courses, download the NHS Covid Passport app, renew driving licenses, and carry out a range of other vital tasks and updates. Most importantly, Link-Up Tech helped people stay connected to their friends and family.

In **2022/23** Link-Up supported

218

new members in their homes, online, over the phone, in our centres



Time for Me

Time for Me gives older unpaid carers in Westminster and the Royal Borough of Kensington and Chelsea a break from their caring duties and the chance to meet people in a similar situation.

In 2022/23 our Time for Me team ran a mixture of online classes, in-centre socials, IT courses, short visits and outings for unpaid carers. They also made over 440 calls and sent more than 680 text messages to make sure no one missed out on the activities.

> **"Thank you so much for yesterday's gyoza session. It was nice and I have to say I learned something interesting. We had that for our dinner and everyone liked it so much. It was very tasty. Thank you for your tutorial."**
>
> Andrea who took part in a Time for Me cookery session

Asking members for feedback

We ran a survey this year to gather carers' opinions about Time for Me's delivery of in-person and online activities. We wanted to know what we could do to make sure we were meeting their needs.

As a result of the feedback, we are now providing more opportunities for Time for Me members to meet face to face at cultural events and activities.



Phone Groups

For those members whose mobility or circumstances mean that they find joining face-to-face activities difficult Open Age run a number of free to dial-in phone groups.

In 2022/23 50 members thoroughly enjoyed a total of 198 phone groups and a small number of in-person events.

Phone group regular Rosa found a talk by Arthritis Action particularly helpful and booked a consultation with the organisation afterwards. Another Open Age member also contacted Arthritis Action following the talk.

Other visiting organisations to the phone group format included: Opera Holland Park, the Victoria & Albert Museum, Green Doctors, The Jewish Museum and The Saatchi Gallery.

The Jewish Museum led sessions entitled 'Exploring the East End and the Seaside' which really resonated with members. One attendee said:

"It has been most interesting to have the pictures and objects explained. This has been the most wonderful opportunity which has brought back memories of an impromptu visit to the oldest synagogue in the city. Thank you very much!"

The phone group format has encouraged and generated very open discussions with members reporting they feel it less intimidating than face to face.

Superbloom

The Superbloom trip was a particular highlight as Open Age has been involved with events in the lead up to Superbloom since December 2021. Our members even received wildflower seeds with planting instructions.

Our visit took place on a scorching day, with 10 members and two staff braving the hot sun. The wildflowers were simply stunning, and we took our time walking around the tower. It was a perfect opportunity to spend time together in good company.

New friendships were forged at Superbloom – long may they continue.



Physical Activities

At Open Age we run clinical exercise programmes for members in need of specialist support, as well as hugely popular exercise classes. In 2022/23 members took part in activities online, in person or a combination of both.

In December we were pleased to attend the Royal Borough of Kensington and Chelsea Sports Awards 2022. Open Age had been nominated for the Sports Organisation of the Year Award, a highly competitive category with some other outstanding organisations and charities being nominated. We were overjoyed to win the award and be recognised for the difference we make to people's lives.

Why people take part

This year we undertook our first ever survey of members taking part in physical activities. Among other things, we asked members to tell us three reasons why they take part. The top six reasons chosen were:

- It benefits my physical health
- It keeps me fit
- It's fun, enjoyable and it makes me feel good
- It benefits my mental health
- It gives me a purpose, routine and structure to the day
- It helps me manage my long-term health conditions

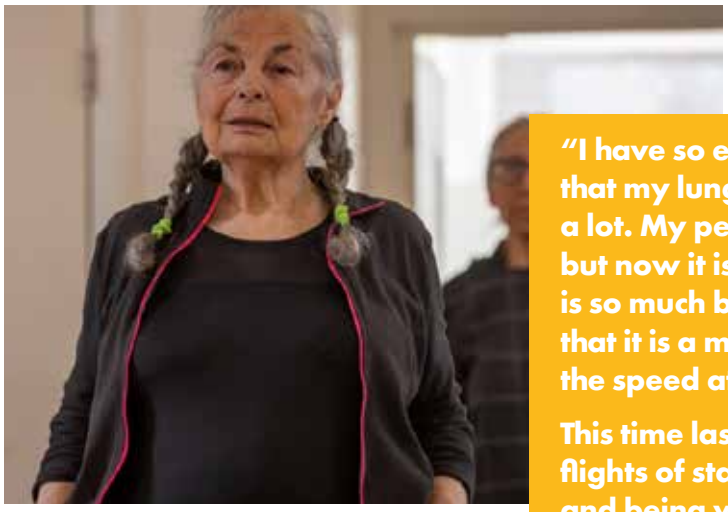
Clinical exercise

This year our three clinical programmes helped over 270 people feel happier and healthier.

Our programmes were:

- Steady and Stable, an exercise programme designed to help members at risk of a fall improve their balance and strength.
- Osteo Blast, which supports people with osteoporosis or osteopenia.
- Healthy Lungs, which helps members with long-term breathing conditions to stay well.

Alongside these, we worked in partnership with the Central London Community Healthcare NHS Trust to deliver a Falls Service in Brent.



"I have so enjoyed each class and I know that my lungs and breathing have improved a lot. My peak flow was always under 300, but now it is 320... My overall lung situation is so much better - my husband tells everyone that it is a miracle to see me keeping up with the speed at which he walks!

This time last year, I couldn't walk up our two flights of stairs without stopping mid-way and being very breathless at the top, and my normal walking pace was down to an old lady's pace!"

Trisha, who took part in Healthy Lungs



"I very much enjoy the Osteo Blast classes. I am being treated for my osteoporosis at Chelsea and Westminster Hospital and they always brighten up when I say that I am taking your class."

Maureen, Open Age member and Osteo Blast participant

Happier, Steadier, Stronger: Margaret's story

Margaret is 89 years old. When she first came to Open Age, she had fallen a couple of times, which had left her feeling worried and unconfident. Being less physically active also made her feel very low and more dependent on others for help.

Thankfully, things began to change for Margaret when she started Steady and Stable.

During the six months she was enrolled on the course, Margaret saw a huge improvement in her mobility, which in turn made her feel a lot more confident.

Today, Margaret no longer needs to use walking aids when she is at home. She can undertake basic chores and gardening by herself, meaning she no longer has to rely on her daughter for help.

Margaret is now happier, steadier and stronger thanks to Steady and Stable. It was a privilege to help her regain her confidence and enjoy life more.



Physical exercise classes

In 2022/23 our physical activities continued to be very popular. We ran over 90 fun-filled exercise sessions, ranging from boxing, ballet and bowls to Zumba, Pilates and so much more.

We always get amazing feedback from members who take part in our exercise classes. Here is what two of them had to say:

Ian, who is 71, told us: "Open Age classes have allowed me to feel a lot more energised in my life and as though I have a purpose. The classes are amazing for my health both physically and mentally. I specifically enjoy yoga and Pilates; the teachers are all brilliant.

These physical activity sessions have also been extremely beneficial for my social life. I have met several new friends through the community settings that Open Age is continually looking to build. **Thank you, Open Age, you have been the best thing that has happened to me in my older age!**"

74-year-old Adrienne shared: "I have been doing the online classes from Open Age since Covid, but before that I was coming to the centre. I found out that doing them online is saving me travel time as it takes me a long time to get there and back. Also, in the winter the weather is not always a good time to travel.

I exercise for my health. I don't do it every day I feel aches and pain in my legs and shoulders. As I am getting older, I notice that exercise helps to keep my body supple and not stiff, and online I can do more than one class a day if I wish.

I really appreciate the work Open Age is doing for us elderly, as without it I would be sitting at home being sick with aches and pains. Also, if I am not able to travel, I can still do the exercises I like online."

Arts, Cultural and Social Activities

Our online and in-person arts, cultural and social activities have been hugely popular again this year. Hundreds of members have taken part in events, talks and workshop. They have visited art galleries and museums, heard guest speakers from organisations such as the V&A, and enjoyed partnering with English National Opera and Chelsea Physic Garden, to name but a few.

In 2022/23 we also held an event to celebrate the now late Queen's Platinum Jubilee. Open Age staff provided the food and over 150 members enjoyed e the live band who played popular music from across the decades. The dance floor was full that night!.

Over **700** members took part in our **arts, cultural and social activities** this year







Over 160 members joined the fun at our Platinum Jubilee members party

Celebrating our volunteers

At Open Age, we have a fabulous team of volunteers who run the reception areas in our centres, lead on local trips and share their skills at volunteer-led workshops. Our volunteers go above and beyond to help us fulfil our mission, and we could not be more grateful.

To celebrate our volunteers and their extraordinary contribution, Open Age staff hosted a volunteer evening, with a 3-couse meal and entertainment throughout the night. Fun was had by all!

Working with partners

Our partnership working went from strength to strength as the year progressed. We are thrilled to work with some amazing organisations, each as dedicated as we are to enriching the lives of older people in London.

Exploring Identities with the Saatchi Gallery

Held at The Saatchi Gallery, Open Age's' Exploring Identities' exhibition was a follow on from the gallery's own exhibition entitled 'The New Black Vanguard', which celebrated black artists and their work exploring identities within the black community.

Following a brief, our members created a piece about themselves and their identity, using The New Black Vanguard as inspiration.

Over 20 members donated their beautiful artwork, ranging from paintings and drawings, to embroidered tapestries, to marble sculptures and lino prints. Everyone thoroughly enjoyed taking part in this wonderful event.





"Impressive artworks really interestingly presented. Very cool exhibition. 10/10 would recommend."

Exhibition participant

Royal Institute of British Architecture Workshops

In 2022/23 Open Age partnered with the Royal Institute of British Architecture (RIBA) to offer workshops for older people focusing on architecture.

These fascinating workshops were linked to the Radical Room the Power of The Plan Exhibition, which showcased the people left out of architectural history, including women and LGBTQ+ architects and clients.

The first workshop saw members tour the Radical Room Exhibition before taking part in a creative session led by the Learning Manager of RIBA, Wilson Yau. Members had the opportunity to make their own architectural models using paper and 3D printing pens.

In the second workshop, artist-illustrator Jitesh Patel worked with members to explore the memories and places that were important to them. With this information, they created an illustrated map incorporating typography.

The last workshop was led by Colleen, an architectural assistant and artist. This digital drawing workshop sought to explore the "Ti Kay," meaning Tiny House in Creole, that are found in the Caribbean.

Across the three days, 30 Open Age members took part in workshops. Their artwork and models were displayed in the RIBA Library. We could not be prouder of our members' talent and creativity.





Our members' drawings and models on display at the RIBA Library

"So inspiring; I have had an amazing day, learning about architecture and playing with the 3D pens. Thank you Open Age. It was a splendid workshop."

RIBA workshop participant

Chelsea Physic Garden

We partnered with the Chelsea Physic Garden for the first time this year. They held two workshops with members to make small Christmas gifts and beautiful festive wreaths.

All the equipment, materials and the tutor were kindly provided by Chelsea Physic Garden.



Open Age member had a wonderful time making wreaths at the Chelsea Physic Garden workshop

English National Opera

The English National Opera is another exciting new partner this year. Thanks to their generosity our members have been able to enjoy 'Behind the Scenes' tours, dress rehearsals and evening performances of operas including Tosca, Carmen and It's a Wonderful Life. We are all opera fans at Open Age!

Community Learning

This year was an incredibly exciting one for Community Learning at Open Age. We ran over 40 courses each week, welcomed over 1,000 learners and launched seven brand-new courses. 88% of our courses were held in person at our centres and 12% were hosted online. Every course was led by an expert in the subject.

Community Learning explained

Funded by The Royal Borough of Kensington and Chelsea, via their Adult Learning Centre, Community Learning courses comprise two-hours of learning every week for 5-10 weeks. Unlike other Open Age activities, these are structured courses, and we ask participants to commit to completing the course. **In 2022/23 89% of people achieved full attendance.**



Over **1,000** took a Community Learning course in 2022/23

Digital skills for all

In 2022/2023, 40% of our courses focussed on building and developing digital skills, enabling older people to take advantage of modern technology, connect with family, friends and organisations, and stay safe online.

We offered beginner and improver courses in subjects including how to use tablets and smartphones, and how to make the most of apps like WhatsApp.

> **"I have learned to be more confident and how to use different apps. I have learned to use my emails so I am very happy that I took part in this course."**
>
> Keith, aged 83, who took part in our Beginner Computer course

Boosting wellbeing through learning

60% of our courses this year aimed to increase the health and wellbeing of older people. We ran courses ranging from lip-reading and meditation to Spanish, mosaics, watercolours and healthy eating.

> **"For me, the Mosaics course was about learning a new skill in a pleasant and supportive environment. Having a reason to come out and meet other people has been terrific to reduce my social isolation and have a positive outlook."**
>
> Jamal, aged 72



Over **95%** of people said the course met their expectations

95% of members went on to take **another course** with Open Age

New for 2022/2023

By popular demand, we launched some new courses this year. We are thrilled by how successful they have been. There are now three watercolour courses, one up on 2021/22, as well as:

- Eating Healthily on a Budget
- Getting Confident using a Samsung Tablet
- Mosaics
- Herb Growing for Beginners

We look forward to seeing how these courses develop and how their popularity continues to spread.

Cloeadene's story

At 82 years old, Cloeadene has been a regular visitor to Open Age this year. She attended her first beginners IT course in 2021 and since then she has gone on to take part in three further IT courses, as well as a number of creative ones.

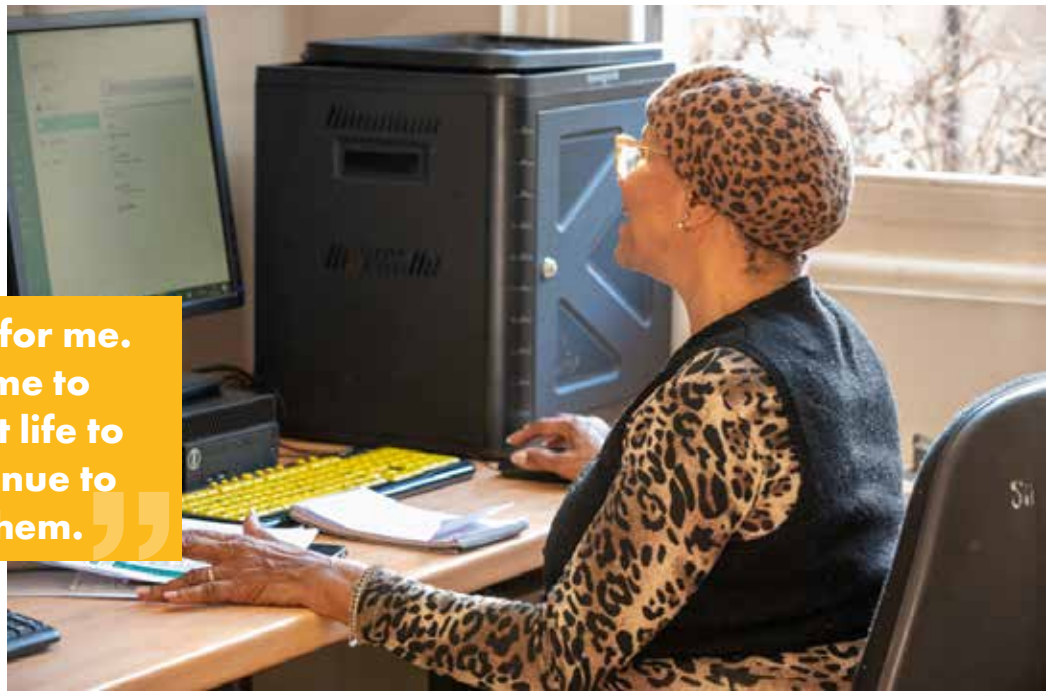
"For me, having something new to learn is priceless. You don't realise how important this is until you are bored and have nothing to do but look out of the window. These activities have kept me busy and occupied, they also feed into my hobbies.

I used to be a dressmaker and have also always enjoyed interior design. The Creative Threads course keeps me connected to my life as a dressmaker and the Mosaics class has helped me keep connected to the interior design part of my life.

This is a big thing for me. The activities help me to connect my present life to my past and I continue to enjoy and attend them.

I feel more confident, and I enjoy telling my friends and family what I have achieved at Open Age. The doctor wanted me to get out more, and I believe we have met that goal, by attending classes and learning so many new things."

We are thrilled to have Cloeadene in the Open Age family.



"This is a big thing for me. The activities help me to connect my present life to my past and I continue to enjoy and attend them."

Spotlight on DigitALL

DigitALL is new to the learning portfolio for this year. Introduced in April 2023 the project filled a much-needed delivery gap, enabling us to provide 1:1 support to the most digitally excluded older adults in North-West London who can then progress onto other courses within the learning programme. Open Age leads a partnership of charities including branches of Age UK and Mencap in three boroughs and the Iranian Association. Over 420 residents were supported by the DigitALL partnership.

Open Age has led on the development of a brand-new assessment tool that matches digitally excluded participants with the support and equipment they need with content focused on their needs.

Supporting older adults, adults with learning disabilities and adults with English as a second Language, DigitALL breaks down the barriers that prevent them from enjoying the benefits of the online world. The course provides:

- Devices and free connectivity
- Easy to understand demonstrations and step by step guides
- Tailored support every step of the way
- Encouragement
- A warm and welcoming environment where everyone feels accepted

DigitALL is funded by NHS Charities Together through CW+, and Imperial Health Charity. It takes place twice a week at Open Age centres. We visit members in their homes if they are unable to come to us.

Leading the way

DigitALL and some of its participants were nominated for a number of awards this year, including the Festival of Learning and Digital Leaders 'Digital Skills or Talent Initiative of the Year.'

Transforming lives

We are so proud of the incredible difference DigitALL has made to people's lives this year.

73%
of DigitALL participants now access the internet daily or weekly, **up from 12%**



79%
feel their lives are more worthwhile

Meet Margaret, a DigitALL graduate!

Margaret was referred to DigitALL when she expressed regret over never putting on an art show of her own. Margaret's determination to achieve this personal goal led her to successfully organise the whole event, complete with an online landing page and accompanying social media presence.

"My lifelong preoccupation with art contrasted with my vague understanding of IT. There seemed to be an abyss between the two: IT was mechanical, a world away from the vagaries of art.

I wanted to realise my ambition of putting on an art show, and it had become apparent to me that this would involve event promotion, picture digitalisation and lots of emails! The thought crossed my mind that I should get someone else to do this – but it was my art, my show, and I decided I was going to do it myself.

I joined the DigitALL Project at Open Age and enrolled on their one-to-one programme in Westminster. Here, I learned about things I'd never heard of before, including Instagram and Eventbrite. My network of dedicated tutors and coordinators gave me an increased sense of security; I felt I was no longer alone with the dreaded computer.

Acquiring IT literacy has given me a renewed self-belief and self-confidence. IT is not an intimidating monster; with the right support, it is incredibly liberating. Post art-show, the learning will go on. More IT, more artwork! Not bad for a retiree."



"Acquiring IT literacy has given me a renewed self-belief and self-confidence."

What our Community Learners say

We have received some outstanding feedback from our course participants this year. Many people told us how Open Age has helped transform their health and wellbeing, giving them something to look forward to and enabling them to meet new people and develop new skills.

Here are just a few of the comments made by members:



"The Italian course more than meets my expectations. Our tutor has a fun way of teaching and is very patient considering we are a mix of those who are proficient in different areas, but we all help each other out with his expertise of course. Looking forward to another term."

Sandra, 83 years old

"Taking part in the Watercolours course makes me forget my troubles. Empties my head. Relaxes me."

Vincent, aged 69



"I am using email confidently ... using Google a lot .... Using Zoom following three different groups ... losing fear of using a computer, which is for me a big step forward."

Liz, aged 82, who attended our Developing Windows 10 skills course

"The Sketching in Sculpture Parks course helps to provide structure and routine in life. As one grows older having something to look forward to in the week is useful. To give an additional purpose in life"

Yolanda, aged 67

Fundraising

Against the backdrop of the cost of living crisis, we have had a hugely successful year for fundraising at Open Age. We beat our income target for grants from charitable trusts and foundations, brought a number of new donors on board and secured grants from 30 organisations.



£201,694
raised from trusts and foundations

30
organisations made donations, 16 of which had never supported us before

Our fundraising focused on enabling our members to return, post pandemic, to the activities and social groups they love so much. This year, we received grants which directly funded:

- Men's Space
- Play workshops and physical activities in the Earls Court area
- Open Age's Platinum Jubilee celebration event for the late Queen Elizabeth II
- Arts and Culture activities at our New Avenues Centre
- Commissioning an exciting independent research project
- A project working in partnership with a local community theatre company to offer Jubilee Singers performances at Open Age centres
- Open Age activities across Westminster
- Online activities
- Physical activities in Hammersmith & Fulham

The Second Half Foundation, Career Art Exhibition

The Second Half Foundation hosted their 2023 Second Half Career Art Exhibition: Celebrating Living Old Masters. This is the ninth time that the Second Half Foundation has supported the work of The Second Half Centre, now run by Open Age.

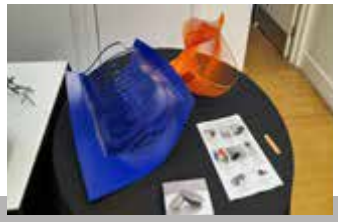
The 2023 Second Half Art Exhibition told an exciting and inspirational story of transformation and continued growth. Ten talented Second Half artists provided the artwork, which was curated by Lady Jill Shaw Ruddock and Preston Fitzgerald.

There was a special thank you on the night to artist Michael Craig Martin and Cristea Roberts Gallery for donating a very special item for the silent auction.

All the artwork was for sale with 50% of sale price given to support Open Age activities. This year's donation totalled £50,000 – and we are grateful for every penny.

We want to offer our thanks to everyone who was involved and a special thank you goes to Lady Ruddock and the Second Half Foundation for its continued support for our work.





From the 2023 Second Half Foundation Exhibition

"In a post pandemic world, now more than ever we must work together to ensure that The Second Half Centre stays a hub of the community as we continue to rewrite the script for growing older."

Preston Fitzgerald, artist

Engaging with supporters

This year we have worked hard to improve the way we engage with our members and supporters. They are at the heart of what we do and we want to make sure they know how grateful we are to them.

Our work in this area included:

- Developing a supporter journey, enabling us to share with donors the incredible difference they make to the Open Age community
- Growing our social media presence across Facebook and X
- Launching a brand-new supporter newsletter

Growing our team to diversify our income

In May 2022 we were thrilled to double the size of our fundraising team and welcome Emese Budai as our Community Engagement and Supporter Care Manager. Emese will play a key role in helping to diversify our income, by engaging with Open Age members and our local community to raise funds through a range of channels. These could include individual giving, gifts in Wills, community-based initiatives and fundraising events.

Emese joins our Trusts and Grants Fundraiser Phoebe Thomas-Weeks. They are both outstanding fundraisers and we look forward to even more success in the future.

Thank you

We would like to thank our funders and supporters for their wonderful generosity and commitment this year. With your grants, donations, fundraising activities and more, you help older people live happier, healthier and more connected lives. We cannot thank you enough.

- The ExPat Foundation
- The Edward Harvist Trust
- The Francis Winham Foundation
- The Sir James Roll Charitable Trust
- Order of Malta Dial a Journey Trust
- The Michael and Anna Wix Charitable Trust
- The Rest-Harrow Trust
- Frognal Trust
- Hyde Park Place Estate Charity



Our Goals for 2023-2024

Open Age is an ambitious charity. In 2021 we created three strategic priorities to ensure we deliver our mission to help older people live happier, healthier and more connected lives.

This year we have made some incredible progress in line with our priorities:

Increase our reach

Across north and west London there are older people who are not getting the support they need to live life to the full, which is why it is vital we can increase our reach.

To this aim, we have continued to deliver both in-person and online activities this year. By taking this hybrid approach, we have been able to reach members in a way that works for them.

For example, some of our unpaid carers are unable to attend in-person activities as they do not have the time to travel to and from our centres or the ability to leave the person they care for alone. Online activities remove those barriers, ensuring that members in that situation can still stay connected to the Open Age community and enjoy the benefits it provides.

This year we were delighted to be the lead partner on DigitAll, a two-year digital inclusion project. Working with organisations from across north and west London, we secured £300,000 to deliver DigitAll. We hope to reach new members through the course itself as well as through our partners.

Enhance our ability to evidence our impact

The feedback we receive from our members is overwhelmingly positive, but we need to improve the way we monitor our member's data so we can better quantify the impact we make. With more robust data, we can attract more funding.

In 2022/23 we have invested heavily in the development of a new CRM system that will allow us to better analyse our membership data, helping us to track our members' activity and the impact we make. We are excited to explore the opportunities the new system will afford us when it goes live in April 2023.

Using funding from Dunhill Medical Trust and the National Lottery Community Fund, we have also commissioned research looking into the impact of group activities for older people. The results of the research will be launched in 2023/24.

Diversify our income

To expand our reach and continue delivering the very best activities for members, we have to diversify our income. With more income streams, we can ensure that Open Age continues to be a dynamic, sustainable charity long into the future.

This year we have continued to invest in fundraising, doubling the size of our fundraising team and growing income from philanthropic trusts and foundations, as well as corporate supporters, gifts in Wills and individual donors.

Moreover, the investment we have made in the new CRM system will allow us to test new routes to generate additional revenue.

Looking ahead

In 2023/24, we will continue to build on the work we have done this year.

We will seek to grow our digital inclusion offering once a thorough evaluation of DigitAll has been undertaken. We look forward to seeing the outcome of that evaluation.

We have plans in place to launch our research report and share its findings with other organisations supporting older people. By sharing knowledge in this way, we can ensure Open Age becomes a recognised leader in our field.

Once the new CRM system goes live in April 2023, we will investigate how best we can use the system's functionality to generate new revenue streams and ensure our members are kept up to date with news from Open Age.

Alongside all this, we will continue to focus on supporting older people to recover from the pandemic, placing a renewed emphasis on reaching members who have yet to return to Open Age.

Financial review

Open Age's income for the year totalled £1,650,450 (2022: £1,445,462) of which £1,576,429 (2022: £1,317,914) was received as grants and income from contracts. The main sources of income for the year were: The Royal Borough of Kensington & Chelsea, whose various departments provided £567,972 (2022: £551,847); Westminster City Council £293,951 (2022: £286,405); multi-borough grants £138,000 (2022: £138,000); and other income from various funders, earned income and donations made up the remaining £650,527, as detailed more fully in these accounts. A number of other funders directed their assistance to specific projects. These have been separately identified in the accounts. See the Statement of Financial Activities on page 51 and the accompanying notes, including restricted funds, on pages 54-67.

Where specific funding received was insufficient to meet the expenditures of the specifically funded activities, additional funds have been transferred from the unrestricted funds of Open Age to eliminate the resulting deficits in the specifically funded activities at the end of the financial year.

The main expenditure of Open Age is on staff salaries and on supporting office accommodation and facilities. Costs have been allocated to activities on the basis of estimates prepared by staff.

Open Age ended the year with a deficit of £153,803 (2022: £67,291 deficit). Cash, bank and deposit balances totalled £747,672 (2022: £829,425). Total fund balances available to be carried forward were £1,230,156 (2022: £1,383,959) consisting of £25,578 of designated funds (2022: £64,958); and £763,150 of general funds (2022: £828,524); and £441,428 of restricted funds (2022: £490,477), which represents funds held for the remaining lease of the New Horizons building. The full Statement of Financial Activities is set out on page 51 of these accounts, with accompanying notes on pages 54-67.

Reserves

The trustees have kept the reserves policy under review over the last 12 months due to the uncertainty that existed as a result of the Covid-19 pandemic. To ensure that cashflow management, working capital and investment needs are met, whilst still allowing us to fulfil our charitable objectives, trustees have agreed that the level of free reserves should be kept within a range of £600,000 to £800,000. This is to ensure sufficient funds are held to meet the charity's current and future projected activities and maintain financial sustainability in an ever changing landscape. The board intends to conduct an in-depth review of our reserves policy in early 2024.

As at 31 March 2023, the unrestricted general reserves stood at £763,150 (2022: £828,524).

Risk Management

The Board is responsible for ensuring Open Age considers its risks, has a risk register in place and that this register is reviewed on a regular basis. The Board has assessed the major risks to which the charity is exposed and these are detailed below with a summary of plans for managing these risks:

- A significant reduction or loss of funding from Local Authorities and the newly formed Integrated Care Systems (ICS), formerly CCG's. At a time when local authorities and ICS's are being required to make efficiencies there is an ongoing risk that funding directed towards preventative services such as Open Age may be reduced. To mitigate against this the CEO and Senior Leadership Team maintain good relationships with our commissioners including regular review meetings where targets and KPI's are discussed. The CEO sits on various boards and partnerships to ensure prevention stays high on the agenda. Open Age actively engages with other statutory bodies operating in this field to ensure we are well positioned to receive support from other partners should cuts be proposed.

- Inability to cover infrastructure cost. To reduce reliance on statutory funds and increase unrestricted income Open Age has developed and implemented a fundraising and income diversification strategy. This included recruiting and ongoing development of two fundraisers. We are also exploring how we can generate revenue from other sources such as the development of new services.

- Loss of key personnel. We have policies and procedures in place to recruit and retain suitable staff and volunteers. We conduct regular staff surveys to measure staff satisfaction levels and have implemented a number of staff wellbeing measures.

- Complaints from Members or Tutors. Open Age has a clear members code of conduct and complaints procedure in place to deal with any complaints. This is overseen by our Head of Member Experience and any complaints are investigated and reported to the Senior Leadership Team.

- Impact of a pandemic / Covid-19. We have developed robust policies and procedures and a specific risk assessment and strategy to deal with Covid-19 and potentially similar future pandemics in order to protect our members and staff and to continue to offer and deliver services to our members in a safe and secure way.

Investment policy and performance

The constitution provides that monies not immediately required for Open Age's activities are to be invested in or upon such investments, securities or property as may be thought fit. At present the Trustees' policy is to place all such monies on interest bearing deposit.

Fundraising

During the year 2022/23 Open Age employed two part-time fundraisers and the services of Nova Fundraising Ltd who support fundraising and mentor fundraising staff. The two fundraisers are directly employed by Open Age and the Nova Fundraising Consultants used are members of the Chartered Institute of Fundraising (CIoF) and adhere to the Fundraising Regulator Code of Fundraising Practice. Open Age is registered with the Fundraising Regulator.

Open Age understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not work with fundraising agencies for either telephone, or face-to-face campaigns, and received no fundraising complaints during the year (2022: none). As a charity that works with older people all staff undergo formal and informal training on how to communicate with and deliver service to older people. This includes a requirement for all staff to complete adult safeguarding training.

Throughout the year Open Age has continued to be successful in attracting funding in kind, ranging from the free use of premises in a variety of venues such as lounges in sheltered housing, meeting rooms in libraries and community centres, to skilled practitioners providing free or reduced fee tutoring. In addition to the salaried staff, members and volunteers assist with administration and with organising events. The CEO monitors all fundraising activity. The Board of Trustees receive regular reports on fundraising and review fundraising income and expenditure.

Legal and Administrative Details

Charity Registered Number: 1160125
Date of Adoption of Constitution: 25th November 2014

Board of Trustees:
Elected Trustees
Marcia Blakenham
Hilary Bowker *
Colin Campbell, Treasurer* (appointed May 2023)
Malti Josh (appointed Jan 2023)
Ann Lewis* (appointed October 2022)
Maggy Pigott, Vice Chair *
Sandra Franklin

Co-opted Members:
Garvin Brown (stepped down Feb 2023)
Cynthia Bullock (appointed Jan 2023)
Dean James, Chair * (stepped down May 2022)
Eric Kihlstrom, Chair* (elected Chair May 2022)
Stephen Souchon, Treasurer * (stepped down March 2023)

* Also members of the Finance and Staff Sub-Committee

CEO:
Iain Cassidy

Principal Office:
St Charles Centre for Health and Wellbeing,
Exmoor Street, London W10 6DZ

Auditors:
Barnes Roffe LLP East London Office,
Leytonstone House, Leytonstone,
London, E11 1GA

Bankers:
Barclays Bank PLC, Willesden Branch,
Westmoreland House, Scrubbs Lane,
London NW10

Structure, Governance and Management

The Trustees of the charity present their report for the year ended 31 March 2023. The Trustees confirm that the Annual Report is compliant with current statutory requirements, the requirements of the charity's governing document, 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Constitution and Organisational Structure

Open Age was registered by the Charity Commission as a charitable incorporated organisation on the 23rd of January 2015, with a new charity registration number: 1160125.

The Board, comprising the charity's Trustees, consists of the Chair, the Treasurer and up to 15 individual Board members. The Board agrees the policy of the charity and is responsible for its finances and assets, and for employing staff to carry out its work. The Board meets at least four times a year. It appoints a Finance and Staff Sub-Committee, consisting of up to six Trustees to regularly review financial and staff matters. This sub-committee also meets at least four times a year and reports to the Board.

The CEO manages the day-to-day affairs of the charity and reports regularly to the Chair and to the Board.

Recruitment and Appointment of Trustees

Up to nine Trustees are nominated and elected from the Open Age membership at the AGM. Subsequently the Board co-opts up to a further eight Trustees for the year. Co-opted members are individual members or representatives of organisations, who have been nominated and selected for the complementary skills they are able to offer. Trustees are invited to attend an induction session on appointment and are informed of ongoing training opportunities, as they arise both within the organisation and externally.

Pay Policy for senior staff

Open Age Trustees, the Senior Leadership Team (made up of 4 senior staff plus the CEO) and other senior managers comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year (2022: £Nil).

Regular reviews of senior staff pay levels take place using a salary benchmarking exercise against comparable organisations. The results of these reviews are approved by the Finance and Staff Sub-Committee; the last such review was July 2023. An annual cost of living increase is also considered by the Finance and Staff Sub-Committee taking into account sector trends, inflationary factors and the charity's financial position.

Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The law applicable to charities in England & Wales 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 charity and of the incoming resources and application of resources of the charity 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 Charities SORP 2019 (FRS 102);
- 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 charity will continue in operation.

The trustees are responsible for keeping proper accounting records that 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 Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

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

The Trustees of the charity confirm that:

As far as they are aware, there is no relevant audit information of which the charity's auditors are unaware, and they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information Public Benefit. The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities.

APPROVAL

This report was approved by the Trustees on 10th January 2024 and signed on their behalf by:

Eric Kihlstrom
Chair of the Board of Trustees

Independent Auditor's Report to the Trustees of Open Age

Opinion

We have audited the financial statements of Open Age (the 'charity') for the year ended 31 March 2023 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- Gave been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going

concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- Sufficient accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:

- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non compliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or non compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non compliance throughout the audit.

- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Barnes Roffe LLP
Chartered Accountants
Leytonstone House
3 Hanbury Drive
Leytonstone
London
E11 1GA

Date:

Barnes Roffe LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

Statement of financial activities
(incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	**2023 Total £**	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations and legacies	2	67,205	12,500	**79,705**	88,899	62,000	150,899
Charitable activities							
Learning, Health & Wellbeing	3	50,277	1,320,216	**1,370,493**	76,578	1,147,782	1,224,360
IT & Digital Inclusion	3	-	182,420	**182,420**	-	21,226	21,226
Employment Support	3	11,016	-	**11,016**	48,328	-	48,328
Investments interest	4	6,816	-	**6,816**	649	-	649
Total income		135,314	1,515,136	**1,650,450**	214,454	1,231,008	1,445,462
Expenditure on:							
Raising funds	5	2,331	44,284	**46,615**	1,480	23,177	24,657
Charitable activities							
Learning, Health & Wellbeing	5	82,163	1,470,146	**1,552,309**	169,018	1,177,188	1,346,206
IT & Digital Inclusion	5	-	196,973	**196,973**	2,950	84,692	87,642
Employment Support	5	8,356	-	**8,356**	54,248	-	54,248
Total expenditure		92,850	1,711,403	**1,804,253**	227,696	1,285,057	1,512,753
Net (expenditure)/income for the year	6	42,464	(196,267)	**(153,803)**	(13,242)	(54,049)	(67,291)
Reconciliation of funds:							
Total funds brought forward		893,482	490,477	**1,383,959**	906,724	544,526	1,451,250
Total funds carried forward		935,946	294,210	**1,230,156**	893,482	490,477	1,383,959

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17a to the financial statements.

Balance Sheet

As at 31 March 2023

	Note		2023		2022
		£	£	£	£
Fixed assets:					
Tangible assets	11a		**441,428**		490,477
Intangible assets	11b		**115,812**		40,620
			557,240		531,097
Current assets:					
Debtors	12	**137,479**		154,116	
Cash at bank and in hand		**747,672**		829,425	
		885,151		983,541	
Liabilities:					
Creditors: amounts falling due within one year	13	**(212,235)**		(130,679)	
Net current assets			**672,916**		852,862
Total net assets			**1,230,156**		1,383,959
The funds of the charity:	17a				
Restricted income funds			**441,428**		490,477
Unrestricted income funds:					
Designated funds		**25,578**		64,958	
General funds		**763,150**		828,524	
Total unrestricted funds			**788,728**		893,482
Total charity funds			**1,230,156**		1,383,959

Approved by the trustees on 10th January 2024 and signed on their behalf by:

Eric Kihlstrom	Colin Campbell
Chair	Treasurer

Statement of Cash Flows

For the year ended 31 March 2023

	2023		2022	
	£	£	£	£
Cash flows from operating activities				
Net (expenditure) / income for the reporting period	**(153,803)**		(67,291)	
(as per the statement of financial activities)				
Depreciation charges	**49,049**		49,049	
Dividends, interest and rent from investments	**(6,816)**		(649)	
(Increase)/decrease in debtors	**16,637**		(110,600)	
Increase/(decrease) in creditors	**81,556**		28,257	
Net cash provided by / (used in) operating activities		**(13,377)**		(101,234)
Cash flows from investing activities:				
Dividends, interest and rents from investments	**6,816**		649	
Purchase of fixed assets	**(75,192)**		(40,620)	
Net cash (used in) / provided by investing activities		**(68,376)**		(39,971)
Change in cash and cash equivalents in the year		**(81,753)**		(141,205)
Cash and cash equivalents at the beginning of the year		**829,425**		970,630
Cash and cash equivalents at the end of the year		**747,672**		829,425

Analysis of cash and cash equivalents and of net debt

	At 1 April 2022	Cash flows	Other non-cash changes	**At 31 March 2023**
	£	£	£	**£**
Cash at bank and in hand	829,425	(81,753)	-	**747,672**
Total cash and cash equivalents	829,425	(81,753)	-	**747,672**

Notes to the Financial Statements

1 Accounting policies

a) Statutory information

Open Age is registered with the Charity Commission for England and Wales.

The principle office address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast have been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecasts indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

A significant part of Open Age's income comes from grants and contracts from our local authority partners. As in previous years, most grants and contracts for the next financial year have not yet been signed, meaning there is some risk to this income. Management and trustees rate this risk as low given that discussions are ongoing with our commissioners and for many years these income streams have been renewed year on year.

Expenditure of these grants and contracts are not committed until they have been approved. If any of this income was cut the charity would take immediate action to mitigate any such risk by reducing expenditure in order to maintain its going concern status. Management and trustees regularly review such risks on an ongoing basis.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Interest receivable

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

g) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

h) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in seeking donations, legacies, non-performance related grants and other voluntary contributions.
- Charitable activities include expenditure associated with the provision of Learning, Physical, Health and Wellbeing related activities, IT and Digital training and Employment support.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) Support and Governance costs

The charity initially identifies the total costs of its support functions, which include an element of staffing cost based on staff time. It then identifies those costs which relate to the governance function. Having identified its governance costs, these along with the remaining support costs, are directly allocated to the various funds attributed to the charitable activities undertaken in the year.

Governance costs are those incurred in connection with enabling the charity to comply with external regulation, constitution and statutory requirements and in providing support to the trustees in discharge of their statutory duties.

j) Operating leases

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised over the period of the lease.

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £3,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

• New Horizons Building (Leasehold improvements)	25 years
• Fixtures and Fittings	5 years
• Computer Equipment	3 years

l) Intangible fixed assets

The CRM system is currently under development and therefore no amortisation has been provided during the year. Once completed, these will be amortised over a period of 5 years.

• Technological Innovation	5 years

m) Debtors

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

n) Cash at bank and in hand

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

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

q) Pensions

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust. All employees are members of the Growth Plan Series 4. This scheme is a defined contribution pension scheme. Since February 2016, new and existing employees who were not in the scheme were automatically enrolled into the scheme membership, unless they had exercise their right to opt out. The pension charge represents the amounts payable by the charity to the fund in respect of this year.

2 Income from donations and legacies

			2023			2022
	Unrestricted	Restricted	**Total**	Unrestricted	Restricted	Total
	£	£	**£**	£	£	£
Core grants	-	12,500	**12,500**	12,000	12,000	24,000
Donations	67,205	-	**67,205**	76,899	50,000	126,899
Legacies	-	-	**-**	-	-	-
	67,205	12,500	**79,705**	88,899	62,000	150,899

3 Income from charitable activities

			2023			2022
	Unrestricted	Restricted	**Total**	Unrestricted	Restricted	Total
	£	£	**£**	£	£	£
RBKC (ACL)	-	135,955	**135,955**	-	115,127	115,127
RBKC Older Prevention	-	395,176	**395,176**	-	394,216	394,216
WCC Older People Prevention	-	217,786	**217,786**	-	218,785	218,785
Tri- Borough CCG - Clinical Commisioning		138,000	**138,000**		138,000	138,000
Westminster City Council & CCGS (Other)	-	22,978	**22,978**	-	22,978	22,978
L B Hammersmith & Fullham	-	38,000	**38,000**	-	38,000	38,000
Keep Active project	-	64,378	**64,378**	-	64,378	64,378
Kensigton and Chelsea Social Council	-	22,454	**22,454**	-	22,768	22,768
Trusts, Foundations & Corporates	-	285,489	**285,489**	-	133,530	133,530
CLCH NHS Trust (Brent Falls Prevention)	-	-	**-**	-	-	-
Fees from classes and events	50,277	-	**50,277**	25,453	-	25,453
The Ex Pat Foundation		-	**-**	50,000	-	50,000
Other income		-	**-**	1,125	-	1,125
Sub-total for Learning, Health & Wellbeing	50,277	1,320,216	**1,370,493**	76,578	1,147,782	1,224,360
RBKC (ACL)	-	-	**-**	-	-	-
Greater London Authority	-	-	**-**	-	-	-
CW PLUS	-	182,420	**182,420**	-	21,226	21,226
Sub-total for IT & Digital inclusion	-	182,420	**182,420**	-	21,226	21,226
DWP / Reed Partnership	11,016	-	**11,016**	48,328	-	48,328
Sub-total for Employment support	11,016	-	**11,016**	48,328	-	48,328
Total income from charitable activities	61,293	1,502,636	**1,563,929**	124,906	1,169,008	1,293,914

Income from government grants comprises performance related and general grants made by various government bodies to enable the charity to deliver its charitable objectives; that is the delivery of health and wellbeing services for older people.

4 Income from investments

			2023			2022
	Unrestricted	Restricted	**Total**	Unrestricted	Restricted	Total
	£	£	**£**	£	£	£
Investment interest	6,816	-	**6,816**	649	-	649
	6,816	-	**6,816**	649	-	649

5a Analysis of expenditure (current year)

		Charitable activities						
	Raising funds	Learning, Health & Wellbeing	IT & Digital inclusion	Employment support	Governance costs	Support costs	**2023 Total**	2022 Total
	£	£	£	£	£	£	**£**	£
Staff costs (Note 7)	33,169	821,625	40,159	8,010	29,385	169,540	**1,101,888**	1,033,753
Other fundraising costs	13,446						**13,446**	6,385
Tutor fees		169,211	6,539				**175,750**	151,939
Premises		101,595	6,911	346		10,021	**118,873**	66,206
Other direct costs		113,111	122,923			4,857	**240,891**	80,453
Communication						46,619	**46,619**	81,648
Equipment						43,135	**43,135**	41,385
Recruitment, training & travel						19,145	**19,145**	12,889
Consultancy fees						23,506	**23,506**	20,675
Audit fees					21,000		**21,000**	17,420
	46,615	1,205,542	176,532	8,356	50,385	316,823	1,804,253	1,512,753
Support costs	-	296,383	20,440			(316,823)	**-**	-
Governance costs	-	50,385			(50,385)		**-**	-
Total expenditure 2023	**46,615**	**1,552,310**	**196,972**	**8,356**	**-**	**-**	**1,804,253**	
Total expenditure 2022	**24,657**	**1,346,206**	**87,642**	**54,248**	**-**	**-**		**1,512,753**

5b Analysis of expenditure (prior year)

		Charitable activities					
	Raising funds	Learning, Health & Wellbeing	IT & Digital inclusion	Employment support	Governance costs	Support costs	**2022 Total**
	£	£	£	£	£	£	**£**
Staff costs (Note 7)	18,272	740,344	48,590	43,595	27,007	155,945	**1,033,753**
Other fundraising costs	6,385	-	-	-	-	-	**6,385**
Tutor fees	-	129,579	22,360	-	-	-	**151,939**
Premises	-	52,965	3,783	3,783	-	5,675	**66,206**
Other direct costs	-	80,453	-	-	-	-	**80,453**
Communication	-	-	-	-	-	81,648	**81,648**
Equipment	-	-	-	-	-	41,385	**41,385**
Recruitment, training & travel	-	-	-	-	-	12,889	**12,889**
Consultancy fees	-	-	-	-	-	20,675	**20,675**
Audit fees	-	-	-	-	17,420	-	**17,420**
	24,657	1,003,341	74,733	47,378	44,427	318,217	**1,512,753**
Support costs	-	303,258	9,959	5,000	-	(318,217)	**-**
Governance costs	-	39,607	2,950	1,870	(44,427)	-	**-**
Total expenditure 2022	**24,657**	**1,346,206**	**87,642**	**54,248**	**-**	**-**	**1,512,753**

6 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2023	2022
	£	£
Depreciation	**49,049**	49,049
Operating lease rentals payable:		
Other	**1,834**	1,834
Auditor's remuneration (excluding VAT):	**21,000**	10,500

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023	2022
	£	£
Salaries and wages	**983,655**	927,764
Social security costs	**91,379**	81,119
Employer's contribution to defined contribution pension schemes	**26,854**	24,870
	1,101,888	1,033,753

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2023	2022
	No.	No.
£60,000 - £69,999	**1**	1

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £346,773 (2022: £329,516).

The charity trustees were neither paid nor received any other benefits and expenses reimbursed from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 36 (2022: 35).

The average monthly head count of staff	**2023**	2022
	No.	No.
Director	**1**	1
Heads of Department	**4**	4
Service Managers & Co-ordinators	**25**	24
Support Services (Finance / Admin / Fundraising)	**6**	6
	36.0	35.0

9 Related party transactions

Our CEO, Iain Cassidy sits on the Management Committee of Westway Community Transport, a Registered Society. Westway Community Transport provides mostly transport services to the charity. The value of services provided to the charity during the year totalled £2,621 (2022: £851). Of this amount £216 (2022: £589) was owed by the charity to Westway Community Transport at the end of the financial year.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11a Tangible fixed assets

	New Horizons Building (Leasehold improvements)	Fixtures and fittings	Computer equipment	**Total**
Cost	£	£	£	**£**
At the start of the year	1,226,212	108,616	81,295	**1,416,123**
Additions in year	-	-	-	**-**
At the end of the year	1,226,212	108,616	81,295	**1,416,123**
Depreciation				
At the start of the year	735,735	108,616	81,295	**925,646**
Charge for the year	49,049	-	-	**49,049**
At the end of the year	784,784	108,616	81,295	**974,695**
Net book value				
At the end of the year	441,428	-	-	**441,428**
At the start of the year	490,477	-	-	490,477

All of the above assets are used for charitable purposes.

11b Intangible fixed assets

	Technological Innovation
Cost	**£**
At the start of the year	**40,620**
Additions in year	**75,192**
At the end of the year	**115,812**
Amortisation	
At the start of the year	-
Charge for the year	-
At the end of the year	-
Net book value	
At the end of the year	**115,812**
At the start of the year	40,620

The CRM system is under development, and hence no amortisation during the year.

12 Debtors

	2023	2022
	£	£
Trade debtors	**85,921**	48,274
Other debtors	**-**	-
Prepayments	**36,401**	37,252
Accrued income	**15,156**	68,590
	137,479	154,116

13 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	**44,415**	46,290
Other creditors	**1,879**	
Taxation and social security	**19,306**	21,871
Accruals	**49,442**	28,793
Deferred income (note 14)	**97,193**	33,725
	212,235	130,679

14 Deferred income

Income is deferred when received in the financial period but has not been earned by the end of the year.

	2023	2022
	£	£
Balance at the beginning of the year	**33,725**	48,045
Amount released to income in the year	**(33,725)**	(48,045)
Amount deferred in the year	**97,193**	33,725
Balance at the end of the year	**97,193**	33,725

15 Pension scheme

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust. All employees are members of the Growth Plan Series 4. This scheme is a defined pension contribution scheme and contributions are charged in the statement of financial activities. The charge for the year for the Charity for pension is £26,854 (2022: £24,870). The amount outstanding in respect of The Pensions Trust at 31 March 2023 was £Nil (2022: £2,173).

16a Analysis of net assets between funds (current year)

	General unrestricted	Designated	Restricted	**Total funds**
	£	£	£	**£**
Tangible fixed assets (Leasehold improvements)	-	-	441,428	**441,428**
Other works for New Horizons	-	25,578	-	**25,578**
CRM System	-	-	-	**-**
Net current assets	763,150	-	-	**763,150**
Creditors due within one year	-	-	-	**-**
Defined benefit pension asset / (liability)	-	-	-	**-**
Net assets at 31 March 2023	**763,150**	**25,578**	**441,428**	**1,230,156**

16b Analysis of net assets between funds (prior year)

	General unrestricted	Designated	Restricted	**Total funds**
	£	£	£	**£**
Tangible fixed assets	-	-	490,477	**490,477**
Other works - New Horizon	-	25,578	-	**25,578**
CRM System	-	39,380	-	**39,380**
Net current assets	828,524	-	-	**828,524**
Creditors due within one year	-	-	-	**-**
Defined benefit pension asset / (liability)	-	-	-	**-**
Net assets at 31 March 2022	**828,524**	**64,958**	**490,477**	**1,383,959**

17a Movements in funds (current year)

	At 1 April 2022	Income & gains	Expenditure & losses	Transfers	**At 31 March 2023**
	£	£	£	£	**£**
Restricted funds:					
Westminster Active (Circuit)	-	1,950	(1,950)	-	**-**
Three Hands - Experian	-	12,500	(12,500)	-	**-**
Queen's Park Community Council (QPCC)	-	2,625	(2,625)	-	**-**
The Kensington & Chelsea Foundation	-	51,776	(51,776)	-	**-**
Francis Winham Foundation	-	2,500	(2,500)	-	**-**
Hyde Park Place Estate Charity	-	5,000	(5,000)	-	**-**
H&F LB Linked In and Active	-	38,000	(38,000)	-	**-**
H&F Fast Track Grant	-	2,444	(2,444)	-	**-**
Walking & Cycling Grants London	-	3,000	(3,000)	-	**-**
Edwards and Bishop King's Fund	-	1,664	(1,664)	-	**-**
RBKC - Older People Prevention Contract (Adult Social Care)	-	228,176	(228,176)	-	**-**
RBKC - Older People Prevention (Public Health)	-	167,000	(167,000)	-	**-**
RBKC - Keep Active	-	19,736	(19,736)	-	**-**
WCC - Older People Prevention (Adult Social Care)	-	164,286	(164,286)	-	**-**
WCC - Older People Prevention (Public Health)	-	53,500	(53,500)	-	**-**
WCC - Keep Active	-	44,642	(44,642)	-	**-**
Earls Court Community Fund- Grant	-	4,500	(4,500)	-	**-**
VCS & Community Partnerships -RBKC	-	9,180	(9,180)	-	**-**
Hammersmith United Charities	-	6,000	(6,000)	-	**-**
The Julia and Hans Rausing Trust	-	13,500	(13,500)	-	**-**
Delivery Of the Active Communities	-	2,980	(2,980)	-	**-**
MERCERS GRANT	-	25,000	(25,000)	-	**-**
RBKC - ACL Adult Education	-	135,955	(135,955)	-	**-**
RBKC - Sports Development Team	-	72	(72)	-	**-**
RBKC ACL (Tutor Training Reimbursements)	-	595	(595)	-	**-**
K& C Foundation -Mens Activity	-	5,833	(5,833)	-	**-**
PCC ST STEPHENS CHURCH	-	650	(650)	-	**-**
London Community Foundation- Arts Council England	-	10,000	(10,000)	-	**-**
RBKC- City Living Local Life	-	16,438	(16,438)	-	**-**
London Sport- Tackling Inequalities (TIF)	-	4,848	(4,848)	-	**-**

THRIVE TRIBE	-	1,110	(1,110)	-	-
National Lottery Community Fund	-	25,000	(25,000)	-	-
Silver Sunday- RBKC	-	7,119	(7,119)	-	-
DE Group Funding	-	1,729	(1,729)	-	-
Westminster CC s75 Time for Me	-	22,978	(22,978)	-	-
NHS Tri BoroughCCGS - Steady and Stable Project	-	138,000	(138,000)	-	-
Kensigton and Chelsea Social Council	-	22,454	(22,454)	-	-
The Henry Smith Charity	-	40,200	(40,200)	-	-
Edward Harvist Trust (COW)	-	13,182	(13,182)	-	-
MASONIC CHARITABLE	-	20,000	(20,000)	-	-
CW Plus	-	182,420	(182,420)		
City of Westminster - Healthy Winter Grants Scheme	-	6,595	(6,595)	-	-
New Horizons Building Development	490,477	-	(49,049)	-	441,428
Total restricted funds	490,477	1,515,136	(1,564,185)	-	441,428
Unrestricted funds:					
Designated funds:					
Open Age Hubs Activities	-	-	-	-	-
Other works for New Horizons	25,578	-	-	-	25,578
CRM System	39,380	-	-	(39,380)	-
Total designated funds	64,958	-	-	(39,380)	25,578
General funds	828,524	135,314	(240,068)	39,380	763,150
Total unrestricted funds	893,482	135,314	(240,068)	-	788,728
Total funds	1,383,959	1,650,450	(1,804,253)	-	1,230,156

The narrative to explain the purpose of each fund is given at the foot of the note below.

17b Movements in funds (prior year)

	At 1 April 2021	Income & gains	Expenditure & losses	Transfers	At 31 March 2022
	£	£	£	£	£
Restricted funds:					
Second Half Foundation	-	50,000	(50,000)	-	-
The Football Found FF	-	460	(460)	-	-
Sport England	-	9,907	(9,907)	-	-
Westminster Almshouses	-	10,000	(10,000)	-	-
Queen's Park Community Council	-	875	(875)	-	-
The Kensington & Chelsea Foundation	-	15,000	(15,000)	-	-
Three Hands - Experian	-	1,900	(1,900)	-	-
Chatsie Research	-	5,000	(5,000)	-	-
Hyde Park Place Estate Charity	-	5,000	(5,000)	-	-
H&F LB Linked In and Active	-	38,000	(38,000)	-	-
H&F Fast Track Grant	-	4,000	(4,000)	-	-
Pimlico Million (Quaker Social)	-	1,482	(1,482)	-	-
RBKC - Older People Prevention Contract (Adult Social Care)	-	224,457	(224,457)	-	-
RBKC - Older People Prevention (Public Health)	-	166,000	(166,000)	-	-
RBKC - Corporate Services Grant (Communities)	-	5,100	(5,100)	-	-
RBKC - Keep Active	-	19,736	(19,736)	-	-
WCC - Older People Prevention (Adult Social Care)	-	164,286	(164,286)	-	-
WCC - Older People Prevention (Public Health)	-	53,500	(53,500)	-	-
WCC - Keep Active	-	44,642	(44,642)	-	-
London Sport	-	75	(75)	-	-
Westminster Amalgamated Charity	-	5,000	(5,000)	-	-
Cycling Smarter project (TFL/Groundworks)	-	4,996	(4,996)	-	-
Earls Court Community Fund	-	11,000	(11,000)	-	-
VCS & Community Partnerships -RBKC	-	4,590	(4,590)	-	-
K&C Art Festival	-	148	(148)	-	-
Delivery Of the Active Communities	-	95	(95)	-	-
RBKC - ACL Adult Education	-	114,867	(114,867)	-	-
RBKC - Sports Development Team	-	372	(372)	-	-
RBKC ACL (Tutor training)	-	260	(260)	-	-
RBKC - Silver Sunday	-	650	(650)	-	-
PCC ST STEPHENS CHURCH	-	780	(780)	-	-
Thrive Tribe	-	11,810	(11,810)	-	-
The Grove Trust	-	15,000	(15,000)	-	-
Childwick Trust	-	15,000	(15,000)	-	-
Westminster CC s75 Time for Me	-	22,978	(22,978)	-	-
NHS Tri BoroughCCGS - Steady and Stable Project	-	138,000	(138,000)	-	-
WCC AW Roujd 2	-	1,049	(1,049)	-	-
Kensigton and Chelsea Social Council	-	22,768	(22,768)	-	-
CWPLUS	-	21,226	(21,226)	-	-
Masonic Charitable	-	20,000	(20,000)	-	-
City of Westminster - Healthy Lungs	-	999	(999)	-	-
	-	-		-	-

Westminster Council Community Contribution	5,000	-	(5,000)	-	-
New Horizons Building Development	539,526	-	(49,049)	-	490,477
Total restricted funds	544,526	1,231,008	(1,258.057)	-	490,477
Unrestricted funds:					
Designated funds:					
Open Age Hubs Activities	-	-	-	-	-
Other works for New Horizons	25,578	-	-	-	25,578
CRM System	80,000	-	-	(40,620)	39,380
Total designated funds	105,578	-	-	(40,620)	64,958
General funds	801,146	214,453	(227,696)	40,620	828,524
Total unrestricted funds	801,146	214,453	(227,696)	-	893,482
Total funds	1,345,672	1,445,461	(1,512,753)	-	1,383,959

Purposes of restricted funds

Grants, which are received for specific projects, are accounted for as restricted funds. The balances on restricted funds as at 31st March 2023 arise for specific projects.

Second Half Centre, New horizons Centres, The Avenues, and St Margaret's

Open Age delivers a large weekly programme of Learning, Physical Activity and Arts and Culture activities in The Royal Bough of Kensington and Chelsea, and the City of Westminster. We operate from 40+ community venues and four centres operates by the charity. This activity is funded by a variety of grants including, North West London ICB, RBKC and WCC prevention contracts, RBKC Adult Community Learning, and the Second Half Foundation.

Time for Me

Project providing activities and trips for older carers across the Royal Borough of Kensington and Chelsea, and the City of Westminster funded through RBKC and NWL ICB.

DigitAll

A project that tackles Digital Exclusion in Older People by targeting barrier to access. Open Age is the lead partner working with a number of delivery organisations to reach older people. Funded by CW+ and Imperial College Healthcare Trust.

18 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Equipment	
	2023	2022
	£	£
Less than one year	**1,834**	1,834
One to five years	**2,485**	2,540
Over five years	**-**	-
	4,319	4,374

19 Legal status of the charity

The charity is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. The charity is registered in England and its registered address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

Want to find out more?

Call: 020 4516 9978
Email: info@openage.org.uk
Visit: www.openage.org.uk

St. Charles Centre for Health and Wellbeing,
Exmoor Street, London W10 6DZ

Open Age is registered as a Charitable Incorporated Organisation in England and Wales. Registration number 1160125.

OPEN AGE

England & Wales - Charity number 1160125

Accounts

OPEN AGE

life's just begun



Annual Report 2021–2022

Registered Charity Number: 1160125

An Ode to Open Age

Open Age has been amazing
The icing on the cake
It's transformed my way of living
From asleep to now awake.

It's helped revive my senses
Be it sight or smell or sound
It has helped me stand up straight again
And put my feet back on the ground.

For darkness had once hijacked my life
And stolen all the fun
Winter came and refused to leave
And took away the sun.

I battled on for many years
With gusto, strength and might
A warrior raised of stoic blood
I refused to cease the fight.

Then suddenly a helping hand
Offered groups that brought a smile
And slowly darkness lost its grip
And the brightness stretched for miles.

For those that help to improve others' lives
A thousand blessings from the start
A million thanks and so much love
From the bottom of my heart.

Thank You Open Age!

Poem by Sue Kaidi, aged 60,
Kensington & Chelsea

Contents

A Message from our Chair 4
A Message from our CEO 5
What We Achieved in 2021–2022 6
Who We are and What We Do 7
Transitioning Out of the Pandemic 8
Outreach & Support Services 11
Physical Activities 16
Arts, Cultural and Social Activities 19
Community Learning 25
Fundraising Success 27
Our Goals for 2022–2023 29
Financial Review 30
Legal and Administrative Details 33
Structure, Governance and Management 34
Auditors' Report 37
Statement of Financial Activities 41
Balance Sheet 42
Statement of Cash Flows 43
Notes forming part of the Financial Statements 44

OPEN AGE
life's just begun

A Message from our Chair



In April this year I became Chairman at Open Age because I believe the way we design our activities and communicate with members contributes to people living better for longer. Not only do we create activities in collaboration and at the request of our members, but we also communicate with members in a language that is positive, personable and purposeful. I want to scale our impact.

I come to this role with experience centred around 'healthy ageing' that spans charity, academia, industry, and government, including the past role of Director, Industrial Strategy Challenge Fund – Healthy Ageing and contributor to the government's Ageing Society Grand Challenge.

I feel lucky to become Chairman of an organisation with members who say, "Open Age is like an extended family" and "It's a lifesaver for me". I want to grow our family.

I am very grateful for the efforts of my predecessor, Dean James. I want to thank him, our board, our CEO, and his entire team for navigating the turbulent pandemic environment and positioning Open Age on a sound foundation in our post-lockdown world. Without their hard work and commitment, we might be in a very different position. Instead, we find ourselves embracing specific lessons learned from Open Age's lockdown response.

In the return to face-to-face activities, Open Age found that some of our members are no longer able to make the journey to our centres and others prefer to continue shielding in their homes. In response, Open Age is creating a hybrid model comprising both online activities and our traditional centre-based activities. We hope this hybrid model will not only help Open Age to reach more members in their homes but also to reach people in geographies beyond our existing boundaries.

I believe we have a great team, a solid foundation and an exciting future ahead. I look forward to collaborating with our members, now and in the years to come.

Yours faithfully,
Eric Kihlstrom

A Message from our CEO

Following the move to remote delivery needed during the pandemic, we were finally able to fully reopen our centres in September 2021. It was a real joy to once again return to face-to-face activities. I will confess that I shed a tear the first time I heard members chatting normally in the corridor outside my office in the Second Half Centre.



Not all of our members were able or felt comfortable enough to return to in-person activities straight away. As a result, our membership numbers have been lower than in previous years, although they have grown steadily since September. We have put in significant effort to reach and reengage our existing members, as well as increasing our outreach work to raise awareness of Open Age and encourage new members to join.

While it is fantastic to see so many members participating in activities in real life again, the impact of the pandemic is still very much with us. Over half of members told us the pandemic had had a negative effect on their wellbeing. Many of you said that physical deconditioning had left you less able to travel than before the pandemic, or that you still do not feel comfortable mixing in groups.

It is for this reason that, despite restrictions being lifted, we have continued to offer online activities. This new hybrid delivery approach will continue as Open Age adapts to meet the needs of our members, including those who simply value the increased flexibility this offers.

We continue to be hugely grateful to all our funders for their flexibility this year. Without this we would not have been able to adapt as quickly as we did to the ever-changing Covid requirements and regulations.

I also want to thank all our members for trusting Open Age to keep them safe, and their support in continuing to donate to us in large numbers. Throughout this report you will see quotes and case studies from them. Their words are a testament to the difference Open Age makes and they are proof that our activities help members live happier, healthier and more sociable lives.

Best wishes
Iain Cassidy

OPEN AGE 2021–2022 in numbers

We ran 6,661 activities

47,734 individual attendances

825 HOURS of **Digital Inclusion** courses run

2220 members took part in at least one activity

65% took part in Zoom activities

"Most of the times, Open Age events are the thing which push me out of home and force me to leave my miserable room."

48% agreed that their health has improved.

29% reported fewer visits to their GP.

67% agreed their wellbeing has improved.

44% have more friends

65% are more motivated

68% of members agreed that they feel part of an Open Age community.

61% increased their level of physical activity

"It has become the focus in my everyday life for keeping fit and learning new things. I miss the friendly staff on reception and look forward to getting back to more face to face activities. It is a brilliant organisation and has helped so many people who are not excluded because of cost."

Who We Are and What We Do

Our Vison is a world where we all age well and live better for longer.

We exist to connect older people to fun, active, and fulfilling life. We believe that life's just begun for people over 50

As a membership organisation, we do whatever we can to help our members lead happier, healthier and more sociable lives, and in doing so we help our members overcome loneliness and isolation.

We offer a range of courses and events, which help our members build a community together, meet new people, rediscover past hobbies or find new ones, and most importantly, have fun in a warm and stimulating environment. Everything we do is designed specifically to meet the needs of our members.

"While my husband was alive, we built a huge social life together, but when he died, it suddenly hit me that I was alone. Not only had I lost my husband and was dealing with the grief that comes with that, I also had the realisation that losing him meant I also lost the door to my social life.

Being part of the Open Age community has changed my life. Losing my husband made me realise that I had to start all over again and it was hard. I was confronted with sitting in the house all day doing nothing. Joining Open Age gave me a new beginning, new doors to go through and new relationships. I am always thanking Open Age staff for what they do - I want them to understand how much they have impacted my life."

Judith, who is 74 years old and a longstanding member of Open Age

Open Age delivered activities in over 50 different community venues as well as our own four centres across London. These are the New Horizons Centre in Chelsea, the Second Half Centre in north Kensington, the Avenues Centre in north Westminster and St Margaret's Hub in south Westminster.

Our members come from all walks of life, faiths and backgrounds.
Everyone is welcome at Open Age.

Transitioning Out of the Pandemic

This year we saw the huge impact that the pandemic has had on our members.

Some Open Age members were deeply concerned about meeting in groups and others had become deconditioned and less mobile after two years of restrictions. A lack of digital know-how prevented some of our members from staying connected online. With less social interaction, many members had experienced a decline in their mental and physical health.

Concerns about Covid among our members remained high even after restrictions began to ease in September. This resulted in the number of people engaging with face-to-face activities falling to below pre-pandemic levels.

In 2021–2022 Open Age tackled these challenges head on, strengthening the sense of togetherness we developed during the pandemic and rebuilding the Open Age community that our members had cherished before Covid-19.

A LETTER TO OPEN AGE STAFF AND TUTORS

Many, many thanks for the wonderful variety of Zoom classes throughout the long months of Covid-19 and various variants of the pandemic causing many Open Age members to isolate. Without Open Age Zoom classes, life for many of us would have been even more isolated and lonely.

Your faithfully,
Norma, aged 81

We were there for members online and by phone

In the first five months of this year, we delivered our projects and courses online and by phone. Having moved to this digital and telephone offering quickly at the start of the pandemic, we were able to develop and improve the way we worked in this period, ensuring we reached as many older people as possible.

"I cannot THANK YOU enough for arranging for me to join today's Zoom tuition. Derek is a brilliant tutor and I now have the knowledge and confidence to start using Zoom, first and foremost for keeping in touch with family and friends but also for the many other areas that Zoom opens up to us." **David, an Open Age member**

Rose is 95 years old and has been involved with Open Age for many years. During the pandemic we introduced her to our 'Topical Hour' phone group, which takes place every Thursday.

Rose said, *"I really enjoy the different topics on offer. You always learn something new".*

Rose feels the weekly talks enable her to have more varied conversations with friends and family as she always has something new to talk about.

"I am loving the phone talks; they make such a difference to me. Now that I am unable to attend in person, the phone group provides me with a connection to other members. I have also spoken about the phone group to other housebound people."

Our online programme proved so popular that we continued to run it even after our centres reopened.

In addition to the popularity of our online programme we increased the number of phone groups, many of which were first established in 2014. We tripled the numbers of people engaging in each of them. The phone groups reach the most isolated people who are less able to leave the home.

"I have been quite isolated during the lockdown and am still reluctant to be part of a face-to-face group. I have very much appreciated being part of this online group. I appreciate hearing what other people in the group write and developing my critical skills. I very much enjoy the writing exercises that are set by the teacher in the class and for homework which often stimulate new writing ideas for me."
Margaret, who attended our online creative writing course

We were there for members face to face

In September we reopened our centres and began offering face-to-face activities again. These included three extremely popular classical concerts, classes in lipreading, meditation and foreign languages, and a Christmas party. We also reintroduced our IT groups for men and carers.

Many of our members relished the opportunity to return to our centres. One said, *"I have been extremely grateful to Open Age for the opportunity to continue classes on Zoom though, of course, it is no substitute for face-to-face classroom learning."*

It has been a pleasure for the Open Age team to be with our members in person again and to see the positive impact that being together as a group has on them.

Gaby, the facilities manager at Fitzrovia Community Centre, commented, *"You should see all the ladies. They're so energised and happy after attending the class."*

As the year progressed, the number of members returning to our face-to-face activities increased steadily, and we have outreach campaigns planned to raise more awareness of our activities and attract new members as well as reaching out to existing members who have not returned as yet.



Be Active client Joanna and her friend photographed by Max the volunteer – a happy moment!

Looking ahead

This year has shown that delivering a mixture of online, telephone and face-to-face activities is not only possible but preferable. This hybrid approach enables us to reach members who may otherwise not be able to take part in our activities whilst continuing be at the heart of the communities we serve.

Outreach & Support Services

Open Age's Outreach & Support team runs social groups and projects that introduce people to Open Age in a way and at a pace that works for them.

Our Outreach & Support projects are:

- Be Active, which helps people improve their fitness following an accident or illness
- Link-Up & Link-Up Tech, which support people to overcome specific challenges
- Men's Space, a project to help men lead happier, healthier lives
- Time for Me, which supports unpaid carers
- Phones groups, which allow members to engage who are less able to leave the home



Our Outreach & Support team carried out **309 home visits** in 2021–2022

Be Active

This year we began to deliver the 'Be Active' service commissioned by Westminster City Council and the Royal Borough of Kensington and Chelsea.

Be Active's goals are to encourage mobility and decrease isolation for individuals who have recently had a fall or stroke or similar health incident. Referrals are received from the Community Independence Service (CIS), Neuro Rehab, Falls and Learning Disability Teams after their physio or rehab support from clinicians.

While we cannot remove all of the obstacles to mobility and community access, Be Active reduces one of those obstacles by providing companionship and encouragement from the volunteers we recruit. The volunteers support the referred individual for up to 9 sessions – with the full training, support and guidance of our Be Active staff.

At the end of the 9 session support a referral to our Link-Up team to complete membership and explore Open Age activity takes place, if appropriate. The team frequently completes onward referrals to other agencies. Examples include LGBTQ befriending and Walking Support.

"BE ACTIVE HAULED ME BACK FROM THE BRINK"

Joy has Parkinson's and is unable to leave home on her own because of knee pain. Before taking part in Be Active, Joy used a stick indoors, and only went outdoors with her walker and a health professional in attendance.

Joy was paired with Be Active volunteer Kate and it didn't take long for Kate to see a change in Joy.

Kate said, "From the first sessions of volunteering with Be Active, I've felt the difference in Joy's outlook: I saw her confidence grow with each session; she was no longer scared of walking and going outside.

I've also noticed a difference within myself. These nice walks and exercise sessions have reminded me how important it is to get away from a computer screen and just enjoy the outdoors, nature and nice conversation. Being kind and supportive of another person also teaches you to be kind to yourself, which is a skill many of us really need."

Walking with Kate in the nearby park has helped re-awaken Joy's love of nature and made her rethink her plans for an indoors-only future.

Link-Up & Link-Up Tech

Link-Up provides one-to-one support to people, helping them to identify their interests, tackle potential barriers and take part in fun and stimulating activities at Open Age. Link-Up refers onto other organisations and services where appropriate.

For people with specific problems relating to technology, our Link-Up Tech Coordinator is here to help.

In 2021–2022 Link-Up supported 207 new members in their homes, online, over the phone, in our centres and in outside spaces. We were there for members wherever they felt most comfortable.

246 potential new members were **referred to Link-Up** this year

SPOTLIGHT LINK-UP TECH

In 2021–2022 our Link-Up Tech project helped tackle digital exclusion by supporting members with a range of issues, including how to use Zoom. Our support enabled members to join our online courses, download the NHS Covid Passport app, renew driving licenses and carry out a range of other vital tasks. Most importantly, Link-Up Tech helped people stay connected to their friends and family.



Over 140 members attended our **technology support sessions**



Open Age's IT Tutor, Derek, supporting the Men's Space members to improve their computer and technology skills.

Men's Space

Part funded by the Masonic Charitable Foundation, Open Age's Men's Space project provides creative, social, physical and educational activities that help older men live healthy, happy and connected lives.

From walking football and 'Magic of Music' sessions at the Second Half Centre to our 'Active Men Group' exercise classes on Zoom and outdoor meetings in local green spaces, the project continued to be a lifeline for isolated and potentially vulnerable older men living in our communities.

Through Men's Space we engaged 54 men in our activities and supported a further 20 through regular welfare calls and home visits.

A LETTER OF APPRECIATION TO OUR MEN'S SPACE COORDINATOR

Hi Russell,

My Name is Albert, I attend a few of the Open Age classes you coordinate. I am writing because I need to express my gratitude, and how I feel about the Open Age charity, all the staff at the Second Half Centre, and yourself in particular. As you know, I attend cooking, exercise, meditation, Men's Space, and more. When you first came to see me, I could hardly climb up my stairs without great chest tightness. With your help, encouragement, and personal advice, my physical and mental health has improved immensely, to the point that I feel like a new man. At first, I had to make an effort to attend the classes at the Second Half Centre and get out of the house. Now I am eager. I look forward to getting out of the house and live a normal, enjoyable life. I feel completely different, full of energy and improving all the time.

So, thank you, Russell, I am forever grateful
Yours truly,
Albert



Freemasons from the Masonic Charitable Foundation meet members of our walking football group

Time for Me

Time for Me gives older unpaid carers in Westminster and the Royal Borough of Kensington and Chelsea a break from their caring duties and the chance to meet other people in a similar situation.

In 2021–2022 the Time for Me team provided telephone support, making over 650 'check-in' calls and sending over 1,000 text messages, as well as a mixture of online classes, in centre socials, IT courses, short visits and trips, to allow more to attend.

Helen, who attends Time for Me sessions, told us: "I find Time for Me an absolute godsend. It helps me relax, gives me something else to focus on rather than just my caring role and it's always lovely to meet other carers. The most important part of any activity I undertake with Time for Me is the ability to switch off, for someone else to take charge and organise things. I don't know if you realise how important Time for Me is to me and other carers, but you definitely are!"



A Time for Me social

Our regular Time for Me Zoom activity sessions, including those accessible by phone, were a huge success, especially among members who weren't able to attend in person due to their location, caring responsibilities, and ongoing concerns about Covid. We will continue with online sessions for as long as they work for our members.

Physical Activities

Our physical activities fall into two distinct categories: clinical exercise and general exercise.

Clinical exercise

Open Age ran three different specialist clinical exercise programmes this year, reaching over 330 members in total:

- Steady and Stable, an exercise programme designed to help members at risk of a fall improve their balance and fitness levels
- Osteo Blast, which supports people with osteoporosis or osteopenia
- Healthy Lungs, which helps members with long-term breathing conditions to stay healthy

In 2021–22 we expanded our delivery of Osteo Blast and Healthy Lungs into more London boroughs, enabling more of our members to access and benefit from these important programmes.

SPOTLIGHT ON STEADY AND STABLE

To protect our members, Steady and Stable was moved online during the pandemic. We had feared this change would result in participants remaining at their starting level of fitness rather than making an improvement. Happily, we were wrong!

The participants who completed Sit to Stand assessments both before and after the programme improved by 21% on average, which is an excellent outcome.

We are so proud of our members for embracing the changes we made to the programme.

"This morning I was working in the garden, tripped and completely lost my balance but somehow I managed to steady myself before I crashed into the flower bed. I am sure it was the work done in the Steady & Stable class that caused this!" **Mary, aged 85**

General exercise

In 2021–2022 we delivered hundreds of fun-filled, well-attended exercise sessions online and face to face, in our centres, in open spaces and community venues. We ran classes in everything from yoga and ballet to boxing, bowls and chair-based exercise.



Members enjoy a Steady and Stable stretch

Our highlights included

• Using Tackling Inequalities funding from London Sport to re-engage over 270 members who had not taken part in physical activity since the first lockdown. This funding also enabled a brand-new online dance class, attracting new members, and provided the resources we needed to reconnect with partner organisations and healthcare professionals.

• Being awarded Sport England funding to deliver indoor and outdoor activities as part of a Covid recovery programme.

• Starting our long-awaited walking programme, which had been delayed due to the pandemic. Participants enjoyed Nordic walking training, local walks and the opportunity to walk part of the Capital Ring. Thanks to our partner Westminster Guides, who host guided walking tours, we also explored Trafalgar Square, Covent Garden and the streets where Guy Fawkes once walked

• Coming together in August for the third annual Open Age Mile. This year's theme was once again 'Your Mile Your Way', with members choosing to complete a mile of an activity, such as swimming or walking.

The funding mentioned above helped us continue to offer online physical activities as we re-established our face-to-face programme. Without them, we would not have been able to deliver the range of activities that we did.



Open Age members getting ready to enjoy some Nordic walking

Thank You

We would like to thank the Earls Court Development Fund, Hammersmith and Fulham Council, London Sport and Sport England for their additional funding this year, which helped us to reach more of our members, reconnect with our partners and enabled us to continue our online offering whilst we reintroduced our face-to-face activities.

WE ARE AWARD WINNING

We were thrilled to win the Health and Wellbeing award at the 2021 London Sports Awards. This award recognised the difference we made to our members during the pandemic by providing:

- Over 40 physical activity sessions on Zoom each week.
- 42 fitness videos on YouTube for members to follow in their own time.
- Four weekly phone-based exercise sessions for older people without access to the internet.
- Covid-safe outdoor classes in Summer as well as socially distanced indoor classes. Offering both options enabled people to exercise wherever they felt most comfortable.
- Three clinical exercise programmes, which reached 230 members via Zoom or telephone.

"I just wanted to let you know that I said I believe Open Age's online yoga classes were an absolute lifesaver during lockdown. Congratulations on your well-deserved award!"
Clare, Open Age member



Iain, our CEO, with Jade Dalton the project manager at the 2021 London Sports Award

Arts, Cultural and Social Activities

This year our Member Experience team ran a range of hugely popular arts, cultural and social activities for our members, both online and face to face. These included workshops and talks from organisations like the V&A, trips to art galleries, a dance-a-thon and even an online panto!

Over 550 members took part in our online arts and cultural activities in 2021–2022



Members taking part in a Mindful Drawing session on a visit to the National Gallery

"Open Age? More like Happy Age!"

Rosie, aged 84

SPOTLIGHT ON CHRISTMAS

At Open Age we have always organised Christmas events for our members and 2021–2022 was no different. We organised both online and face-to-face Christmas activities, ensuring members could celebrate the festive season together wherever they felt most comfortable.

Our staff donned their best pantomime costumes and delighted members with their online production of Dick Whittington.



The Open Age team treading the (virtual) boards

Working in Partnership

Our partnership working went from strength to strength as the year progressed. We are proud to have been chosen as the partner of choice by the following organisations:

Chatsie

Software developer Chatsie seeks to improve the accessibility of Android phones by replacing the Android interface with a simple text menu. They asked our members to provide feedback on their latest product to ensure it meets the needs of older people. In return Chatsie made a donation in support of our work.

Imperial College London

In collaboration with Imperial College London, and funded by the National Lottery Community Fund, we worked on a project to improve the safety of those at a higher risk of Covid-19 through the development of face masks.

The project was first proposed by Open Age member Sandra Jayacodi, who is a member of Imperial Global Health Innovation (IGHI) Research Partners Group. Despite rules being in place regarding social distancing, Sandra found that people were still getting too close and wondered whether creating a face mask specifically for older, or more vulnerable people would encourage others to keep their distance. She took her idea to colleagues at IGHI and together they formed a group with Open Age members to discuss the mask's design, material and wording.

She shared:

"I had an idea but it was only through co production that this idea materialised into conception otherwise it would have just been an idea. The research team from Imperial IGHI and the members from Open Age worked together and co-produced the Give Me Space Mask. I truly felt the power of co-production in this project. There was a place for everyone's voice!"

The group decided on a reusable, black mask with 'kindly give me space' printed on it. The mask was made available to buy. And thanks to this project, Open Age members and vulnerable people across London now feel safer when out in public.

"With part of Open Age's mission being to improve the wellbeing of older Londoners, it was an asset to have their input into the project as a source of contact with public members to ensure we are led by their voice as well as reach those who would benefit most from the face mask in North West London. The project's success was thanks to Open Age's efforts as well as their collaborative ways of working to listen and address the needs of older people in London in partnership with them."
Clare McCrudden & Anna Lawrence-Jones, PPIE Lead, IGHI

"I have been very privileged to be invited to take part in the Face Mask Project with Open Age and Imperial College. In the beginning I wasn't sure what contributions I could make and, as I hadn't done anything like this before, I was a little nervous. However, there was no need to be. I found myself in great company and I was able to express my views, particularly on the design, message and colour of the masks. It was a pleasure to be involved in such a project that focused on helping the vulnerable (of a certain age) of North West London to feel safer and perhaps a little more confident, when they are out and about and enjoying life as full as they can."
June, aged 68

Saatchi Gallery

We continued our longstanding partnership with Saatchi Gallery this year with a community exhibition in our Learning Gallery. The exhibition brief was 'WRINKLES IN THE CITY' and Open Age members were invited to create artwork that reflected their own experience of ageing, as well as the buildings that have meant the most to them over the course of their lives.

Our members created some amazing pieces of art which were displayed in the Education Room of Saatchi Gallery, culminating in a celebratory event to mark International Older Person's Day on October 1.



Some of the artwork created by Open Age members

The Second Half Foundation

In October The Second Half Foundation hosted their 2021 Second Half Career Art Exhibition, entitled 'Celebrating Living Old Masters'. The event was held at the Second Half Centre and told an inspirational story of the transformation of ten artists, all of whom were over 50 when they rediscovered their love of art.

The artwork exhibited was for sale, with The Second Half Foundation receiving 50% of the proceeds. The Second Half Foundation combined this income with an additional gift to donate £50,000 in total to Open Age. We can't thank Lady Jill Shaw Ruddock CBE and the team at The Second Half Foundation enough for their generosity.

Three Hands

Keen to find out more about people's experiences of fraud and scams, Lloyds Banking Group invited Open Age members to take part in round-table discussions facilitated by Three Hands, who support corporate companies to gain insights to make social impact.

Our members shared their experiences of fraud and scams, with a view to shaping better support for people who have fallen victim to them, as well as developing ways to prevent fraud and scams taking place in the first place.

"Open Age have been a valued partner for Three Hands for a number of years in our work with businesses. When companies have come to us wanting to learn more about the experiences of older people, Open Age is a charity we know will provide a positive experience for our clients. Whether it is making introductions to relevant service users who want to be part of our insight projects; or sharing their own expertise on the issues affecting older age groups. Our clients gain valuable information on the positive steps that businesses can put in place to support customers in this demographic. We look forward to continuing our working relationship with Open Age and the impact this will bring for the ageing community."
Conchita Anstasi, Three Hands

International Longevity Centre

As part of our mission to help older people live well, Open Age partnered with the charity International Longevity Centre to explore how social media can be used to increase the uptake of routine vaccinations among older adults living in marginalised communities.

Soho Poly Theatre

To celebrate the historical work of Westminster University's Soho Poly Theatre, Open Age ran online workshops on the art of memoir and life writing. The initial workshops in June were so popular that we delivered a second in July.

Following the success of our workshops, Westminster University secured additional funding and offered our members the chance to attend a series of 12 one-off, two-hour sessions. These includes discussions on passages from published memoirs and guidance on life writing techniques.

Dance-a-Thon

On Silver Sunday, a national celebration of older people's contribution to society, we had the pleasure of hosting a 'dance-a-thon' at our centre in north Westminster. This amazing all-day event featured six fabulous dances, with members choosing the ones they wanted to learn in an hour-long workshop.

This was our first face-to-face 'dance-a-thon' for two years, and it was a joy to be together again in this way.



Members enjoying the Avenue Centre's Dance-a-Thon

Community Learning

In 2021–2022 our Community Learning team ran a huge number of popular courses for our members, with subjects including art, creative writing, foreign languages, digital skills and more.

In the first five months of the year, we delivered over 40 courses a week online via Zoom, that is over 78 hours of tuition every week. 368 members logged on to take part during that period.

As restrictions eased, we returned to our classrooms but continued to deliver some courses online. 506 members attended classes face to face: 147 members attended classes online



Over **97%** of our members said our courses met their expectations

Over **90%** of course participants said they would do another Open Age activity

Over **60%** of members rated our teaching as 'outstanding'

The feedback we've received from members taking part in our courses this year has been phenomenal. Here is what some of them have said.

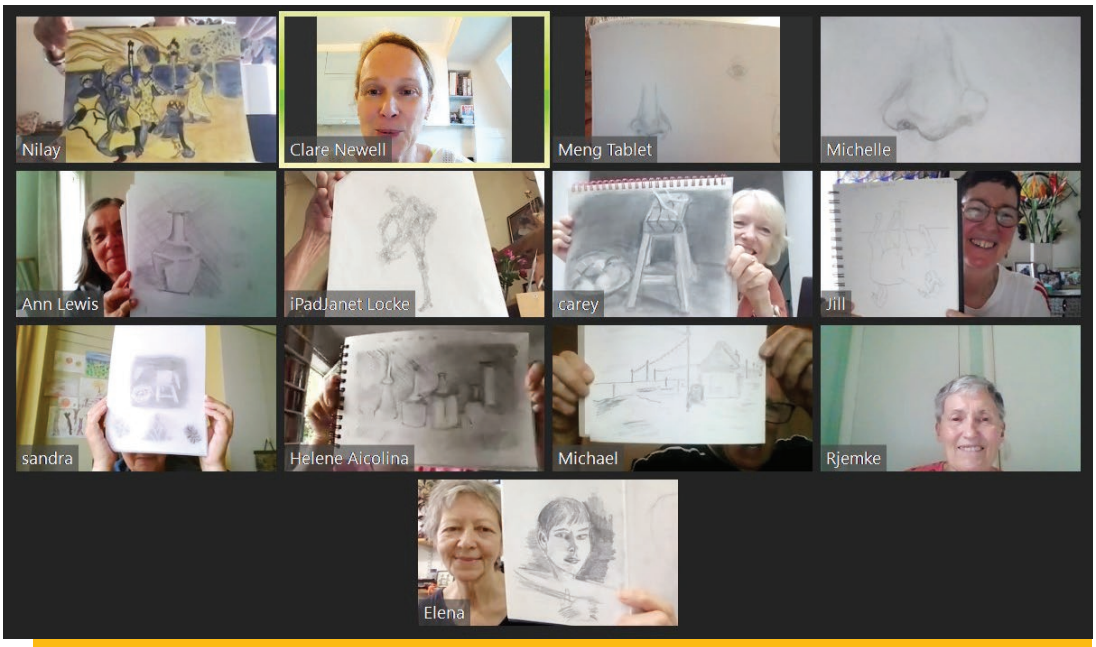
"This class was incredible. I've had an iPad for years but had absolutely no idea that it could be used for art. The app we were introduced was very straightforward and free. The instructor took us through the various tools and functions in a very approachable and understandable manner. It was such an eye opener. It's astonishing what we have learned to do with iPads we already owned and at no further expense."
Open Age member who took part in our iPad ART course

"This course has enabled me to take time out for myself and put myself first in what is quite a chaotic life. It has taught me skills to help me improve my mental health and reduce my anxiety at times. Having the weekly sessions is a point of focus and keeps me going for another week."
A meditation course participant

"It surpassed my expectations. I learnt things I never had a chance to learn in my comprehensive school! I also enjoyed the effect the class had on my mental wellbeing."
A member who attended our course on drawing techniques



Our Speaking English with Confidence course was classroom-based, and members relished being back together again



Our members sharing their sketches during our Drawing on Fridays course

"I wanted to become more stable on my feet and to improve my memory, and to have fun. It did all this and more. I can remember the steps and my balance is greatly improved, including my feet which were stiff. All wonderfully encouraging and it's above all great fun. I was getting depressed and every week it' a time of fun and concentration."
A member who came to our Disco Fever classes

"The tutor is very helpful and encouraging. Is always fully prepared with a full lesson and always sends amazingly interesting and challenging homework."
Feedback from our Spanish course

Fundraising Success

In 2021–2022 we raised over £133,000 in grants from Charitable Trusts and Foundations. This funding was used to support a variety of Open Age activities – everything from guitar playing and singing groups, to fun-filled Zumba sessions, to some of our vital community Outreach & Support work.

SPOTLIGHT ON CONNECTING COMMUNITIES

One of the grants we received this year was from the Earls Court Community Fund. The Fund awarded us £11,000 to help Open Age re-engage with members living in Earls Court by offering face-to-face activities in three community venues.

The project offered workshops with Finborough Theatre as well as four physical activities: Dance Mix, Pilates, Circuits, delivered in partnership with Chelsea Football Club, and Chair Exercise, run across 3 community venues.

Our members' feedback has been outstanding. Here are just two of the comments we received:

"I am truly grateful there are funders who see the value in this programme; it helps me a great deal. The sessions give me hope about the future."

"The classes have served a crucial function of getting me out of bed when I was struggling with depression. I feel that I am learning to be more confident and to find a way to be seen and take some space"



Men's Space members at the Second Half Centre - enjoying preparing and sharing a meal, supported by the wonderful Chef Manju Mali.

We would like to thank our funders and everyone who has supported Open Age in 2021–2022.

City of Westminster Charitable Trust

City of Westminster

EARLS COURT COMMUNITY FUND

Supported by
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

h&f hammersmith & fulham

Kensington + Chelsea Foundation
A better life together

SUPPORTED BY MAYOR OF LONDON

Masonic Charitable Foundation

LONDON SPORT

QUEEN'S PARK COMMUNITY COUNCIL

SPORT ENGLAND

WALKING AND CYCLING GRANTS
A TfL COMMUNITY PROJECT

the grove trust

THE PIMLICO MILLION

THE CHILDWICK TRUST

The Sir Jules Thorn CHARITABLE TRUST

WESTMINSTER AMALGAMATED CHARITY
Supporting people in need in Westminster

WESTMINSTER ALMSHOUSES FOUNDATION

The Hyde Park Place Estate Charity

Lady Blakenham's Charity Trust

The Diana Deyong Charitable Trust

St Stephen's Church

Our Goals for 2022–2023

The pandemic has a huge impact on how Open Age delivered services. In particular it lead to a rapid expansion of remote delivery and demonstrated that online activities can and deliver real benefit to our members.

To help us learn from this experience and to make sure this learning informs our future strategy, the board conducted a refresh of our strategy in early 2021.

In June 2021 we agreed three strategic priorities for the next three years.

1. Enhance our reach

We know that what we do really helped so we want to make it more widely available.

2. Enhance our ability to evidence our impact

We know that we need better and more frequent member data in order to attract more funding.

3. Diversify our income

We know that to achieve our gaols we must increase our income in a sustainable way

In the next financial year we will be exploring new partnership that may allow us to test new models of delivery. We will also be investing in our back-end systems to make it easier for us to collect and use data.

We will continue to invest and support out fundraising capability ensuring that we have the income we need to safeguard our delivery into the future.

Financial Review

Open Age's income for the year totalled £1,445,462 (2021: £1,616,157) of which £1,317,914 (2021: £1,506,039) was received as grants and income from contracts. The main sources of income for the year were: The Royal Borough of Kensington & Chelsea, whose various departments provided £551,847 (2021: £540,688); Westminster City Council £286,405 (2021: £240,766); multi-borough grants £138,000 (2021: £138,000); and other income from various funders, earned income and donations made up the remaining £469,210, as detailed more fully in these accounts. A number of other funders directed their assistance to specific projects. These have been separately identified in the accounts. See the Statement of Financial Activities on page 41 and the accompanying notes, including restricted funds, on pages 44–63.

Where specific funding received was insufficient to meet the expenditures of the specifically funded activities, additional funds have been transferred from the unrestricted funds of Open Age to eliminate the resulting deficits in the specifically funded activities at the end of the financial year.

The main expenditure of Open Age is on staff salaries and on supporting office accommodation and facilities. Costs have been allocated to activities on the basis of estimates prepared by staff.

Open Age ended the year with a deficit of £67,291 (2021: £95,304 surplus). Cash, bank and deposit balances totalled £829,425 (2021: £970,630). Total fund balances available to be carried forward were £1,383,959 (2021: £1,451,250) consisting of £64,958 of designated funds (2021: £105,578) which include £39,380 set aside for the development of the CRM / booking system; and £828,524 of general funds (2021: £801,146); and £490,477 of restricted funds (2021: £544,526), which represents funds held for the remaining lease of the New Horizons building. The full Statement of Financial Activities is set out on page 41 of these accounts, with accompanying notes on pages 44–63.

Reserves

Given the uncertainty that still exists due to the Covid-19 pandemic and how this might continue to affect service delivery the trustees have kept the reserves policy under review over the last 12 months. To ensure that cashflow management, working capital and investment needs are met, whilst still allowing us to fulfil our charitable objectives, trustees have agreed that the level of free cash reserves (excluding designated funds) should be kept within a range of £600,000 to £800,000. This is to ensure sufficient funds are held to meet the charity's current and future projected activities and maintain financial sustainability in an ever changing landscape. The board intends to conduct an in-depth review of our reserves policy in early 2023.

As at 31 March 2022, the unrestricted general reserves stood at £787,904 (2021: £801,146).

Risk Management

The Board is responsible for ensuring Open Age considers its risks, has a risk register in place and that this register is reviewed on a regular basis. The Board has assessed the major risks to which the charity is exposed and these are detailed below with a summary of plans for managing these risks:

- **A significant reduction or loss of funding from Local Authorities and CCG's.**
  At a time when local authorities and CCG's are being required to make efficiencies there is an ongoing risk that funding directed towards preventative services such as Open Age may be reduced. To mitigate against this the CEO and Senior Leadership Team maintain good relationships with our commissioners including regular review meetings where targets and KPI's are discussed. The CEO sits on various boards and partnerships to ensure prevention stays high on the agenda. Open Age actively engages with other statutory bodies operating in this field to ensure we are well positioned to receive support from other partners should cuts be proposed.
- **Inability to cover infrastructure cost.**
  To reduce reliance on statutory funds and increase unrestricted income Open Age has developed and implemented a fundraising strategy. This included recruiting and ongoing development of two fundraisers. We are also exploring how we can generate revenue from other sources such as the development of new services.
- **Loss of key personnel.**
  We have policies and procedures in place to recruit and retain suitable staff and volunteers. We conduct regular staff surveys to measure staff satisfaction levels and have implemented a number of staff wellbeing measures.
- **Complaints from Members or Tutors.**
  Open Age has a clear members code of conduct and complaints procedure in place to deal with any complaints. This is overseen by our

Head of Member Experience and any complaints are investigated and reported to the Senior Leadership Team.

- **Impact of a pandemic / Covid-19.**
  We have developed robust policies and procedures and a specific risk assessment and strategy to deal with Covid-19 and potentially similar future pandemics in order to protect our members and staff and to continue to offer and deliver services to our members in a safe and secure way.

Investment policy and performance

The constitution provides that monies not immediately required for Open Age's activities are to be invested in or upon such investments, securities or property as may be thought fit. At present the Trustees' policy is to place all such monies on interest bearing deposit. The charity has a deposit account, and an amount of £271.80 was earned as interest during the year.

Fundraising

During the year 2021/22 Open Age employed two part-time fundraisers and the services of Nova Fundraising Ltd who support fundraising and mentor fundraising staff. The two fundraisers are directly employed by Open Age and the Nova Fundraising Consultants used are members of the Chartered Institute of Fundraising (CIoF) and adhere to the Fundraising Regulator Code of Fundraising Practice. Open Age is registered with the Fundraising Regulator.

Open Age understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not work with fundraising agencies for either telephone, or face-to-face campaigns, and received no fundraising complaints during the year (2021: none). As a charity that works with older people all staff undergo formal and informal training on how to communicate with and deliver service to older people. This includes a requirement for all staff to complete adult safeguarding training.

Throughout the year Open Age has continued to be successful in attracting funding in kind, ranging from the free use of premises in a variety of venues such as lounges in sheltered housing, meeting rooms in libraries and community centres, to skilled practitioners providing free or reduced fee tutoring. In addition to the salaried staff, members and volunteers assist with administration and with organising events. The CEO monitors all fundraising activity. The Board of Trustees receive regular reports on fundraising and review fundraising income and expenditure.

Legal and Administrative Details

Charity Registered Number:
1160125

Date of Adoption of Constitution:
25th November 2014

Board of Trustees:

Elected Members
Marcia Blakenham
Hilary Bowker *
Lesley Butler*
(stepped down Jan 2022)
John Henwood *
Maggy Pigott *
Sandra Franklin

Co-opted Members
Garvin Brown
Jean Daintith
(stepped down Oct 2021)
Dean James, Chair *
(stepped down May 2022)
Eric Kihlstrom, Chair
(elected Chair May 2022)
Ann Lewis
(appointed October 2022)
Stephen Souchon, Treasurer *
Colin Campbell
(appointed May 2022)

* Also members of
the Finance and Staff
Sub-Committee

CEO:
Iain Cassidy

Principal Office:
St Charles Centre
for Health and Wellbeing,
Exmoor Street,
London W10 6DZ

Auditors:
Sayer Vincent, Invicta House,
108–114 Golden Lane,
London EC1Y 0TL

Bankers:
Barclays Bank PLC,
Willesden Branch,
Westmoreland House,
Scrubbs Lane,
London NW10

Structure, Governance and Management

The Trustees of the charity present their report for the year ended 31 March 2022. The Trustees confirm that the Annual Report is compliant with current statutory requirements, the requirements of the charity's governing document, 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 UK and Republic of Ireland (FRS 102).

Constitution and Organisational Structure

Open Age was registered by the Charity Commission as a charitable incorporated organisation on the 23rd of January 2015, with a new charity registration number: 1160125.

The Board, comprising the charity's Trustees, consists of the Chair, the Treasurer and up to 15 individual Board members. The Board agrees the policy of the charity and is responsible for its finances and assets, and for employing staff to carry out its work. The Board meets at least four times a year. It appoints a Finance and Staff Sub-Committee, consisting of up to six Trustees to regularly review financial and staff matters. This sub-committee also meets at least four times a year and reports to the Board.

The CEO manages the day-to-day affairs of the charity and reports regularly to the Chair and to the Board.

Recruitment and Appointment of Trustees

Up to nine Trustees are nominated and elected from the Open Age membership at the AGM. Subsequently the Board co-opts up to a further eight Trustees for the year. Co-opted members are individual members or representatives of organisations, who have been nominated and selected for the complementary skills they are able to offer. Trustees are invited to attend an induction session on appointment and are informed of ongoing training opportunities, as they arise both within the organisation and externally.

Pay Policy for senior staff

Open Age Trustees, the Senior Leadership Team (made up of 4 senior staff plus the CEO) and other senior managers comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year (2021: £Nil). Any expenses reclaimed from the charity are set out in note 7 to the accounts.

Regular reviews of senior staff pay levels take place using a salary benchmarking exercise against comparable organisations. The results of these reviews are approved by the Finance and Staff Sub-Committee; the last such review was November 2018. An annual cost of living increase is also considered by the Finance and Staff Sub-Committee taking into account sector trends, inflationary factors and the charity's financial position.

Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales 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 charity and of the incoming resources and application of resources of the charity 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 Charities SORP 2019 (FRS 102);
- 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 charity will continue in operation.

The trustees are responsible for keeping proper accounting records that 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 Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed.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.

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

The Trustees of the charity confirm that:

As far as they are aware, there is no relevant audit information of which the charity's auditors are unaware, and they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Public Benefit

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities.

APPROVAL

This report was approved by the Trustees on 18th January 2023 and signed on their behalf by:

Eric Kihlstrom
Chair of the Board of Trustees

Auditor's Report

Independent Auditor's Report to the Trustees of Open Age

Opinion

We have audited the financial statements of Open Age (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including 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 2022 and of its incoming resources and application of resources 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 Charities Act 2011.

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 Open Age'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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities(Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- The information given in the trustees' annual report is inconsistent in any material respect with the financial statements;
- Sufficient accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; 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 set out in the trustees' annual report, the trustees 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.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act. 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 are set out below.

Capability of the audit in detecting irregularities

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

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:

  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;

  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

  - The internal controls established to mitigate risks related to fraud or noncompliance with laws and regulations.

- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Signed 18th January 2023

Noelia Serrano
Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, London EC1Y 0TL

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities

For the year ended 31 March 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Income from:							
Donations and legacies	2	88,899	62,000	**150,899**	155,630	224,914	380,544
Charitable activities							
Learning, Health & Wellbeing	3	76,578	1,147,782	**1,224,360**	2,087	1,019,734	1,021,821
IT & Digital Inclusion	3	–	21,226	**21,226**	–	108,244	108,244
Employment Support	3	48,328	–	**48,328**	104,710	–	104,710
Investments interest	4	649	–	**649**	838	–	838
Total income		214,454	1,231,008	**1,445,462**	263,265	1,352,892	1,616,157
Expenditure on:							
Raising funds	5	1,480	23,177	**24,657**	5,379	27,643	33,022
Charitable activities							
Learning, Health & Wellbeing	5	169,018	1,177,188	**1,346,206**	12,271	1,262,314	1,274,585
IT & Digital Inclusion	5	2,950	84,692	**87,642**	1,260	106,984	108,244
Employment Support	5	54,248	–	**54,248**	105,002	–	105,002
Total expenditure		227,696	1,285,057	**1,512,753**	123,912	1,396,941	1,520,853
Net (expenditure) / income for the year	6	(13,242)	(54,049)	**(67,291)**	139,353	(44,049)	95,304
Reconciliation of funds:							
Total funds brought forward		906,724	544,526	**1,451,250**	767,371	588,575	1,355,946
Total funds carried forward		893,482	490,477	**1,383,959**	906,724	544,526	1,451,250

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17a to the financial statements.

Balance Sheet

As at 31 March 2022

	Note	£	2022 £	£	2021 £
Fixed assets:					
Tangible assets	11a		**490,477**		539,526
Intangible assets	11b		**40,620**		–
			531,097		539,526
Current assets:					
Debtors	12	**154,116**		43,516	
Cash at bank and in hand		**829,425**		970,630	
		983,541		1,014,146	
Liabilities:					
Creditors: amounts falling due within one year	13	**(130,679)**		(102,422)	
Net current assets			**852,862**		911,724
Total net assets			**1,383,959**		1,451,250
The funds of the charity:	17a				
Restricted income funds			**490,477**		544,526
Unrestricted income funds:					
Designated funds		**64,958**		105,578	
General funds		**828,524**		801,146	
Total unrestricted funds			**893,482**		906,724
Total charity funds			**1,383,959**		1,451,250

Approved by the trustees on 18th January 2023 and signed on their behalf by:

Eric Kihlstrom
Chair

Stephen Souchon
Treasurer

Statement of Cash Flows

For the year ended 31 March 2022

	2022 £	£	2021 £	£
Cash flows from operating activities				
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	**(67,291)**		95,304	
Depreciation charges	**49,049**		49,049	
Dividends, interest and rent from investments	**(649)**		(838)	
(Increase)/decrease in debtors	**(110,600)**		112,547	
Increase/(decrease) in creditors	**28,257**		(50,639)	
Net cash provided by / (used in) operating activities		**(101,234)**		205,423
Cash flows from investing activities:				
Dividends, interest and rents from investments	**649**		838	
Purchase of fixed assets	**(40,620)**		–	
Net cash (used in) / provided by investing activities		**(39,971)**		838
Change in cash and cash equivalents in the year		**(141,205)**		206,261
Cash and cash equivalents at the beginning of the year		**970,630**		764,369
Cash and cash equivalents at the end of the year		**829,425**		970,630

Analysis of cash and cash equivalents and of net debt

	At 1 April 2021 £	Cash flows £	Other non-cash changes £	**At 31 March 2022 £**
Cash at bank and in hand	970,630	(141,205)	–	**829,425**
Total cash and cash equivalents	970,630	(141,205)	–	**829,425**

Notes to the Financial Statements

1 Accounting policies

a) Statutory information

Open Age is registered with the Charity Commission for England and Wales.

The principle office address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

b) Basis of preparation

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast have been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecasts indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

A significant part of Open Age's income comes from grants and contracts from our local authority partners. As in previous years, most grants and contracts for the next financial year have not yet been signed, meaning there is some risk to this income. Management and trustees rate this risk as low given that discussions are ongoing with our commissioners and for many years these income streams have been renewed year on year.

Expenditure of these grants and contracts are not committed until they have been approved. If any of this income was cut the charity would take immediate action to mitigate any such risk by reducing expenditure in order to maintain its going concern status. Management and trustees regularly review such risks on an ongoing basis.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Interest receivable
Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

g) Fund accounting
Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

h) Expenditure and irrecoverable VAT
Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in seeking donations, legacies, non-performance related grants and other voluntary contributions.
- Charitable activities include expenditure associated with the provision of Learning, Physical, Health and Wellbeing related activities, IT and Digital training and Employment support.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) Support and Governance costs
The charity initially identifies the total costs of its support functions, which include an element of staffing cost based on staff time. It then identifies those costs which relate to the governance function. Having identified its governance costs, these along with the remaining support costs, are directly allocated to the various funds attributed to the charitable activities undertaken in the year.

Governance costs are those incurred in connection with enabling the charity to comply with external regulation, constitution and statutory requirements and in providing support to the trustees in discharge of their statutory duties.

j) Operating leases
Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised over the period of the lease.

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £3,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- New Horizons Building (Leasehold improvements) 25 years
- Fixtures and Fittings 5 years
- Computer Equipment 3 years

l) Intangible fixed assets

The CRM system is currently under development and therefore no amortisation has been provided during the year. Once completed, these will be amortised over a period of 5 years.

- Technological Innovation 5 years

m) Debtors

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

n) Cash at bank and in hand

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

o) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

p) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

q) Pensions

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust. All employees are members of the Growth Plan Series 4. This scheme is a defined contribution pension scheme. Since February 2016, new and existing employees who were not in the scheme were automatically enrolled into the scheme membership, unless they had exercise their right to opt out. The pension charge represents the amounts payable by the charity to the fund in respect of this year.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Core grants	12,000	12,000	**24,000**	59,922	211,342	271,264
Donations	76,899	50,000	**126,899**	85,705	7,600	93,305
Legacies	–	–	**–**	10,003	5,972	15,975
	88,899	62,000	**150,899**	155,630	224,914	380,544

3 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
RBKC (ACL)	–	115,127	**115,127**	–	80,470	80,470
RBKC Older Prevention	–	394,216	**394,216**	–	418,770	418,770
WCC Older People Prevention	–	218,785	**218,785**	–	189,551	189,551
Tri- Borough CCG - Clinical Commisioning		138,000	**138,000**		138,000	138,000
Westminster City Council & CCGS (Other)	–	22,978	**22,978**	–	51,215	51,215
L B Hammersmith & Fullham	–	38,000	**38,000**	–	38,000	38,000
Keep Active project	–	64,378	**64,378**	–	2,323	2,323
Kensigton and Chelsea Social Council	–	22,768	**22,768**	–	39,125	39,125
Trusts, Foundations & Corporates	–	133,530	**133,530**	–	44,968	44,968
CLCH NHS Trust (Brent Falls Prevention)	–	–	**–**	–	15,036	15,036
Fees from classes and events	25,453	–	**25,453**	–	–	–
The ExPat Foundation	50,000	–	**50,000**	–	–	–
Other income	1,125	–	**1,125**	2,087	2,276	4,363
Sub-total for Learning, Health & Wellbeing	76,578	1,147,782	**1,224,360**	2,087	1,019,734	1,021,821
RBKC (ACL)	–	–	**–**	–	52,934	52,934
Greater London Authority	–	–	**–**	–	55,310	55,310
CW PLUS	–	21,226	**21,226**	–	–	–
Sub-total for IT & Digital inclusion	–	21,226	**21,226**	–	108,244	108,244
DWP / Reed Partnership	48,328	–	**48,328**	104,710	–	104,710
Sub-total for Employment support	48,328	–	**48,328**	104,710	–	104,710
Total income from charitable activities	124,906	1,169,008	**1,293,914**	106,797	1,127,978	1,234,775

Income from government grants comprises performance related and general grants made by various government bodies to enable the charity to deliver its charitable objectives; that is the delivery of health and wellbeing services for older people.

4 Income from investments

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Investment interest	649	–	**649**	838	–	838
	649	–	**649**	838	–	838

5a Analysis of expenditure (current year)

		Charitable activities						
	Raising funds	Learning, Health & Wellbeing	IT & Digital inclusion	Employment support	Governance costs	Support costs	**2022 Total**	2021 Total
	£	£	£	£	£	£	**£**	£
Staff costs (Note 7)	18,272	740,344	48,590	43,595	27,007	155,945	**1,033,753**	1,079,207
Other fundraising costs	6,385	–	–	–	–	–	**6,385**	6,746
Tutor fees	–	129,579	22,360	–	–	–	**151,939**	88,103
Premises	–	52,965	3,783	3,783	–	5,675	**66,206**	68,191
Other direct costs	–	80,453	–	–	–	–	**80,453**	81,363
Communication	–	–	–	–	–	81,648	**81,648**	54,305
Equipment	–	–	–	–	–	41,385	**41,385**	90,766
Recruitment, training & travel	–	–	–	–	–	12,889	**12,889**	4,521
Consultancy fees	–	–	–	–	–	20,675	**20,675**	33,911
Audit fees	–	–	–	–	17,420	–	**17,420**	13,740
	24,657	1,003,341	74,733	47,378	44,427	318,217	1,512,753	1,520,853
Support costs	–	303,258	9,959	5,000	–	(318,217)	**–**	–
Governance costs	–	39,607	2,950	1,870	(44,427)	–	**–**	–
Total expenditure 2022	**24,657**	**1,346,206**	**87,642**	**54,248**	**–**	**–**	**1,512,753**	
Total expenditure 2021	**33,022**	**1,274,585**	**108,244**	**105,002**	**–**	**–**		**1,520,853**

5b Analysis of expenditure (prior year)

		Charitable activities					
	Raising funds	Learning, Health & Wellbeing	IT & Digital inclusion	Employment support	Governance costs	Support costs	**2021 Total**
	£	£	£	£	£	£	**£**
Staff costs (Note 7)	26,276	725,357	25,198	86,147	30,448	185,781	**1,079,207**
Other fundraising costs	6,746	–	–	–	–	–	**6,746**
Tutor fees	–	75,564	12,539	–	–	–	**88,103**
Premises	–	51,615	2,758	7,678	–	6,140	**68,191**
Other direct costs	–	69,201	985	11,177	–	–	**81,363**
Communication	–	–	–	–	–	54,305	**54,305**
Equipment	–	–	–	–	–	90,766	**90,766**
Recruitment, training & travel	–	–	–	–	–	4,521	**4,521**
Consultancy fees	–	–	–	–	–	33,911	**33,911**
Audit fees	–	–	–	–	13,740	–	**13,740**
	33,022	921,737	41,480	105,002	44,188	375,424	1,520,853
Support costs	–	308,660	66,764	–		(375,424)	**–**
Governance costs	–	44,188	–	–	(44,188)	–	**–**
Total expenditure 2021	**33,022**	**1,274,585**	**108,244**	**105,002**	**–**	**–**	**1,520,853**

6 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2022 £	2021 £
Depreciation	**49,049**	49,049
Operating lease rentals payable:		
Other	**1,834**	1,774
Auditor's remuneration (excluding VAT):	**10,500**	11,450

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	**927,764**	969,228
Social security costs	**81,119**	84,275
Employer's contribution to defined contribution pension schemes	**24,870**	25,704
	1,033,753	**1,079,207**

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2022 No.	2021 No.
£60,000 - £69,999	**1**	1

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £329,516 (2021: £472,597). The 2021 figures included the remuneration for both the Senior Leadership Team (SLT) and Senior Service Managers, whilst the 2022 figures include only the SLT.
The charity trustees were neither paid nor received any other benefits and expenses reimbursed from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 35 (2021: 37).

The average monthly head count of staff

	2022 No.	2021 No.
Director	1	1
Heads of Department	4	4
Service Managers & Co-ordinators	24	26
Support Services (Finance / Admin / Fundraising)	6	6
	35.0	37.0

9 Related party transactions

Our CEO, Iain Cassidy sits on the Management Committee of Westway Community Transport, a Registered Society. Westway Community Transport provides mostly transport services to the charity. The value of services provided to the charity during the year totalled £851 (2021: £145). Of this amount £589 (2021: £Nil) was owed by the charity to Westway Community Transport at the end of the financial year.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11a Tangible fixed assets

	New Horizons Building (Leasehold improvements)	Fixtures and fittings	Computer equipment	Total
Cost	£	£	£	**£**
At the start of the year	1,226,212	108,616	81,295	**1,416,123**
Additions in year	–	–	–	**–**
At the end of the year	1,226,212	108,616	81,295	**1,416,123**
Depreciation				
At the start of the year	686,686	108,616	81,295	**876,597**
Charge for the year	49,049	–	–	**49,049**
At the end of the year	735,735	108,616	81,295	**925,646**
Net book value				
At the end of the year	490,477	–	–	**490,477**
At the start of the year	539,526	–	–	539,526

All of the above assets are used for charitable purposes.

11b Intangible fixed assets

	Technological Innovation
Cost	**£**
At the start of the year	–
Additions in year	**40,620**
At the end of the year	**40,620**
Amortisation	
At the start of the year	–
Charge for the year	–
At the end of the year	–
Net book value	
At the end of the year	**40,620**
At the start of the year	–

The CRM system is under development, and hence no amortisation during the year.

12 Debtors

	2022	2021
	£	£
Trade debtors	**48,274**	18,749
Other debtors	**–**	497
Prepayments	**37,252**	16,031
Accrued income	**68,590**	8,239
	154,116	43,516

13 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	**46,290**	49,107
Taxation and social security	**21,871**	206
Accruals	**28,793**	5,064
Deferred income (note 14)	**33,725**	48,045
	130,679	102,422

14 Deferred income

Income is deferred when received in the financial period but has not been earned by theend of the year.

	2022 £	2021 £
Balance at the beginning of the year	**48,045**	12,017
Amount released to income in the year	**(48,045)**	(5,972)
Amount deferred in the year	**33,725**	42,000
Balance at the end of the year	**33,725**	48,045

15 Pension scheme

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust. All employees are members of the Growth Plan Series 4. This scheme is a defined pension contribution scheme and contributions are charged in the statement of financial activities. The charge for the year for the Charity for pension is £24,870 (2021: £25,704). The amount outstanding in respect of The Pensions Trust at 31 March 2022 was £2,173 (2021: £206).

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets (Leasehold improvements)	–	–	490,477	**490,477**
Intangible assets	40,620	–	–	**40,620**
Net current assets	787,904	64,958	–	**852,862**
Net assets at 31 March 2022	**828,524**	**64,958**	**490,477**	**1,383,959**

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	–	539,526	**539,526**
Net current assets	801,146	105,578	5,000	**911,724**
Net assets at 31 March 2021	**801,146**	**105,578**	**544,526**	**1,451,250**

17a Movements in funds (current year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
Second Half Foundation	–	50,000	(50,000)	–	–
The Football Found FF	–	460	(460)	–	–
Sport England	–	9,907	(9,907)	–	–
Westminster Almshouses	–	10,000	(10,000)	–	–
Queen's Park Community Council	–	875	(875)	–	–
The Kensington & Chelsea Foundation	–	15,000	(15,000)	–	–
Three Hands – Experian	–	1,900	(1,900)	–	–
Chatsie Research	–	5,000	(5,000)	–	–
Hyde Park Place Estate Charity	–	5,000	(5,000)	–	–
H&F LB Linked In and Active	–	38,000	(38,000)	–	–
H&F Fast Track Grant	–	4,000	(4,000)	–	–
Pimlico Million (Quaker Social)	–	1,482	(1,482)	–	–
RBKC – Older People Prevention Contract (Adult	–	224,457	(224,457)	–	–
RBKC – Older People Prevention (Public Health)	–	166,000	(166,000)	–	–
RBKC – Corporate Services Grant (Communities)	–	5,100	(5,100)	–	–
RBKC – Keep Active	–	19,736	(19,736)	–	–
WCC – Older People Prevention (Adult Social	–	164,286	(164,286)	–	–
WCC – Older People Prevention (Public Health)	–	53,500	(53,500)	–	–
WCC – Keep Active	–	44,642	(44,642)	–	–
London Sport	–	75	(75)	–	–
Westminster Amalgamated Charity	–	5,000	(5,000)	–	–
Cycling Smarter project (TFL/Groundworks)	–	4,996	(4,996)	–	–
Earls Court Community Fund	–	11,000	(11,000)	–	–
VCS & Community Partnerships –RBKC	–	4,590	(4,590)	–	–
K&C Art Festival	–	148	(148)	–	–
Delivery Of the Active Communities	–	95	(95)	–	–
RBKC – ACL Adult Education	–	114,867	(114,867)	–	–
RBKC – Sports Development Team	–	372	(372)	–	–
RBKC ACL (Tutor training)	–	260	(260)	–	–
RBKC – Silver Sunday	–	650	(650)	–	–
PCC ST STEPHENS CHURCH	–	780	(780)	–	–
Thrive Tribe	–	11,810	(11,810)	–	–
The Grove Trust	–	15,000	(15,000)	–	–
Childwick Trust	–	15,000	(15,000)	–	–
Westminster CC s75 Time for Me	–	22,978	(22,978)	–	–
NHS Tri BoroughCCGS – Steady and Stable	–	138,000	(138,000)	–	–
WCC AW Roujd 2	–	1,049	(1,049)	–	–
Kensigton and Chelsea Social Council	–	22,768	(22,768)	–	–
CWPLUS	–	21,226	(21,226)	–	–
Masonic Charitable	–	20,000	(20,000)	–	–
City of Westminster – Healthy Lungs	–	999	(999)	–	–
Westminster Council Community Contribution	5,000	–	(5,000)	–	–
New Horizons Building Development	539,526	–	(49,049)	–	490,477
Total restricted funds	**544,526**	**1,231,008**	**(1,285,057)**	–	**490,477**
Unrestricted funds:					
Designated funds:					
Other works for New Horizons	25,578	–	–	–	25,578
CRM System project	80,000	–	–	(40,620)	39,380
Total designated funds	105,578	–	–	(40,620)	64,958
General funds	801,146	214,454	(227,696)	40,620	828,524
Total unrestricted funds	906,724	214,454	(227,696)	–	893,482
Total funds	1,451,250	1,445,462	(1,512,753)	–	1,383,959

The narrative to explain the purpose of each fund is given at the foot of the note below.

17b Movements in funds (prior year)

	At 1 April 2020 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2021 £
Restricted funds:					
RBKC ACL (Adult Education)	–	133,404	(133,404)	–	–
RBKC (North Hub Contract)	–	166,448	(166,448)	–	–
RBKC (South Hub Contract)	–	206,270	(206,270)	–	–
RBKC Public Health (Time For Me Carers	–	46,052	(46,052)	–	–
RBKC (Corporate Services)	–	10,200	(10,200)	–	–
RBKC (Activate Project)	–	2,323	(2,323)	–	–
Tri- Borough CCG (Steady & Stable)	–	138,000	(138,000)	–	–
Westminster Council (Older People Hub	–	156,051	(156,051)	–	–
Central London CCG (Time For Me Programme)	–	22,980	(22,980)	–	–
CLCH NHS Trust (Brent Falls Prevention)	–	15,036	(15,036)	–	–
Public Health Westminster (Positively Physical)	–	33,500	(33,500)	–	–
W C C & CCG (Bone Health)	–	20,000	(20,000)	–	–
West London CCG – Self Care Programme	–	39,125	(39,125)	–	–
West London CCG (Tier 1 Prevention)	–	102,000	(102,000)	–	–
Westminster CC (Telephone Club)	–	8,235	(8,235)	–	–
L B of Hammersmith and Fulham (Fast Track Grant)	–	38,000	(38,000)	–	–
Everyone Active	–	2,276	(2,276)	–	–
National Community Lottery Fund (Improving	–	9,125	(9,125)	–	–
The London Community Respnse Fund (K&C Foundation)	–	21,759	(21,759)	–	–
The London Community Respnse Fund (City Bridge Trust)	–	21,758	(21,758)	–	–
The Kensington and Chelsea Foundation	–	15,332	(15,332)	–	–
Hyde Park Place Estate Charity	–	5,000	(5,000)	–	–
Westminster Amalgamated Charities	–	5,000	(5,000)	–	–
Pimlico Million (Quaker Social)	–	1,500	(1,500)	–	–
The Austin Hope Pilkington Trust	–	5,000	(5,000)	–	–
Westminster Council Community Contribution	–	10,000	(5,000)	–	**5,000**
Second Half Foundation- (SHC activity)	–	20,000	(20,000)	–	–
Mercers Charitable Foundation	–	24,788	(24,788)	–	–
Restricted Donations	–	7,600	(7,600)	–	–
London Sport (Covid grant)	–	4,848	(4,848)	–	–
Great London Authority	–	55,310	(55,310)	–	–
Legacy (restricted to The Avenues)	–	5,972	(5,972)	–	
New Horizons Building Development	588,575	–	(49,049)		**539,526**
Total restricted funds	588,575	1,352,892	(1,396,941)	–	**544,526**
Unrestricted funds:					
Designated funds:					
Open Age Hubs Activities	1,790	–	–	(1,790)	–
Other works for New Horizons	68,047	–	–	(42,469)	**25,578**
CRM System	–	–	–	80,000	**80,000**
Total designated funds	69,837	–	–	35,741	**105,578**
General funds	697,534	263,265	(123,912)	(35,741)	**801,146**
Total unrestricted funds	767,371	263,265	(123,912)	–	**906,724**
Total funds	1,355,946	1,616,157	(1,520,853)	–	**1,451,250**

Purposes of restriced funds

Grants, which are received for specific projects, are accounted for as restriced funds. The balances on restricted funds as at 31 March 2022 arise from grants received for specific projects.

Grants fund a range of activities to older people delivered across multiple projects. Each of the projects is described in more detail below.

COMMUNITY ACTIVITIES

Second Half Centre (South Kensigton)
Second Half Centre provides a weekly programme of learning, physical, health and creative and performing arts related activities in the north of RBKC. It is funded by a variety of grants including West London CCG, the RBKC contracts, RBKC Adult Community Learning (ACL) and the Second Half Foundation.

New Horizons Centre (Chelsea)
The New Centre provides a weekly programme of learning, physical, health and creative and performing arts related activities in the south of RBKC. It is funded by a variety of grants including West London CCG, RBKC contracts, RBKC Adult Community Learning (ACL).

Time For Me (Kensington and Chelsea, and Westminster)
Projects providing activities and trips out for folder carers across Kensington and Chelsea and Westminster, funded through Westminster City Council, Central London CCG and RBKC.

New Futures 50 Plus Employment Programme (Westminster, Hammersmith and Fulham and Kensington and Chelsea)

A programme supporting people over 50 into employment or work-related training and placements under contract with Reed and the DWP.

Link Up Project (Kensington and Chelsea)
A project supporting individuals on a one to one basis to take up activities for those older people who for whatever reason face barriers to attending. Funded through Public Health and Bi-Borough (RBKC and Westminster) Adult Social Care.

The Avenues & St. Margaret's (Westminster)
Funding from Westminster City Council and West London CCG , and Westminster Almshouses Foundation, provided infrastructure support for the services.

Steady and Stable (Kensington and Chelsea, Westminster and Hammersmith and Fulham)
This project in partnership with the Falls service provides sessions to support older people who are unsteady on their feet as well as training for staff working in older people's services funded by West London, Central London and Hammersmith and Fulham CCGS

Men's Space

A weekly programme of men's activities funded through the Kensington & Chelsea Foundation, The Masonic Charitable Foundation, and The Grove Trust.

Linked-In and Active (Hammersmith and Fulham)
A programme to link older people on a one to one basis into activity as well as provision of activities funded by the London Borough of Hammersmith and Fulham.

Brent Falls Prevention
A project in Brent to deliver strength and balances classes to prevent falls, funded by Central London Community Health.

Purposes of designated funds
Designated funds at 31 March 2022 represents unrestricted funds set aside towards planned and unplanned premises maintenance and infrastructure support costs for New Horizons. We also have a fund of £39,380 towards the development costs of our new CRM booking system (at the end of the previous financial year, these funds stood at £80,000).

18 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Equipment	
	2022	2021
	£	£
Less than one year	**1,834**	1,774
One to five years	**2,540**	4,434
Over five years	**-**	-
	4,374	6,208

19 Legal status of the charity

The charity is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. The charity is registered in England and its registered address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

OPEN AGE
life's just begun



St. Charles Centre for Health and Wellbeing,
Exmoor Street, London W10 6DZ

Tel: 020 4516 9978

www.openage.org.uk

OPEN AGE

England & Wales - Charity number 1160125

Accounts

OPEN AGE

life's just begun



Annual Report 2020–2021

Registered Charity Number: 1160125

"Over the years of our membership, Open Age has become part of our lives; in fact, it became part of our lives as soon as we joined. Apart from helping us to do what we need to do physically, to become/remain 'the best that we can be', and opening a whole new circle of friends, we were astonished at all the wonderful things that became available to us. We've always been active. But, we would never have visited the Sky Garden Walk or City Farm, nor enjoyed the annual Silver Sunday tea parties, or attended as many concerts and exhibitions, had Open Age not made them all available to a bunch of older people like us.

"With the coronavirus, we worried what would become of Open Age and, without Open Age, of us! We need not have worried; while every individual in the Open Age team must have been struggling through a pandemic world far more complicated for them than for most of us members, the mass of possibilities that cascaded into our email accounts was almost overwhelming – and, typically, its first pandemic offerings included idiot-proofed, cost-free instructions to enable us to benefit from the burgeoning online offering.

"But alas, some of us don't even have computers/smart phones; others (such as we two) have equipment and systems so old, overloaded and "unsupported" that we sadly can't take part online.

"Open Age didn't miss a beat: Jade and Deryn [Physical Activities Manager and Head of Physical Activities] immediately looked for a way to deliver it by phone too and keep us well; physically and mentally. Jade tested a pre-recorded version of our exercise class, but we couldn't hear it sufficiently. Just a week later Jade conducted a 'live' telephone class and she has done so every week since.

"As we join the weekly conference call, Jade checks with us (individually) how we have been and how we are, and allows us time for a chat with our old comrades before stirring us to action. It is a source of wonder that, with no sight of any of us, she still "watches" us so closely, and keeps us safe! This is quite a feat - we are well aware that it would not be possible if she did not care enough to 'envisage' us, with our individual frailties, and take-into-account our isolation and increasing age."

P (65) and her mother S (92)

Contents

Welcome from the Chair 4
Message from the CEO 5
Who We are and What We Do 6
Covid Response 7
Going Remote 8
Online 9
How to Zoom 10
Telephony 11
Social Prescribing 12
Centres, Hubs and Community Venues 13
Arts, Culture and Social Activities 14
Christmas under Covid 16
Physical Activities 18
Adult Community Learning 23
Outreach and Support 27
Employment – Work Routes 50+ 32
Monitoring and Evaluation 33
Goals for 2021–2022 36
Financial Review 37
Thank you to all our Funders 40
Legal and Administrative Details 41
Structure, Governance and Management 42
Auditors' Report 45
Statement of Financial Activities 49
Balance Sheet 50
Statement of Cash Flows 51
Notes forming part of the Financial Statements 52

OPEN AGE
life's just begun

Welcome from the Chair



One year on and we are still living with COVID, and uncertainty, but thanks to the vaccine and the wonderful efforts of the NHS and thousands of volunteers, we can hope that an end is in sight.

It has been a merciless experience, and the Board and I extend deep condolences to the families of members and staff who have lost a loved one to COVID.

As the clouds lift, our thoughts move to the future, and to resuming face-to-face activities. We have carefully laid plans to do that and are good to re-open when it is safe to do so. We know the future still remains unpredictable, and new variants may emerge, so we will remain constantly vigilant and respond accordingly.

For the past year, we have responded to COVID by operating remotely. We have had to reduce our offer but our online and telephone activities have been very well-received by members.

The Board has taken the opportunity to revisit Open Age's forward strategy to include the pandemic's impact on our future plans. Our first priority is to re-open our centres and resume in-person delivery. Beyond that, our experience of delivering virtual services at scale has created new possibilities to expand our reach. Open Age now has the capability to grow its online offer and increase its membership and presence in new areas. This could also generate new income to bolster Open Age's financial sustainability.

I am pleased to report, that through a combination of factors, including the backing of our principal commissioners, the generosity of donors, prudent financial husbandry, and economies in the services themselves, we ended the year in good financial shape. As a consequence, we stand ready and able to re-open venues and resume full member services as soon as we have the green light. However, the post-COVID environment will almost certainly present funding challenges in future, so we cannot be remotely complacent.

I would like to conclude by once again thanking staff for their fortitude, commitment and all their excellent work, our commissioners from Kensington and Chelsea, Westminster and Hammersmith and Fulham for their ongoing support and our donors for their generosity.

I hope readers will enjoy the rest of this report that highlights all the work we undertook over the year.

Dean James

Message from the CEO

First and foremost, I want to pass on my condolences to anyone who has been touched by loss over the last year. You have suffered the greatest loss in a pandemic that has had an almost unimaginable impact on all our lives.



Last year it felt odd to inform you that I was writing my message from my living room, coronavirus restrictions having been put in place. Never did I think that a year on, I would be here writing this year's letter from the same location.

I am very pleased to report that not only has Open Age navigated the storm, I believe we have discovered new strengths and opportunities as a result.

This year we have transformed our delivery from almost entirely in-person to operating wholly remotely. We are now regularly offering over 130 hours of on-line and telephone-based activities, allowing our members to retain the benefits of participating in group activities in a covid secure manner and from the safety of their own home. While we have supported hundreds of our members to gain the skills and confidence to join on-line activities, some can't, or don't want to access our service in this way. How Open Age works with partners in health, local authority and other charities to support older people to become digitally engaged will be an important part of our work this year and as society starts to open up again.

While rolling out a remote programme so quickly is a significant achievement, this equates to only around a third of our usual programme of activities, an unavoidable reduction wholly due to coronavirus restrictions. We are thankful to our commissioners who recognised that rapid service redesign was needed to offer as much support to older people as possible while they were being asked to limit social contact. This flexibility from commissioners allowed us to develop new services such as our welfare calls, increasing our outreach and support services and much of our Digital Inclusion work.

We had a successful year of fundraising meaning we ended the year in a strong financial position with a healthy surplus. We are already investing these funds to ensure the charity is well placed to maintain and grow our remote delivery, and to develop new income lines to support our sustainability.

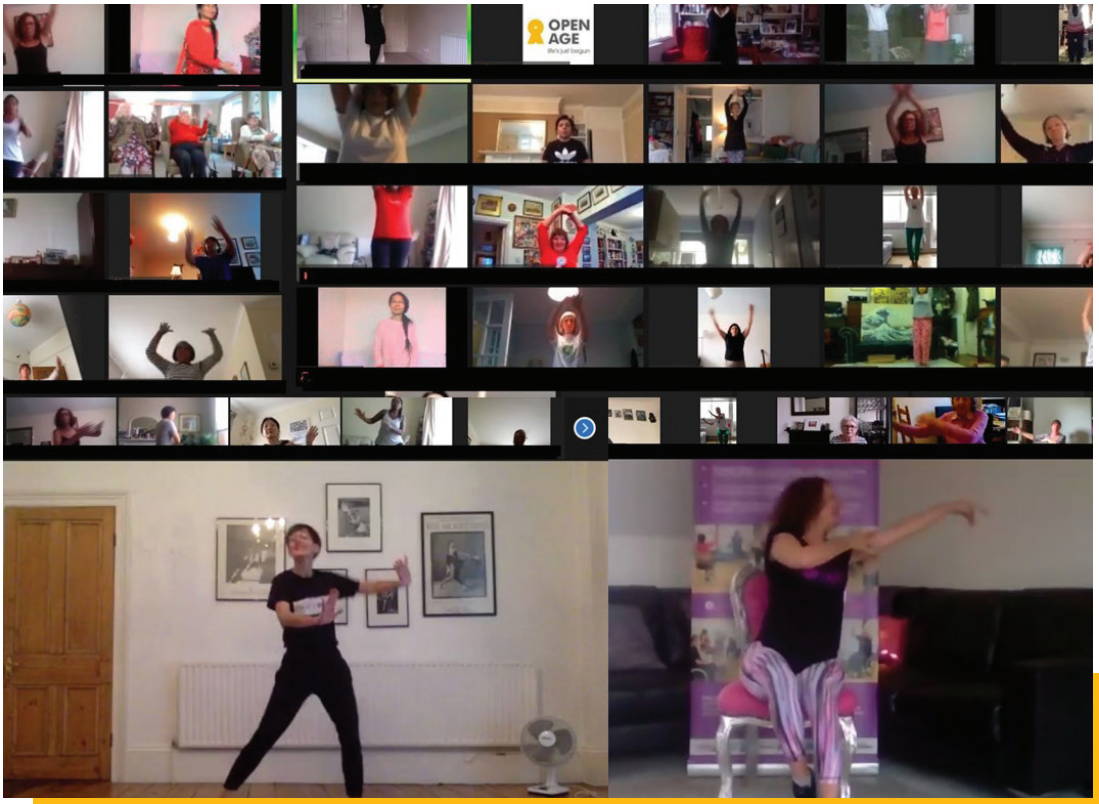
Nothing we achieved this year would be possible were it not for the hard work and dedication of the wonderful staff at Open Age. I want to take this opportunity to thank them all and to say how proud I am to be leading such an amazing team and organisation.

Iain Cassidy

Who We Are & What We Do

Open Age gives the over fifties a chance to make new friends and to learn and develop new skills and interests. We promote a positive approach to ageing.

"An essential service is something that gives you a reason to get up in the morning. I know people who can't be bothered to get up because there is nothing to do. You get up at 9am to take part in the yoga and Open Age is providing things like that. It's like brushing your teeth, if you don't they go rotten. if you don't exercise the mind, you've got problems. If you don't interact with people, albeit on a screen, you're going to have problems. So, in my estimation it's an essential service." 71-year-old male living in Westminster.



77 Open Age Members take part in our six-hour, online Dance-a-thon to celebrate Silver Sunday week in October.

Our activities are specifically designed for older people. They focus on physical and mental stimulation as well as creating new opportunities to socialise, make new friends and to contribute meaningfully in the community. The pandemic has had an enormous impact on the way we do that.

75-year-old J has cared for her sister for over 30 years and has been an active Time for Me member for many years. During the first lockdown she struggled to get food deliveries and we referred her to Age UK. She had no device to access online classes until a friend lent her an iPhone. She didn't know how to use it but a Time for Me phone group session on smartphones remedied that. She has since been able to attend activities, when her Pay-As-You-Go budget allows. J joined the Creative Writing for Wellbeing phone class in June and has been a regular attendee ever since. *"It also has an element of education to it. It's most enjoyable, it completely switches you off from daily life. I hope it continues."*

Covid Response

Between March 17 and 26
Open Age telephoned 4192 members.

When the government advised everyone to social distance on the evening of March 16th last year, Open Age decided to end all of our activities immediately and prepare staff to work from home. The next day all staff began a mass call-out to inform members.

Between March 27 and April 24
we made 4344 check-in calls.

It was clear the pandemic was going to be especially hard on older people. They were more vulnerable to the virus and the increased impact of isolation and loneliness. Accessing food, medication and utilities were other concerns. We began "check-in" calls to offer emotional support to our members and identify any immediate needs. Many members were very grateful for the calls and said Open Age was the only organisation proactively contacting them.

"I am very grateful to be contacted by Open Age as I do not have a large community of friends and family checking in on me. And although I am coping, I am lonely and not used to having to stay at home…you've been so kind and really brightened my day." M, female, age 72.

Most Open Age staff were new to these calls which were often distressing. We trained everyone how to cope and structure boundaries. Importantly, our Outreach and Support team was there to deal with more complex issues including safeguarding concerns. Some members had support networks, so we prioritised those most in need to ensure we were targeting our limited resources.

Going Remote

"The fact that you all at Open Age responded so swiftly and creatively to the challenge of the virus and the lock-downs has been of huge benefit to your target group. The word that springs to mind is exemplary and is a role model for other organisations to emulate." H, age 73.

It took time and effort to enable all Open Age staff to work from home. But, by early April everyone had laptops and we began exploring how we could deliver our services. Our activities have always been very low cost however, we decided early on to drop the suggested contribution. Accessibility was an issue. Before lockdown members could drop into a centre. It was more complicated to access our remote offer. This also involved considerably more administrative work for us. Over time, our funders encouraged and supported this transition.

"We know that throughout the pandemic, older people have been hit very hard, especially by loneliness and social isolation. We were therefore delighted to be able to use some of our London Community Response Funding to support the work of Open Age and your move to delivering services on-line. The use of modern IT has transformed communication over recent years, but we were impressed with how Open Age built in support and training for many of their older members, to ensure that they did not fall victim to the digital divide. Equally important though was maintaining regular telephone contact with those who prefer that tried-and-tested method. There are clearly thousands of local older people who have found lockdown easier to get through thanks to Open Age. Congratulations!" City Bridge Trust in partnership with the Kensington Foundation, part of the London Community Response Fund.

Online

Moving online was a challenge. Many who could benefit most from this technology were the least able to use it. Some of our members were strangers to the digital landscape and others needed to upgrade their abilities.

By early April we had identified Zoom as our online platform of choice. All our teams began to test how we might deliver our activities online and we asked tutors to submit proposals for online courses.

Safeguarding was a big cross-organisational concern. We had to guarantee participants' identity and ensure we didn't get any "Zoom bombing" or indecent language or images. Physical Activity classes had the added challenge of ensuring physical safety.

By mid-April we began testing classes with members who were either familiar with the technology or willing to give it a go. We emailed instructions to access the Zoom room and gave phone support where necessary. All physical activity sessions were with members who had taken the courses before. In total we ran 20 hours of activities reaching 117 members.

Not all classes ran completely smoothly, but feedback was amazing. We also learned a lot about how to help our members online. We therefore decided to begin "How to Use Zoom" sessions as quickly as possible.



Spanish for Absolute Beginners – Summer Term

How to Use Zoom



French Next Step – Summer Term

We structured these classes to support members who had never engaged in online activity. People chose a session based on which device they wanted to use. Up to six members made a freephone conference call led by one of our experienced IT tutors. The tutor explained how to download Zoom and how to accept a Zoom meeting. The class then left the group phone call and used their device to join a Zoom meeting and learn basic functions in the Zoom room.

"Downloading and learning how to use Zoom was made easy and straight forward in a friendly session. Doing classes provides a structure to my week and gets me moving … got me using a smartphone for the first time – alleluia."

"I wanted to thank Open Age for allowing us OAPs to move with the future… Thank the tutor for her calmness in the group room, for making everyone feel at ease to understand how a group chat room feels."

"Thank you to all of you at Open Age for letting me into the Zoom world. It has really made a difference during Lockdown, it has given me tremendous pleasure and introduced me to new activities that I look forward to and enjoy."

In June 2020, Open Age surveyed our Zoom graduates. Before the class only one in ten had felt comfortable using IT. After many were ready to keep on learning and also take advantage of our wider programme of Zoom activities. In all, 364 members completed Zoom training.

"I've just completed an Open Age "How to use Zoom" session ….(it was excellent) … I'm looking forward to learning more IT stuff and joining the twenty first century!"

89-year-old P began isolating on March 13th.

"Open Age had been there from the beginning, offering advice, help and encouragement. Geoff, who I knew from Third Avenue, suggested I should start a regular on-line class. First there was the thorny task of learning to use Zoom. An Open Age class helped, but I still give a gasp of relief when a Host gives me a thumbs up. Geoff suggested History of Art or Greek Mythology. I chose the former. Then there were the Zoom visits to galleries: so many, so interesting, including Sir John Soanes Museum and the Museum of London. I took to writing verses, first of all I sent them to Geoff, who even forwarded one to the National Gallery, who were kind enough to send an encouraging reply. Later I forwarded my poems to Andrea, who always gave such praise to my efforts. I had two most helpful IT lessons, among other things learning to text and also use Airdrop…Thank you so much, OPEN AGE, for being there for us and offering so much support, whatever our interests. I know you'll be there helping us all to face 2021 with confidence and courage."

Telephony

Not every member is comfortable with Zoom so we increased the number of telephone-based groups in early May to engage with as many of these members as possible. We even transferred some of our regular social groups into telephone groups and members have reported just what a difference this has made to them, to be able to "meet" with their usual group.

Pimlico Million funded our Knit and Natter phone group.

"We funded Open Age for a project that was re-shaped due to lockdown and they delivered their sessions by telephone to continue to engage the community and prevent isolation and loneliness. Pimlico Million were delighted that the funding could be used in such a way." Claire Smith, Strategic Manager, Pimlico Million.

Participants, who had been isolated, were then able to take part in their favourite group activities - sewing and crafts. Knit and Natter allowed friends to discuss life during lockdown and share some of their worries.

"Firstly, I would like to say thank you to Open Age for putting this Knit and Natter Phone group on for us technophobes. It is a life line for those of us who are not on the world wide web, as they call it. Being able to check in with my friends from the centre is one of the highlights of my week and the fact that we can converse together on one phone line is even better - who would of thought such a thing was possible! Open Age have been nothing but supportive during this difficult time, and the fact that classes are still offered and regular check ins; we are all so grateful that we have access to this amazing charity. Pats on backs to you all." M, age 72, Westminster.

Social Prescribing



Members, Students and Staff take part in a discussion about social prescribing and members experience of Open Age.

For decades Open Age has encouraged thousands of older people to become more active, stay healthier and be less lonely. Our members tell us that because of Open Age they access fewer health and care services. Health professionals have long recognised the importance of Social Prescribing such as this and the NHS has highlighted the importance of charities and community organisations in improving the health outcomes of patients.

"I was moved to contact Open Age because they do vital and innovative work which addresses the social determinants of health to improve the well-being of over 50s. In the post-covid world, this work is more important than ever." Dr Edward Maile, Department of Primary Care and Public Health, Imperial College London.

Last year Dr. Maile invited Open Age to take part in the curriculum for third year medical students as part of innovative new training on the importance of social prescribing. He was eager to continue the collaboration. As the quote below show the medical students really benefited from this project so we are pleased to report we will be continuing to work with Imperial College London again in 2021/22.

"It was definitely a highlight of my week and some of the stories that were shared really touched me. I don't know if you noticed but I was smiling throughout the call listening to the members talking about how much they enjoy and appreciate the activities. Also, I was really impressed to see and experience the sheer joy and sense of community that Open Age has been able to provide to its members. I highly recommend this session to others and thank you so much once again." Imperial College student.

Centres, Hubs & Community Venues

With all Open Age venues closed our Membership Experience Team had to re-write how we work. Most of our team is centre-based. Venues often shaped what we did and how. What's more, much of our work focused on face-to-face contact with members.

The 'virtual world' leaves very little room for social cues and opportunities to nurture ongoing relationships, particularly working with the older age group.

MP, a 61-year-old woman joined Open Age when she was recovering from depression. She felt that it was a place where she did not feel the pressure to compete or be perfect. *"Everyone was friendly - staff, volunteers and members - and there were interesting members and a good atmosphere."* When asked how Open Age has been beneficial to her especially during COVID she said: *"I have learnt a lot and also had fun. I am missing seeing everyone in person, and it's more difficult to interact with people on Zoom particularly in the physical activities, but Open Age has done a fantastic job going forward on Zoom, and this has been very beneficial during these difficult times, particularly during lockdown. It has also given me the opportunity to try new activities such as Chi Gong and Theatre Discussion. With the latter I feel that I have made some new connections and feel part of a group with people I might not have otherwise met, as well as really benefitting from the discussions and different insights of the group."*

The loss of face-to-face social interaction left many members feeling disengaged from their local community. Open Age has had to work harder to encourage members to stay connected to their wider Open Age community.

Arts, Culture and Social Activities

During lockdown Open Age continued to host a range of creative and cultural activities. We slowly expanded remote classes and looked at other ways to appeal to a broader spectrum of members and to engage as many of our community as possible.

Prior to the pandemic Open Age regularly hosted guest speakers on a broad range of subjects. They would talk about their organisation, share information and tell members about local opportunities to help them better connect to their local community. Our remote speakers' programme, Open Space, grew out of these social groups.

Open Space

Open Space has brought us some fantastic speakers and partnerships including the Museum of London, The National Gallery, The Wallace Collection, Historic Royal Palaces, The British Museum, Sir John Soanes Museum, the Jewish Museum, Kensington and Chelsea Music Society, The Whitechapel Society, The Census, Stage text Charity, One You, and the Royal Collection. We've also heard from a bee keeper and a jazz musician – people who love what they do and are happy to share their enthusiasm. We've had a keen audience of more than twenty-five Open Age members and Open Space continues to be a great connection to outside places of interest and topics whilst we are still online.



Open Space

Lockdown has devastated the arts and culture community. With venues closed, we wanted to work with partners to enable them to connect with their older communities. It also helped the membership feel engaged with local culture.

"At the start of lockdown, we particularly wanted to reach out to people struggling with isolation and loneliness. Open Age gave us an opportunity to make a real difference in those awful first months of the pandemic… Memoir Writing workshops with Open Age members were very much in sympathy with our belief that the uncovering of past experiences gives people inspiration and new ideas for the future. We've been delighted to hear such positive feedback from participants." Mathew Morrison, Senior Lecturer at the University of Westminster and Creative Producer of the Soho Poly.

"I thank God for this course. Being on the shielding programme, it helped me not to feel excluded from society. It gave me the opportunity to spend good quality focused time learning and crafting an art form. Having these workshops motivated me to continue pursuing my desires to write and hopefully publish a book/s someday soon :o) Also it was very inspiring to learn, work, share and discuss our work, the art form and the publishing stage with other like-minded people." (SP, age 71, Westminster)

Open Age members liked these Zoom workshops to celebrate the archival and historical work of the revived Soho Poly so much we ran a second series. In 2021 we will be the key partner representing older people working in collaboration with the University of Westminster's 'Soho Poly' and the Rupin Agency.

In October Open Age partnered with The Courtauld Gallery to deliver a 5-week project to Open Age members. Focusing on a different theme each week, members had the opportunity to take part in discussions and practical activities inspired by some of The Courtauld's best known works as well as some hidden gems. The workshops covered various art forms including pencil drawing, collage, textiles, painting, and Art History.

Open Age member Vicki Sanders talked about the workshops on Vanessa Feltz's BBC Radio programme.

"I'm not an arty person at all but it has made me more interested in art. But it was about more than that, it was about the connection with other people and having conversations and learning and sharing. And it was about bringing London back into our lives because we couldn't visit a gallery but The Courtauld Gallery could come to us, so it made me feel less locked down and isolated and lifted my spirits."

Christmas under Covid

We at Open Age were very concerned how our members would cope during the holiday season. As December approached we focused on how we could make Christmas a happy and active time and reach out to our more isolated members during our term break.

To help members without internet stay creative we partnered with the Royal Institute of British Architecture to deliver a creative box.



The 30-day 'creative workout' inside provided daily challenges for members to complete and a printout of a walk centred around the Avenues Centre suggesting points of architectural interest with space for comments and a sketch. The box also contained an envelope and a stamp for members to share their work with Open Age or a friend.

Working in Partnership with Age UK Kensington and Chelsea and The K & C Christmas Collective, we arranged to send Christmas boxes to forty members living alone in Kensington and Chelsea. We also worked with Holy Trinity Brompton to reach out to similar members in Westminster. This was part of the national initiative called Love Christmas to help spread the power of practical love, hope and kindness to people struggling over the winter.

In a first for us, we ran the first of two creative competitions to encourage our members to stay creative over the term breaks. Over Christmas and New Year, our writing competition asked members to write a letter to themselves one year ago.

Zoom sessions continued most of the way through the festive period and included a Christmas Day karaoke. Staff members made phone calls on Christmas Day to the more vulnerable members to ensure they spoke to someone.

To bring some much-needed community festive cheer we teamed up with The Old Vic. 'Twelve Days of Christmas' invited staff, along with members and friends in the community, to send in a video singing 12 Days of Christmas. We then created a montage which we launched on our website and social media channels just before Christmas.

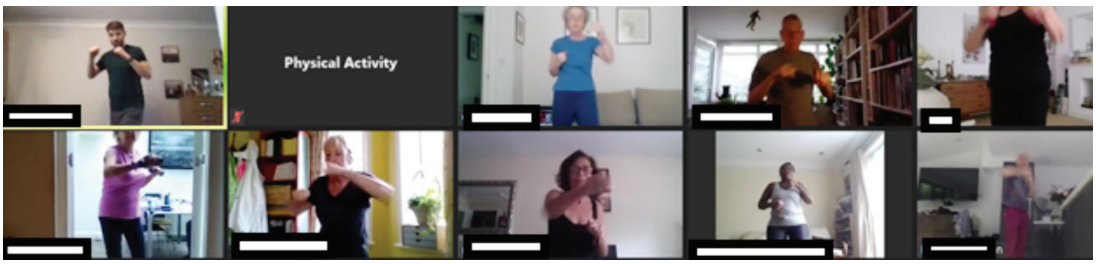
And finally, Open Age hosted our Christmas Extravaganza. Bus Pass to Broadway invited members to watch their Christmas special. Before the pandemic this group had hosted a weekly class at the Second Half Centre that combined show tunes and tap dancing and would then perform at the end of term parties. Opera Holland Park Recital invited members of a more classical bent to join a wonderful Christmas Carol Special, led by the singers. The American School London delivered an orchestral and choir piece and a virtual FAME. To challenge members quick responses, we held our Christmas Quiz and finally staff and volunteers presented our Open Age Panto – Cinderella.



Christmas Staff Panto on Zoom: Cinderella

Physical Activities

After ceasing face-to-face delivery, it was clear from our 'check-in' calls, that members wanted and needed some form of remote Physical Activity. Ensuring a safe transition to remote delivery was critical. Even more so for our clinical exercise offer.



Clinical Exercise Programmes

Open Age's clinical exercise programmes focus on specific health related goals such as improving one's balance, or reducing the perception of breathlessness. Members taking part are more likely to have complex health issues.

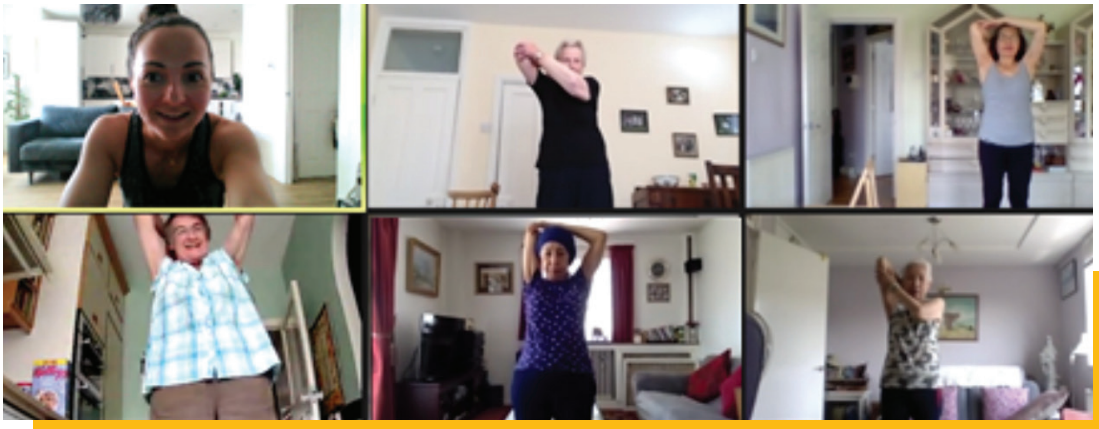
P is an 86-year-old woman who joined the Healthy Lungs classes at the beginning of 2020 following several severe asthmas attacks in 2018 and 2019: *"The classes have made a very great difference to my life and my health; my body is now much stronger and more flexible and my lung capacity has increased. During lockdown the classes contributed significantly to maintaining my positivity and mental resilience. Hansa's classes are enjoyable and demanding; I always feel stretched but never over stretched. Hansa also explains particular exercises and their benefits, which I find very helpful. I'm confident that am being taught by an expert. I have given similar feedback to my GP who originally recommended that I join the Healthy Lungs classes because many other asthma patients could benefit from them. It is not an exaggeration to say the Healthy Lungs classes have been life-changing for me."*

We began delivering weekly classes in May and June. At first, to ensure a safe transition, only those who had already started the programme in person were accepted onto the remote classes. This also allowed them to maintain their physical improvements.

An additional member of staff was present in the Zoom sessions to provide tech support and for additional safety of the members. When staff members delivering the sessions and members were more familiar and confident using Zoom, this was no longer necessary.

Once the clinical exercise team were confident in the safe and effective delivery of remote classes, we were able to accept new referrals. Due to the effect of the pandemic on our usual referral routes, the clinical team have had to promote the programme creatively by targeting emails to Open Age members, offering trial classes and delivering educational sessions in partnership with other Open Age activities. We also made hundreds of phone calls and sent as many emails to invite more members to join the remote programme. About three hundred members responded. Some preferred not to join remote classes so we sent them a Home Exercise Programme. This way they could continue with some activity during the lockdown.

"I just wanted to thank you again for the great improvement to my general health, thanks to Osteo Blast. The other day, I took a bath and whereas I in the past I used to have to roll over onto my hands and knees in order to get out, I can now do so in the normal way due to my improved upper body strength. I'm also much steadier on my feet and feel that I won't fall on the street." J, age 79.



Steady and Stable

R is 63 years old and had recently been diagnosed with Parkinson's disease. She had noticed a rapid decline in her physical ability and confidence and self-referred onto the Steady & Stable programme in November 2020. Initially R would perform a lot of the exercises in a modified seated position due to her reduced confidence and finding coordination type exercises challenging. After attending 8-10 weekly sessions she started to perform the majority of the exercises standing, and reduced her reliance on holding on for support. Her coordination and movement improved immensely in response to regular targeted exercises. As a result, she reported that her confidence had improved after noticing her physical ability had also improved.

Attendance during the pandemic was more consistent than before. This indicates the value of these classes during such a challenging time. In addition, some of our frailer members find it easier to attend remote classes than to travel to a venue.

General Physical Activities

"Armand looked as though he had been teaching in this way all of his life, such a lovely welcome for everyone as they came online, superb technique at breaking down the steps, 100% energy and positivity (so necessary, especially at the moment) and fun. I enjoyed it immensely, became engrossed, forgot the woes of the world, and came out energised … the first time in months. Cannot thank you all enough." S, a 67-year-old woman.



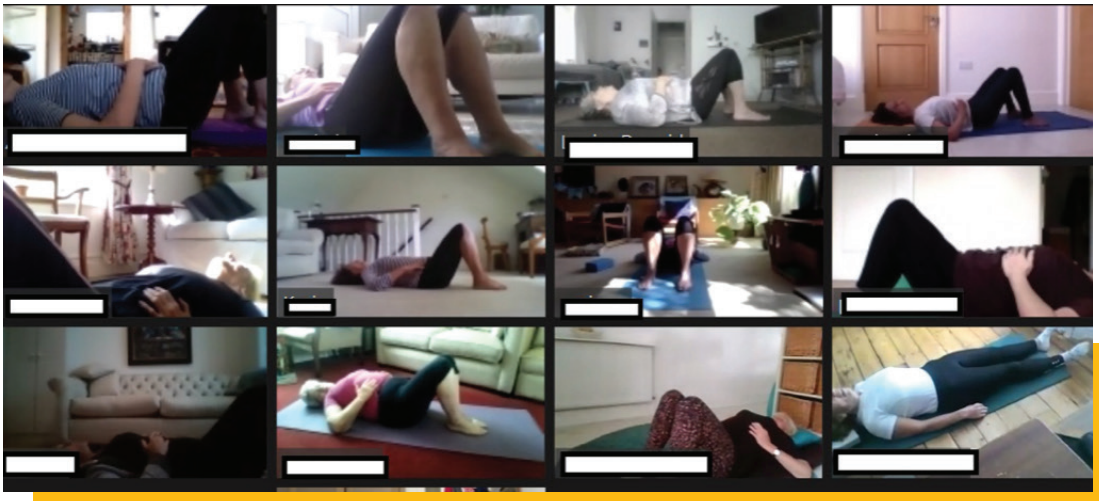
Sizzling Salsa

Our journey to creating an initial programme of more than thirty weekly physical activities began with testing a Latin Dance and a Pilates class back in April.

"I've just sent a text message to my daughter in-law to let her know I've just done a live Pilates session on Zoom. My sons are forever telling me I don't know what I'm doing on the computer. But I did it! The instructions in the email were so easy to follow. Thank you for making it possible." M, a 78-year-old woman.

Demand was high and by the end of May we offered a wider variety of classes on Zoom, including Boxing, Chi Gong and Step Up from Steady. Lockdown measures continued into the winter and members needed to remain active and fill the day with purposeful activities, so we increased the programme.

"I also wanted to let you know I'm enjoying the Zoom classes I do. With something to look forward to it breaks up the monotony and boredom and also gets us moving. It's so easy to sit on the sofa all day if there are no activities. So, pass on thanks as I know it's taken a lot of time and effort to set this all up. It is appreciated." J, age 78 from Westminster.



Pilates

Not all members had access to Zoom so we tested an exercise group over the phone.

Members soon asked for exercise videos which they could do in their own time. We developed our YouTube channel. This now includes thirty-seven videos and has received over 3500 views. Viewers included members with no Zoom access.

"Thank you so very much for the online videos. I really value these, especially as my laptop has failed to work but I can access these through Miracast on my TV. They are excellent. You are all doing an excellent job and I really value everything you do." PS, age 76.

In the lead up to **Silver Sunday** we partnered with **Step Change Studios**, a pioneering dance company committed to making dance accessible for everyone, to create a dance montage. Participants had access to the routine beforehand and could learn it in a workshop. More than fifty submitted their rendition of the routine which was then edited to form an uplifting montage. Check it out at https://www.youtube.com/watch?v=1HwYg_SnpH8

Once restrictions allowed, we began offering activities in local outdoor spaces. Members who had not engaged in our remote offer were able to increase their activity levels again with walks and classes including Exercise to Music and Awareness Through Movement. Feedback was extremely positive and we look to expand the outdoor provision for the following year.

Challenges:

It was difficult to reach members who did not often use email or were not taking advantage of the remote programme, despite attending regularly before Covid-19. Staff sent texts and made phone calls to inform members of available activities that did not require internet access, including the phone groups and outdoor classes. This was successful, both for advertising these classes and for understanding the reasons why members were not engaging, but it was extremely time-consuming.

Achievements:

Open Age received the **ActiveWestminster** mark for another two years. This recognises that we provide high quality physical activity and meet a range of quality standards including health and safety, coaching qualifications and insurance. We also won the **One You Westminster Award** in December 2020 which recognises projects which have made a difference to adults' health and wellbeing through physical activity.



Exercise in local outdoor spaces

Adult Community Learning

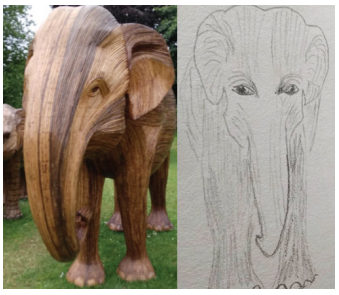
Jill's story illustrates what ACL offers our members.

Jill and her husband Neil have enjoyed Open Age for several years but when she began working from home during lockdown she had the opportunity to do more. *"I asked my boss if I could join the Spanish ACL class during working hours, as we had to furlough our Spanish expert in the team and this was a wonderful opportunity to brush up my language."*

In the Autumn ACL became a real lifeline. *"I was suddenly made redundant. It was a huge shock. The increasing number of classes offered by Open Age on Zoom played a major part in my adjustment to the loss of my career. Classes and talks gave me a focus in the week and made me keep up with a disciplined timetable during the difficult days of continued lockdown."*

There's more: *"I decided it would help my future prospects if I knew how to build a website so when the chance came to join an ACL class with Lena, I leapt at it. Another participant who had been in Creative Threads class with me suggested I use all my crafting attempts as the subject matter for my site, so that was the inspiration I needed."* You can visit Jill's new website here: https://jillpoppygirl.wordpress.com

ACL gave Jill more opportunities to expand her skill base. *"I have been training as a volunteer tour guide for virtual tours of the David Parr house in Cambridge, again to widen my experience and potentially to help me look for a new job in a new area. Angela was kind enough to get me onto the How to Host Zoom course and this really helped me when I had to conduct my first virtual tour in June."*



It wasn't all about work. *"I have never done art, not even at school (my parents made me do physics instead, which I failed!). So, when the chance to try sketching came along with the ACL 'Sketching in Sculpture Parks' class during the January lockdown, I thought it would be good for me to have a go, now I had so much time on my hands and nowhere to go and no job to do.*

"They also gave my husband and I chance to attend a fun class together for the first time and we started with Danielle's wonderful Disco Fever - we are now in our third term and have made good friends with the others, and have recently met Danielle in real life, for a visit to the cinema and coffee and chat together afterwards, such a joy... So I am incredibly grateful to Open Age, it has helped me through a difficult and testing period of my life and kept me (and Neil!) positive and hopeful."

"We recognise the additional impact of Open Age's adult learning through the pandemic – being a point of contact for potentially isolated residents who were shielding during the lockdowns, and the benefit of delivering significant amounts of digital skills development programmes to support residents' ability to join online services and courses. We have been impressed with our partners' ability to deliver online during the pandemic and Open Age has risen to that challenge well. Open Age's work during this time has proved critically important during the Covid-19 crisis enabling people to stay safe and interact with services they need, to shop and to interact with others." Harriet Duncan Adult Learning Manager, Economic Development Team, RBKC



Build your own website – summer term

After testing in April, our Zoom classes were up and running in May. Our IT offer is designed to help bridge the digital divide, and ensure that members are able to take full advantage of technology. During lockdown it was needed more than ever. In June we added even more courses for IT/ digital skills, including: Build your Own Website; Excel for Beginners; Improve Internet Skills; iPad Art; Microsoft & Touch-typing; Social-Media; Making Video Calls to Family/Friends; as well as courses to extend members knowledge and confidence with the Zoom platform such as Further Functions for Participants using Zoom and How to Host a Zoom Meeting.

Challenges:

Adult Community Learning classes provide more structure than our normal drop in offer. Most of our wide variety of non-qualification-based courses run for 10 weeks. Participants are expected to make a commitment to attend all the sessions and complete an Evaluation Form at the end of term.

During lockdown a huge impact has been the higher administrative time that is needed. We are sending many, many more emails to members: to invite them to join the course with the Zoom link; reminders of the start of the course; follow ups if classes are missed; requesting course evaluations; and providing members with lost course links. Prior to lockdown a member would need to complete the required enrolment form before starting on an ACL course. Since lockdown the priority has been to get members to the classes and then we follow up later to get completion of the enrolment form over the phone. It is time consuming but without a completed enrolment form we cannot draw down the funding that makes this work possible.

We have been very much aware that the ACL programme has not been able to deliver its 'core' programme of complete beginners' courses for PCs, iPhones and iPads. Building digital skills and confidence for all our members is a huge challenge and we cannot wait to get started once we return to the Centres.



French Next Step – Summer Term

Achievements

With lockdown we quickly set up the How to use Zoom sessions with a structure to support our members to download the application and learn some basic Zoom room functions so that they could enjoy the activities that we had to offer.

Despite lockdown ACL has maintained its breadth of delivery on the Zoom platform. We also strived to create an atmosphere on line that replicated a virtual class so all could see and hear each other. This is illustrated through feedback from JF, aged 62 – *"I like the fact that as well as the class being good fun and good exercise, the teacher sets aside some time for us to talk as well, which makes it interesting and more like a class taking place in the real world."*

We have engaged with members who were not able to attend at the Centres prior to lockdown – MM, aged 87 *"The weird times we are living in have turned out not to be all bad. I am afflicted with an arthritic hip which makes getting about a serious challenge. Doing lessons on Zoom enabled me to take on this course, Windows 10, and Shared Reading..., which I am enjoying hugely"*.

In December 2020 we introduced course evaluations for members for the Autumn term online and did the same for the Spring term. Members were sent the link to the course evaluation survey in their last week of the course.

From September 2020 to March 2021 all ACL courses were delivered online maintaining the variety of different subject areas for members to engage with.

Member evaluations received for the Autumn term (September to December 2020) showed:

- 97% said the course met their expectations;
- 28% had said their confidence had increased;
- 36% were more motivated;
- 92% were going to do another Open Age activity the next term;
- 81% said their IT skills had improved.

Member evaluations received for the Spring term (January to March 2021) showed

- 98% said the course met their expectations;
- 22% had said their confidence had increased;
- 38% were more motivated;
- 85% were going on to do another Open Age activity;
- 75% said their IT skills had improved.

Partnerships:

We actively continued to maintain the strong working relationship with the Adult Learning and Employment Service (ALES) team at RBKC throughout lockdown.

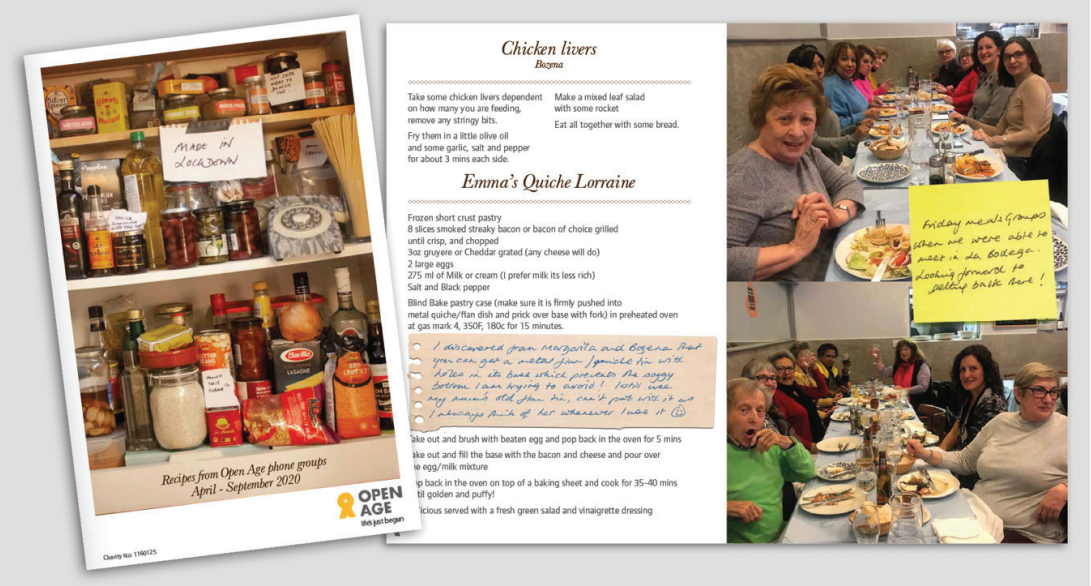
Just before lockdown we had started to use a classroom at Morley College who took over Kensington and Chelsea college and we wanted to build on this in the summer term. We are continuing to grow this relationship through being involved with the Morley College Stakeholders Group.

Outreach and Support

Outreach & Support gives people who need extra help a way into Open Age: Time 4 Me (TFM) provides activities and support for unpaid carers; Phone Groups cater to those less able to get out or go online; Link-Up Service and Link-Up tech support provide one-to-one help and Men's Space reaches out to older men.

Social Phone Group delivery 2020-21

The story behind Open Age's Made in Lockdown Cookbook illustrates our creativity in adapting to life under Covid. Outreach & Support has run phone groups for years and we have also hosted long-established social groups.



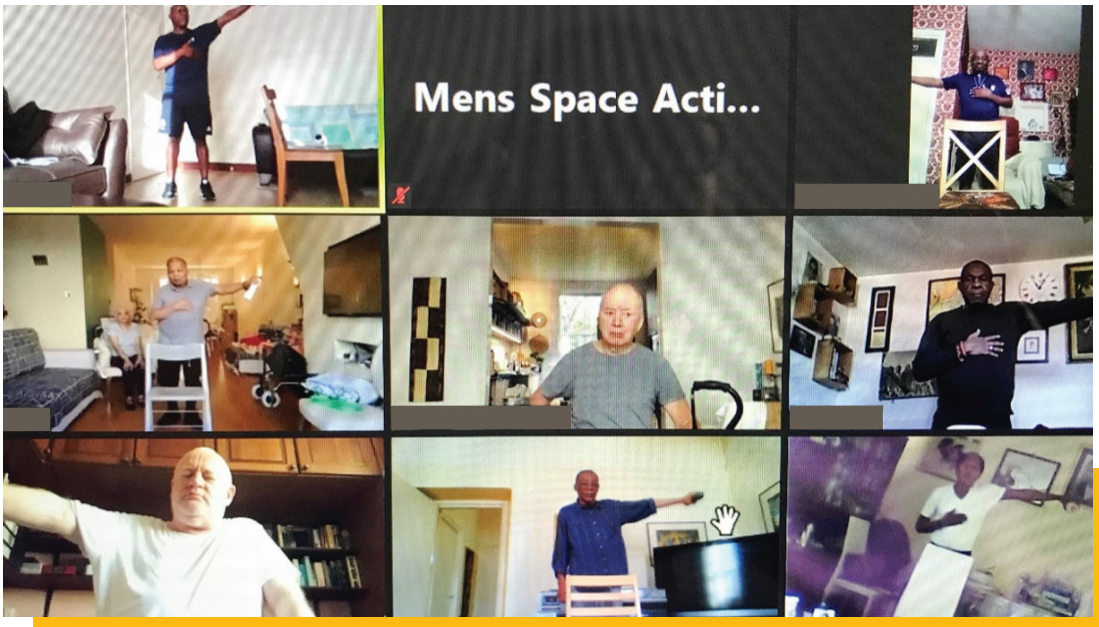
During the weekly call members often talked about what everyone had been cooking, and about how food connected them to each other and to their friends and families. Lockdown restrictions meant that it was tricky to get ingredients, so often there was a lot of creativity. Favourite family recipes were adapted and new ones dreamt up to make use what was lurking in the backs of kitchen cupboards. 'Made in Lockdown' was born: a record of how our community came together to support each other during a remarkable time.

75-year-old Mr. A had been advised to shield due to his health conditions. This increased his anxiety. *"I had been self-isolating and was anxious about having to shield because of my health issues, however, the weekly cooking phone group has given me something to look forward to and the chance to cook again."* Mr. A says he used to buy a lot of prepared meals now he cooks for himself several times a week and feels much better for it.

Men's Space

Older men remain a particularly hard to reach group – often leading to social isolation or a fear of seeking support. We address these difficulties by maintaining relationships with each member, undertaking follow up calls and paying special attention to any barriers they may encounter. Though it has been a difficult time during this pandemic in terms of engagement, we continued to provide a safe space for men to stay connected through regular weekly welfare calls. The Men's Space facilitated a number of member connections - with the consent of each party – so that they could keep in touch with each other and further build friendships with each other.

We were unsure if Zoom would work as a platform for Men's Space. However, Men's Coordinator Russell pre-tested the app with one or two men. We followed this with extensive support for some of the men and were able to build a weekly men's exercise session on Zoom. We added challenges as the sessions progressed to help those who would benefit. We also introduced breathing techniques to help with anxiety and energy levels. This now features as a regular part of the men's exercise on Zoom. Online access means some participants who could not attend in person can now take part.



Men's space activity class

"Open Age provides a wonderful service to our community by engaging older men who might otherwise remain isolated. We are enthralled by the way Russell John is so devoted in leading his group and has made such a success of Men's Space. We are proud to be associated with such an important programme for older residents of our community."

Julia & Dani of The Grove Trust.

Mr. O, a newly referred client to the Men's Space is a wheelchair-user and socially isolated. He has a diagnosis of a progressive spinal condition and is doubly incontinent and has been having difficulties coping with his situation. Through regular welfare calls it came to the attention of the Men's Coordinator that Mr. O is from the same country as another member of Men's Space who had participated in numerous activities at Open Age pre-lockdown. Following GDPR guidelines and consent by both parties, we eventually managed to facilitate an initial telephone connection and they are now having regular telephone catch-ups. *"because of my health condition, the only people I talk to are nurses, my GP and home helps, and you at Open Age, Russell. It has lifted my spirits so much now since I have connected to my new friend, we have so much in common and when he rings we spend a lot of time reminiscing about things we have in common. My mood is much lighter now and I look forward to hearing the phone ring and talking with others."*

Time for Me

Time for Me (TfM) gives older carers in RBKC and Westminster a chance to have time for themselves away from their caring role. During the pandemic Time for Me has provided online classes and telephone support.

R, age 79, a long-term carer, regularly attended prior to her husband's health deteriorating. It became increasingly difficult for her to leave him for long enough to take part in activities. She only did occasional trips, and we saw less and less of her. We persuaded her to try TfM online activities. She started just doing the monthly Relaxation class. Although she sometimes had to leave half-way through to do things for her husband, she attended regularly. We encouraged her to try more classes, and she now also attends Yin yoga and Chi Kung. She, like many other carers who regularly attend online, expressed concerned when she thought these sessions may come to an end. We reassured them online sessions would continue, as we know they are the only way that some carers can participate. *"Excellent my stiff shoulder's much better after days of your exercises."*

Partnerships fostered by the outreach team during 2020-2021

We developed a relationship in partnership with Grenfell Health and Wellbeing Service over this last year to respond to an identified need from one of our long-standing phone groups. None of the participants had internet access and they were struggling with social isolation and the impact of Covid-19 on their mental health. We invited Grenfell Health and Wellbeing service to talk through some of the issues and to look at strategies to help. This session was well received and we recognised a need for ongoing support.

Since August 2020 Grenfell Health and Wellbeing arranged for those members to meet face to face at their site for psychological support and coping strategies. Seeing each other face to face which has been invaluable for them. The phone group with Open Age has also continued on a weekly basis.

This relationship continues with regular communications between the Link-Up Coordinator and the Psychologist and on organising transport for members to attend. Grenfell Health and Wellbeing Service recognised a gap in meeting the mental health needs of older adults and they have now adapted to provide more flexibility and reach out more to older adults.

Challenges:

- During the initial phase of the first lockdown the scale of the support needed was significant, particularly as the pandemic progressed. This was the experience across the organisation as everybody was involved in delivering welfare support calls. We were hearing of the high anxiety levels among many members we contacted and staff were reporting offering regular calls to bereaved members and their families.
- Technology: lack of a device to connect to Zoom activities, access to Wifi and digital skills were key issues. Whilst Open Age offered a plentiful supply of 'How to Zoom' classes, the group approach did not work for some.
- Some members did not want to attend anything Zoom related even if they were given a device. For many of these the phone groups have proved to be a life line.

Achievements:

- Our flexibility and speed in adapting our long-standing phone groups and our ability to help pave the way for a more extensive Open Age phone group offering. A very valuable offering for those who were unable to connect on Zoom. For some presenters (e.g Red Cross, National Gallery) it was their first phone group experience.

- Our ability to continue provide a safe space for men to stay connected by maintaining relationships with each member, undertaking follow up calls and by paying special attention to any barriers they may encounter. We also facilitated a number of member connections so that they could keep in touch with each other and build friendships.
- The head of Outreach & Support leads our Safeguarding team which supports and advises all staff on Safeguarding matters. During this year we have been part of 'Developing Best Practice' groups organised by the Adult Safeguarding Boards across the three principal boroughs in which we operate. This has allowed us to feed into plans of how Safeguarding can be made more accessible to local residents, both in their understanding of what safeguarding is, emerging trends, and how as a community we might begin to address these and plans for the future.
- We developed 'Link-Up Tech Support' to provide one-to-one advice to technically challenged members. This approach has gone from strength to strength and in addition to face-to-face support, when guidelines permit, we host an online 'Trouble Shooting Tech' session every week. This enables members to learn about fixing other issues that may arise even if it isn't the issue they had. We helped more than 250 members with a wide range of tech related issues enabling them to progress and join activities.



Lena Dekair, Link-Up Coordinator and Link-UP Tech Coordinator helps navigate the functions of Zoom

Employment – Work Routes 50+

When G started on Work Routes she wanted a job in Project Management. We referred her to a Women Returners Programme to explore the gap in her international experience in this field. We then suggested she explore setting up her own business. After a course at a local college which provided a mentor, G set up her own Digital Marketing Business during lockdown. It is now a thriving business and she has never looked back!

Open Age's employment programme helps unemployed over 50s people back into work. The programme is run in partnership with Reed and funded by the Department of Work and Pensions. We recognise the diverse needs of the 50–65 cohort in the context of job sector changes and increased State Pension age.

Y has a background in engineering but had not worked in her field for 15 years due to issues with her immigration status. She worked as a cleaner to keep her afloat but sought a stable career to be independent of the benefits system. Y wanted to become a train driver but those jobs are hard to come by and she was happy to work for TFL or similar companies at entry level on a full- time basis. Y successfully applied for a "get into transport apprenticeship" and soon began work as a TFL Guard.

"Thank you for your great support and dedication in supporting those of us that had almost given up on getting good jobs. I am enjoying my training for now as a Guard onwards to being a train driver. Open Age was really helpful and I am glad to know I can get continuous support when needed." Y

During lockdown we faced reduced referrals, the risk of members catching Covid-19 and dramatically reduced job opportunities. Fortunately, we were in a strong position to withstand these because we had out-performed our targets for the first quarter of 2020.

We adjusted well to this new way of working, piloting a Networking Group for Professionals on Zoom and began interview skills training via Zoom and phone. We have continued to engage with our members on a one-to-one basis. We combined Preparation for Employment Activities with Health and Wellbeing Sessions and encouraged our members to take up free online courses via Reed and other providers.

Achievements:

We started sixty-six new members on the programme and continued to work with members engaged prior to April 2020. Although job outcomes were down on previous years, we still manged to help twenty members into work during this period despite the pandemic.

M worked for some of the top banks in the City of London for 25 years in Fixed Income Derivatives Sales but was struggling to return. He asked for our assistance to work in that sector or transfer his skills to another sector. We reviewed his CV and job goals and held a one-to-one motivational intervention. M quickly found a niche job as a RegTech Engineer with a local company.

"I would like to thank Natalie and you one more time for all the precious support you provided. It may not have resulted into direct job opportunities but the opportunity to go through the process in a friendly environment has been highly useful and appreciated. It is a great job to help other people find their job; it is very often the right job at the time." M

In response to changes in how employment support for 50–65 year olds is commissioned, and taking into consideration the impact of the pandemic on employment support more generally, Open Age is currently reviewing the services it offers in this area. We will report further next year.

Monitoring and Evaluation

Monitoring and evaluating is core part of what we do, and we have well established ways of doing this. However as with almost every other aspect of our work this year, the pandemic has meant we had to approach things differently.

It was necessary to completely reconfigure our services in April to move online. While we got positive feedback from some members, we had to check that this new way of delivering was working. We also wanted to hear how lockdown was affecting our members and if our remote programme was helping them cope. We conducted a brief survey in June and received 318 responses.

- 63% of members felt that lockdown has had a negative impact on physical health
- 65% of members believe Open Age's virtual activities have helped improve mental wellbeing
- 88% of members who have taken part in physical activities say that the classes have helped maintain or improve physical wellbeing
- 50% of members would continue to attend remote classes after restrictions are lifted

In 2019 we used an online survey, for the first time, for our Annual Evaluation. We did however still allow members to use a paper-based version if they preferred. This year that simply was not an option. However, we really wanted to make sure that everyone had the opportunity to take part. So, as well as sending the link to the survey to all members for whom we had an email address, we also made time in each and every Zoom session to promote the survey and ask members to complete it there and then. We also asked members taking part in phone groups to "fill out" the form by phone.

We reached fewer of our members than usual which has been the case throughout lockdown. We did however manage to get 679 responses, with over 570 having taken part in at least one remote activity this year. And this is what they told us:

As a result of joining Open Age

- 78% of members reported improved wellbeing
- 65% of members have increased energy
- 46% of members have more friends
- 77% of members are more motivated
- 61% of members level for physical activity improved
- 60% have increased confidence

In addition:

- 34% of members reported fewer visits to their GP
- 32% of members reported fewer visits to hospital or Community Services

The infographic on the next page gives even more information about what we achieved this year.

OPEN AGE 2020–2021 in numbers

8,000 CALLS



to members at the start of lockdown in 2020.

1,611
members took part in at least one session

4298

We ran 4298 activities in the year 2020-21.

40,348 individual attendances across the year.

364

We trained 364 of our members how to use zoom – by phone!

As a result of joining **OPEN AGE**:

78% of members reported improved wellbeing.

65% have increased energy.

46% have more friends.

77% are more motivated.

61% increased their level of physical activity.

60% have increased confidence.

34% reported fewer visits to their GP.

32% reported fewer visits to hospital or community services.

"I've just sent a text message to my daughter in-law to let her know I've just done a live Pilates session on Zoom. My sons are forever telling me I don't know what I'm doing on the computer. But I did it!"

Goals for 2021-2022

- To maintain a blended remote and in-person delivery model that is flexible enough to adapt to any future restrictions while still delivering an excellent service for our members.
- To increase our focus on Digital Exclusion among our members, concentrating on how to make remote participation more accessible, in case of future restrictions.
- To develop and build a new Customer Relationship Management (CRM) system.
- To further develop our financial modelling and reporting, and test new automated payment and accounting processes and systems.
- To continue to implement our fundraising strategy, developing our Trust and Grant programme, and investing in new areas of giving.
- To advance our work in evidencing the impact Open Age has for our members. This will support our fundraising efforts and our wider influencing work with commissioners.

Open Age responded to the pandemic by going remote. This was revolutionary but the "digital by default" reality created barriers for some of our members. However there have been unexpected benefits of developing an on-line offer and we now know that some members prefer engaging with us remotely. We believe there may be an opportunity for us to grow this area of our delivery.

This year we will retain some aspect of remote delivery for those members who find this easier. This will facilitate our response should new restrictions be imposed. Our new CRM system will reduce the administrative burden associated with our remote offer. This will also improve our reporting capabilities and put us in a better position to expand this aspect of delivery if needed.

We will continue to streamline our financial process. Also, as part of our drive to diversify our income stream, we will begin to develop costing models and methodologies to be able to grow our offering and expand our geographical reach with a mix of delivery options.

We continue to make progress in implementing our fundraising strategy and our focus on growth. Last year we recruited an entry level Trust and Grant Fundraiser. We will continue to support their development with external mentoring. In addition, we will hire an experienced Major Donor fundraiser to develop a new area of giving for the organisations.

Finally, we continue our work to better evidence our impact and this year we hope to secure a research and evaluation partner to assist us with this work.

Financial Review

Open Age's income for the year totalled £1,616,157 (2020: £1,829,036) of which £1,436,285 (2020: £1,466,654) was received as grants and income from contracts. The main sources of income for the year were: The Royal Borough of Kensington & Chelsea, whose various departments provided £564,697 (2020: £630,262); Westminster City Council £259,957 (2020: £289,268); multi-borough grants £240,000 (2020: £308,000); and other income from various funders, earned income and donations made up the remaining £551,503, as detailed more fully in these accounts. A number of other funders directed their assistance to specific projects. These have been separately identified in the accounts. See the Statement of Financial Activities on page 49 and the accompanying notes, including restricted funds, on pages 52–71.

Where specific funding received was insufficient to meet the expenditures of the specifically funded activities, additional funds have been transferred from the unrestricted funds of Open Age to eliminate the resulting deficits in the specifically funded activities at the end of the financial year.

The main expenditure of Open Age is on staff salaries and on supporting office accommodation and facilities. Costs have been allocated to activities on the basis of estimates prepared by staff.

Open Age ended the year with a surplus of £95,304 (2020: £141,771). Cash, bank and deposit balances totalled £970,630 (2020: £764,369). Total fund balances available to be carried forward were £1,451,250 (2020: £1,355,946) consisting of £105,578 of designated funds (2020: £69,837) which include £80,000 set aside for the development of a new CRM / booking system; and £801,146 of general funds (2020: £697,534); and £544,526 of restricted funds (2020: £588,575), which represents funds held for the remaining lease of the New Horizons building. The full Statement of Financial Activities is set out on page 49 of these accounts, with accompanying notes on pages 52–71.

Reserves

Given the uncertainty due to the Covid-19 pandemic the trustees have kept the reserves policy under review over the last 12 months. To ensure that cashflow management, working capital and investment needs are met, whilst still allowing us to fulfil our charitable objectives, trustees have agreed that the level of free cash reserves (excluding designated funds) should be kept within a range of £600,000 to £800,000. This is to ensure sufficient funds are held to meet the charity's current and future projected activities and maintain financial sustainability in an ever changing landscape. The board intends to conduct an in-depth review of our reserves policy in 2022.

As at 31 March 2021, the unrestricted free cash reserves stood at £801,146 (2020: £697,534),

Risk Management

The Board is responsible for ensuring Open Age considers its risks, has a risk register in place and that this register is reviewed on a regular basis. The Board has assessed the major risks to which the charity is exposed and these are detailed below with a summary of plans for managing these risks:

- **A significant reduction or loss of funding from Local Authorities and CCG's.** At a time when local authorities and CCG's are being required to make efficiencies there is an ongoing risk that funding directed towards preventative services such as Open Age may be reduced. To mitigate against this the CEO and Senior Leadership Team maintain good relationships with our commissioners including regular review meeting where targets and KPI's are discussed. The CEO sits on various boards and partnerships to ensure prevention stays high on the agenda. Open Age actively engages with other statutory bodies operating in this field to ensure we are well positioned to receive support from other partners should cuts be proposed.
- **Inability to cover infrastructure cost.** To reduce reliance on statutory funds and increase unrestricted income Open Age has developed a new fundraising strategy and, from January 2020 employed two fundraisers to increase income from other sources.
- **Loss of key personnel.** We have policies and procedures in place to recruit and retain suitable staff and volunteers. We have recently restructured, promoting existing staff into new senior leadership roles and creating a clearer route for staff progression and succession planning.
- **Complaints from Members or Tutors.** Open Age has a clear members code of conduct and complaints procedure in place to deal with any complaints. This is overseen by our Head of Member Experience and any complaints are investigated and reported to the Senior Leadership Team.

- **Impact of a pandemic / Covid-19.**
  We have developed robust policies and procedures and a specific risk assessment and strategy to deal with Covid-19 and potentially similar future pandemics in order to protect our members and staff and to continue to offer and deliver services to our members in a safe and secure way. (Refer to the Chairman's report for more detail on the impact of Covid-19).

Investment policy and performance

The constitution provides that monies not immediately required for Open Age's activities are to be invested in or upon such investments, securities or property as may be thought fit. At present the Trustees' policy is to place all such monies on interest bearing deposit.

Fundraising

During the year 2020/21 Open Age employed two part time fundraisers and the services Nova Fundraising Ltd who support fundraising and mentor fundraising staff. The two fundraisers are directly employed by Open Age and the Nova Fundraising Consultants used are members of the Chartered Institute of Fundraising (CIoF) and adhere to the Fundraising Regulator Code of Fundraising Practice. Open Age is registered with the Fundraising Regulator.

Open Age understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not work with fundraising agencies for either telephone, or face-to-face campaigns, and received no fundraising complaints during the year (2020: none). As a charity that works with older people all staff undergo formal and informal training on how to communicate with and deliver service to older people. This includes a requirement for all staff to complete adult safeguarding training.

Throughout the year Open Age has continued to be successful in attracting funding in kind, ranging from the free use of premises in a variety of venues such as lounges in sheltered housing, meeting rooms in libraries and community centres, to skilled practitioners providing free or reduced fee tutoring. In addition to the salaried staff, members and volunteers assist with administration and with organising events. The CEO monitors all fundraising activity. The Board of Trustees receive regular reports on fundraising and review fundraising income and expenditure.

Thank you to all our Funders

CITY OF LONDON

EARLS COURT COMMUNITY FUND

CITY BRIDGE TRUST 25 YEARS | LONDON COMMUNITY RESPONSE FUND

The Edward Gostling Foundation

the grove trust

h&f hammersmith & fulham

Kensington + Chelsea Foundation
A better life together

Masonic Charitable Foundation

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

THE MERCERS' COMPANY
Trustee of The Mercers' Charitable Foundation

2ND HALF FOUNDATION

City of Westminster Charitable Trust

City of Westminster

Legal and Administrative Details

Charity Registered Number:
1160125

Date of Adoption of Constitution:
25th November 2014

Board of Trustees:
Elected Trustees
Maggy Pigott *
Lesley Butler *
John Henwood *
Marcia Blakenham
Hilary Bowker *
Sandra Franklin

Co-opted Members:
Garvin Brown
Jean Daintith
Dean James, Chair *
Eric Kihlstrom
(appointed August 2020)
Stephen Souchon, Treasurer *

* Also members of
the Finance and Staff
Sub-Committee

CEO:
Iain Cassidy

Principal Office:
St Charles Centre
for Health and Wellbeing,
Exmoor Street,
London W10 6DZ

Auditors:
Price Bailey LLP,
24 Old Bond Street,
London W1S 4AP

Bankers:
Barclays Bank PLC,
Willesden Branch,
Westmoreland House,
Scrubbs Lane,
London NW10

Structure, Governance and Management

The Trustees of the charity present their report for the year ended 31 March 2020. The Trustees confirm that the Annual Report is compliant with current statutory requirements, the requirements of the charity's governing document, 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Constitution and Organisational Structure

Open Age was registered by the Charity Commission as a charitable incorporated organisation on the 23rd of January 2015, with a new charity registration number: 1160125.

The Board, comprising the charity's Trustees, consists of the Chair, the Treasurer and up to 15 individual Board members. The Board agrees the policy of the charity and is responsible for its finances and assets, and for employing staff to carry out its work. The Board meets at least four times a year. It appoints a Finance and Staff Sub-Committee, consisting of up to six Trustees to regularly review financial and staff matters. This sub-committee also meets approximately six times a year and reports to the Board.

The Director (CEO) manages the day-to-day affairs of the charity and reports regularly to the Chair and to the Board.

Recruitment and Appointment of Trustees

Up to nine Trustees are nominated and elected from the Open Age membership at the AGM. Subsequently the Board co-opts up to a further eight Trustees for the year. Co-opted members are individual members or representatives of organisations, who have been nominated and selected for the complementary skills they are able to offer. Trustees are invited to attend an induction session on appointment and are informed of ongoing training opportunities, as they arise both within the organisation and externally.

Pay Policy for senior staff

Open Age Trustees, the Senior Leadership Team (made up of 4 senior staff plus the CEO) and other senior managers comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year (2020: £Nil).

Regular reviews of senior staff pay levels take place using a salary benchmarking exercise against comparable organisations. The results of these reviews are approved by the Finance and Staff Sub-Committee; the last such review was November 2018. An annual cost of living increase is also considered by the Finance and Staff Sub-Committee taking into account sector trends, inflationary factors and the charity's financial position.

Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales 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 charity and of the incoming resources and application of resources of the charity 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 Charities SORP 2019 (FRS 102);
- 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 charity will continue in operation.

The trustees are responsible for keeping proper accounting records that 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 Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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.

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

The Trustees of the charity confirm that:

As far as they are aware, there is no relevant audit information of which the charity's auditors are unaware, and they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Public Benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities.

APPROVAL

This report was approved by the Trustees on 20 December 2021
and signed on their behalf by:

Dean James
Chair of the Board of Trustees

Auditor's Report

Independent Auditor's Report to the Trustees of Open Age

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

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.

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- the charity has not kept adequate and proper accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees 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.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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 gained an understanding of the legal and regulatory framework applicable to the Charity and the sector in which it operates and considered the risk of the Charity not complying with the applicable laws and regulations including fraud in particular those that could have a material impact on the financial statements. This included those regulations directly related to the financial statements, including financial reporting, and tax legislation. In relation to the operations of the Charity this included compliance with the Charities Act 2011 and SORP 2019, GDPR, employment law, safeguarding and health & safety.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified.

These included the following:

- Review of legal fees incurred;
- Reviewing minutes of Trustee Board meetings;
- Agreeing the financial statement disclosures to underlying supporting documentation;
- Enquiring of management, including those charged with governance;
- Reviewing the key accounting policies and estimates

To address the risk of management override of controls, we reviewed systems and procedures to identify potential areas of management override risk. In particular, we carried out testing of journal entries and other adjustments for appropriateness, and evaluated the business rationale of significant transactions to identify large or unusual transactions. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Price Bailey LLP
Chartered Accountants
Statutory Auditors
24 Old Bond Street
London W1S 4AP

22 December 2021

Price Bailey LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of Financial Activities

For the year ended 31 March 2021

	Note	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £	*Total Funds 2020 £*
INCOME					
Income from donations and legacies:					
Core grants	4	**211,342**	**59,922**	**271,264**	*249,115*
Donations, Legacies & similar income	4	**13,572**	**95,708**	**109,280**	*178,462*
Investment interest		**-**	**838**	**838**	*3,661*
Income from Charitable Activities	5				
Learning, Health & Wellbeing		**1,019,734**	**2,087**	**1,021,821**	*1,217,790*
IT & Digital Inclusion		**108,244**	**-**	**108,244**	*75,083*
Employment Support		**-**	**104,710**	**104,710**	*104,925*
TOTAL INCOME		**1,352,892**	**263,265**	**1,616,157**	*1,829,036*
EXPENDITURE					
Cost of raising funds	9	**27,643**	**5,379**	**33,022**	*10,400*
Expenditure on charitable activities:	7				
Learning, Health & Wellbeing		**1,262,314**	**12,271**	**1,274,585**	*1,511,226*
IT & Digital Inclusion		**106,984**	**1,260**	**108,244**	*60,595*
Employment Support		**-**	**105,002**	**105,002**	*105,044*
TOTAL EXPENDITURE		**1,396,941**	**123,912**	**1,520,853**	*1,687,265*
NET (EXPENDITURE) / INCOME	10	**(44,049)**	**139,353**	**95,304**	*141,771*
NET MOVEMENT IN FUNDS FOR THE YEAR		**(44,049)**	**139,353**	**95,304**	*141,771*
TOTAL FUNDS AT 1 APRIL 2020		*588,575*	*767,371*	*1,355,946*	*1,214,175*
TOTAL FUNDS AT 31 MARCH 2021	16	**544,526**	**906,724**	**1,451,250**	*1,355,946*

The Statement of Financial Activities includes all gains and losses recognised in the year.
All income and expenditure has arisen from continuing activities.

The notes on pages 52 to 71 form part of these financial statements.

Balance Sheet

	Note	£	2021 £	£	2020 £
FIXED ASSETS					
Tangible fixed assets	13		**539,526**		*588,57*
CURRENT ASSETS					
Debtors	14	**43,516**		*156,063*	
Cash at bank		**970,630**		*764,369*	
		1,014,146		*920,432*	
CREDITORS: amounts falling due within one year	15	**(102,422)**		*(153,061)*	
NET CURRENT ASSETS			**911,724**		*767,371*
NET ASSETS	17		**1,451,250**		*1,355,946*
CHARITY FUNDS					
Restricted Funds	16		**544,526**		*588,575*
Unrestricted Funds:					
Designated	16		**105,578**		*69,837*
General	16		**801,146**		*697,534*
TOTAL FUNDS			**1,451,250**		*1,355,946*

The financial statements were approved by the Trustees on 20 December 2021 and signed of their behalf by:

Dean James
Chair

Stephen Souchon
Treasurer

The notes on pages 52 to 71 form part of these financial statements.

Statement of Cash Flows

	2021 £	*2020* *£*
Cash flows from operating activities:		
Net movement of funds in the year	**95,304**	*141,771*
Interest received	**(838)**	*(3,661)*
Depreciation	**49,049**	*49,049*
Decrease / (increase) in debtors	**112,547**	*(36,985)*
(Decrease) in creditors	**(50,639)**	*(136,109)*
Net cash provided by operating activities	**205,423**	*14,065*
Cash flows from investing activities:		
Interest income	**838**	*3,661*
Net cash provided by investing activities	**838**	*3,661*
Increase in cash and cash equivalents in the year	**206,261**	*17,726*
Cash and cash equivalents at the beginning of the year	**764,369**	*746,643*
Cash and cash equivalents at the end of the year	**970,630**	*764,369*

Analysis of changes in net debt:		
Cash and cash equivalents as at 1 April 2020	**764,369**	*746,643*
Cash flows	**206,261**	*17,726*
Cash and cash equivalents as 31 March 2021	**970,630**	*764,369*

The notes on pages 52 to 71 form part of these financial statements.

Notes forming part of the financial statements

Accounting Policies

1.1 Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Open Age meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements are presented in Sterling and rounded to the nearest £.

The financial statements have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 14 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

1.2 Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast have been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecasts indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

A significant part of Open Age's income comes from grants and contracts from our local authority partners. As in previous years, grants and contracts for the next financial year have not yet been signed, meaning there is some risk to this income. Management and trustees rate this risk as low given that discussions are ongoing with our commissioners and for many years these income streams have been renewed year on year. Furthermore, a significant proportion of these have now passed the first stage of the finance approval process at local authority level. Expenditure of these grants and contracts are not committed until they have been approved. If any of this income was cut the charity would take immediate action to mitigate any such risk by reducing expenditure in order to maintain its going concern status. Management and trustees regularly review such risks on an ongoing basis.

As part of their review the Board of trustees have additionally considered the implications of the current Coronavirus Pandemic on the going concern assumption. The economic impact on the charity due to the Coronavirus Pandemic is subject to unprecedented levels of uncertainty with the full range of possible effects unknown. Sensitivity analyses have been applied to the

forecasts to assess a range of possible impacts from the Coronavirus Pandemic. In the analyses, a variety of assumptions were modelled with varying degrees of impact and duration. Whilst there is evidence of negative effects on income and cash flows, the resulting sensitised forecasts continue to support the going concern assumption and the Board of trustees are confident they can take sufficient mitigating action to ensure that available funds will be sufficient for the charity's needs.

1.3 Fund Accounting

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

Designated funds are funds which have set aside for specific purposes by the charity.

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

1.4 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, any performance conditions attached to the item(s) of the income have been met, their receipt is considered probable and the amount can be quantified with reasonable accuracy and is not deferred.

Income from government and other grants, whether 'capital' grants or 'revenue' grants are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Investment income is recognised on a receivable basis.

Donations and gifts are accounted for on a received basis. No amounts are included in the financial statements for services donated by volunteers.

Legacies are included in the statement of financial activities when payment is either received or notified as receivable and there is sufficient evidence that receipt is probable. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and payment is notified as receivable. Where legacies have been notified to the charity and criteria for income recognition have not been met, then the legacy is recognised and deferred until the criteria has been met.

1.5 Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where staff are wholly engaged on direct charitable or other work their salaries and associated costs are allocated directly to the appropriate activity. Salaries and associated costs incurred in respect of support work are allocated to the different funds and activities on a basis of estimates prepared by the staff.

Fund raising costs are those incurred in seeking donations, legacies, non-performance related grants and other voluntary contributions.

Costs associated with delivering or supporting the provision of services including the costs of negotiating the terms of a contract or performance related grants relating to the provision of service and costs associated with disseminating information in support of charitable activities are regarded as part of expenditure on charitable activities.

Charitable activities include expenditure associated with the provision of Learning, Physical, Health and Wellbeing related activities, IT and Digital training, Support for Carers, Employment Support including information and Guidance and Job Brokerage and include both the direct costs and support costs relating to these activities.
Support costs are those associated with functions and activities that assist the work of the charity.

Support costs include Finance, Payroll, IT, Personnel, Administration, Communication, Office running costs, membership services and Governance costs. These are allocated between costs of raising funds and expenditure on charitable activities.

Governance costs are those incurred in connection with enabling the charity to comply with external regulation, constitution and statutory requirements and in providing support to the trustees in discharge of their statutory duties.

1.6 VAT

The charity is not registered for VAT. In common with many other similar charities, Open Age expenses are inflated by VAT, which cannot be recovered.

1.7 Tangible Fixed Assets and Depreciation

All assets costing more than £3,000 with estimated useful life of at least 3 years are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases: No depreciation is provided on assets which have not yet been brought into use.

New Horizons Building	-	Over 25 years
Fixtures & Fittings	-	Over 5 years
Office Equipment	-	Over 5 years
Computer Equipment	-	Over 3 years

1.8 Operating Leases

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

1.9 Pensions

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust.

The charity had been advised that the Growth Plan Series 3, to which it has previously contributed, is a defined benefit scheme under the revised definitions contained in the Pensions Act 2011. Contributions are no longer made to the Growth Plan Series 3; however, this scheme

is in deficit.

Employees are now members of the Growth Plan Series 4. This scheme is a defined contribution pension scheme. Since February 2016, new and existing employees who are not in the Scheme were automatically enrolled into the scheme membership unless they have exercised their right to opt out.

Refer to note 12 for further information on the actuarial valuation of the Scheme, and the estimated costs to the Charity of withdrawing from the Scheme. The pension charge represents the amounts payable by the charity to the fund in respect of this year.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

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

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Financial instruments

The charity only has financial assets and financial liabilities that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost. All other assets and liabilities are recorded at cost

2. Legal status of the charity

The charity is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. The charity is registered in England and its registered address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

3. Judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors including expectations of future events that

are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

No significant judgements, accounting policies or assumptions have been made by management in applying the charity's accounting policies (2020: none).

4. CORE GRANTS, LEGACIES, DONATIONS AND SIMILAR INCOME:

	Restricted Fund 2021 £	Unrestricted Fund 2021 £	Total Fund 2021 £	Restricted Fund 2020 £	Unrestricted Fund 2020 £	Total Fund 2020 £
Core revenue grants from:						
RBKC	**10,200**	**-**	**10,200**	10,000	-	10,000
West London CCG	**102,000**	**-**	**102,000**	170,000	-	170,000
National Lottery Community Fund	**9,125**	**-**	**9,125**	-	-	-
Westminster Council (Covid Grants)	**-**	**42,222**	**42,222**	-	-	-
Trusts and Foundations	**90,017**	**17,700**	**107,717**	25,000	44,115	69,115
Sub Total	**211,342**	**59,922**	**271,264**	205,000	44,115	249,115
Donations from individuals, Trusts, Foundations & Corporate bodies	**7,600**	**85,705**	**93,305**	20,160	87,416	107,576
Legacies	**5,972**	**10,003**	**15,975**	35,000	35,886	70,886
Sub Total	**13,572**	**95,708**	**109,280**	55,160	123,302	178,462
Total	**224,914**	**155,630**	**380,544**	260,160	167,417	427,577

Restricted Trusts and Foundations income are shown in more detail in note 16 under Restricted Funds.

Other Trusts and Foundations income within unrestricted funds are £17,700 (2020: £44,115).

2021

	£
The Florence Cohen Charitable Trust	10,000
Edward Gostling Foundation	2,500
Charities Trust (donations)	5,200

2020

Expat Foundation Trust	25,000
Centre for Aging	5,000
Charities Trust (donations)	150
Sobel Foundation	5,000
Imperial College Science Seed Fund	1,965
GSK Impact Fund	3,000
London Freemasons Charity	3,000
The Katherine Lawrence Trust	1,000

5. INCOME FROM CHARITABLE ACTIVITIES:

	Restricted Fund 2021 £	Unrestricted Fund 2021 £	Total Fund 2021 £	Restricted Fund 2020 £	Unrestricted Fund 2020 £	Total Fund 2020 £
Learning, Health & Wellbeing:						
RBKC Adult Community Learning	**80,470**	**-**	**80,470**	*106,500*	*-*	*106,500*
RBKC North Prevention contract	**166,448**	**-**	**166,448**	*166,448*	*-*	*166,448*
RBKC South Prevention contract	**206,270**	**-**	**206,270**	*182,845*	*-*	*182,845*
Kensington & Chelsea Social Council	**39,125**	**-**	**39,125**	*39,311*	*-*	*39,311*
WCC Prevention Contract	**156,051**	**-**	**156,051**	*165,244*	*-*	*165,244*
Westminster City Council	**51,215**	**-**	**51,215**	*51,213*	*-*	*51,213*
L B Hammersmith & Fulham	**38,000**	**-**	**38,000**	*38,000*	*-*	*38,000*
Tri-Borough CCG	**138,000**	**-**	**138,000**	*138,000*	*-*	*138,000*
Public Health (RBKC & WCC)	**81,875**	**-**	**81,875**	*89,770*	*-*	*89,770*
CLCH NHS Trust Brent Falls Prevention	**15,036**	**-**	**15,036**	*15,000*	*-*	*15,000*
Trusts, Foundations, & Corporates	**44,968**	**-**	**44,968**	*115,097*	*24,788*	*139,885*
Fees from classes and events	**-**	**-**	**-**	*-*	*84,237*	*84,237*
Other income	**2,276**	**2,087**	**4,363**	*500*	*837*	*1,337*
Sub Total	**1,019,734**	**2,087**	**1,021,821**	*1,107,928*	*109,862*	*1,217,790*
IT & Digital Inclusion:						
RBKC Adult Community Learning	**52,934**	**-**	**52,934**	*70,800*	*-*	*70,800*
Greater London Authority	**55,310**	**-**	**55,310**	*-*	*-*	*-*
Fees from classes and events	**-**	**-**	**-**	*-*	*4,283*	*4,283*
Sub Total	**108,244**	**-**	**108,244**	*70,800*	*4,283*	*75,083*
Employment Support:						
DWP/ESP/REED/Job Centre Plus	**-**	**104,710**	**104,710**	*-*	*104,925*	*104,925*
Sub Total	**-**	**104,710**	**104,710**	*-*	*104,925*	*104,925*
Total	**1,127,978**	**106,797**	**1,234,775**	*1,178,728*	*219,070*	*1,397,798*

6. GOVERNMENT GRANTS:

Income from government grants comprises performance related and general grants made by various government bodies to enable the charity to deliver its charitable objectives.

There were no unfulfilled conditions or special criteria attaching to the grants that have been recognised in income.

Total government grant income amounted to £1,192,734 (2020: £1,280,530).

7. EXPENDITURE ON CHARITABLE ACTIVITIES:

	Restricted Fund 2021 £	Unrestricted Fund 2021 £	Total Fund 2021 £	Restricted Fund 2020 £	Unrestricted Fund 2020 £	Total Fund 2020 £
Learning, Health & Wellbeing:						
Direct costs:						
Staff costs	**721,730**	**3,627**	**725,357**	*755,201*	*4,747*	*759,948*
Tutor fees	**75,564**	**-**	**75,564**	*171,599*	*14,877*	*186,476*
Premises	**51,615**	**-**	**51,615**	*95,613*	*6,088*	*101,701*
Other direct costs	**67,914**	**1,287**	**69,201**	*103,017*	*7,876*	*110,893*
Support costs (note 8)	**301,303**	**7,357**	**308,660**	*323,087*	*727*	*323,814*
Governance costs (note 8)	**44,188**	**-**	**44,188**	*28,394*	*-*	*28,394*
Sub Total	**1,262,314**	**12,271**	**1,274,585**	*1,476,911*	*34,315*	*1,511,226*
IT & Digital Inclusion:						
Direct costs:						
Staff costs	**23,938**	**1,260**	**25,198**	*8,640*	*2,529*	*11,169*
Tutor fees	**12,539**	**-**	**12,539**	*24,468*	*6,521*	*30,989*
Premises	**2,758**	**-**	**2,758**	*4,951*	*-*	*4,951*
Other direct costs	**985**	**-**	**985**	*981*	*597*	*1,578*
Support costs (note 8)	**66,764**	**-**	**66,764**	*9,212*	*2,696*	*11,908*
Sub Total	**106,984**	**1,260**	**108,244**	*48,252*	*12,343*	*60,595*
Employment Support						
Direct Costs:						
Staff costs	**-**	**86,147**	**86,147**	*-*	*80,541*	*80,541*
Tutor Fees	**-**	**-**	**-**	*-*	*274*	*274*
Premises	**-**	**7,678**	**7,678**	*1,229*	*2,633*	*3,862*
Other direct costs	**-**	**11,177**	**11,177**	*-*	*-*	*-*
Support costs (note 8)	**-**	**-**	**-**	*20,367*	*-*	*20,367*
Sub Total	**-**	**105,002**	**105,002**	*21,596*	*83,448*	*105,044*
Total	**1,369,298**	**118,533**	**1,487,831**	*1,546,759*	*130,106*	*1,676,865*

8. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Having identified its governance costs, these along with the remaining support costs, are directly allocated to the various funds attributed to the charitable activities undertaken in the year.

Audit fees include prior year overrun costs agreed post audit and accounted for in 2021.

	2021	*2020*
	£	*£*
Support Costs		
Staff costs	**185,781**	*166,205*
Premises costs	**6,140**	*11,921*
Communication	**54,305**	*9,968*
Equipment	**90,766**	*70,713*
Recruitment, training and travel	**4,521**	*27,994*
Consultancy fees	**33,911**	*69,275*
Other overheads	**-**	*13*
Sub Total	**375,424**	*356,089*
Governance Costs		
Staff support costs	**30,448**	*21,494*
Audit fees	**13,740**	*6,900*
AGM and other business meeting expenses	**-**	*-*
Sub Total	**44,188**	*28,394*
Total	**419,612**	*384,483*

9. COST OF RAISING FUNDS

	Restricted Funds 2021	Unrestricted Funds 2021	Total Funds 2021	*Total Funds 2020*
	£	£	£	*£*
Staff costs	21,996	4,280	26,276	*9,733*
Other fundraising costs	5,647	1,099	6,746	*667*
Total	27,643	5,379	33,022	*10,400*

Cost of raising funds was £33,022 (2020: £10,400). In 2021 this was split between restricted and unrestricted fundraising, whereas in 2020 it was allocated as unrestricted.

10. NET INCOME

This is stated after charging:	2021 £	*2020 £*
Depreciation of tangible fixed assets	49,049	*49,049*
Auditors' remuneration - audit services	13,740	*6,900*
Pension costs	25,704	*26,527*
Operating lease payments	1,774	*4,066*
	90,267	*86,542*

During the year, no Trustees received any remuneration or reimbursed expenses (2020 - £Nil).

11. STAFF AND TUTOR COSTS

Staff costs were as follows:

	2021 £	*2020 £*
Wages and salaries	969,228	*942,192*
Social security costs	84,275	*80,989*
Pension costs	25,704	*26,527*
Sub Total	1,079,207	*1,049,708*
Sessional Tutors	88,103	*217,739*
	1,167,310	1,267,447

1 employee received remuneration between £60,000 and £70,000 (2020: 1 employee between £60,000 and £70,000).

Sessional tutors are self-employed and invoice the charity for their time.

During the year, no trustees received any benefits neither were they reimbursed expenses (2020: £Nil).

The key management personnel of the charity comprise the Trustees, the Director and 4 Heads of Department, who make up the Senior Leadership Team, and 5 other senior service managers (2020: 8), whose employee benefits totalled £472,597 (2020: £433,158).

The average monthly head count of staff employed during the year was as follows:

	2021	*2020*
	No.	*No.*
Director	**1**	*1*
Heads of Department	**4**	4
Service Managers & Co-ordinators	**26**	*28*
Support Services (Finance/Admin/Fundraising)	**6**	*4*
	37	*37*

12. PENSIONS

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust.

The charity had been advised that the Growth Plan Series 3, to which it has previously contributed, is a defined benefit scheme under the revised definitions contained in the Pensions Act 2011. Contributions are no longer made to the Growth Plan Series 3. Actuarial valuation of the Scheme on 30 September 2020 show that the scheme is £140.7 Million in deficit. The Pensions Trust have advised that it is not possible to identify Open Age's share of the underlying assets and liabilities of the scheme. They have advised that provided Open Age continues to be a member of the Pensions Trust, Open Age will not be required to contribute to the deficit. There are no contributions being made by Open Age towards the deficit as it continue to maintain its membership of the Scheme. Estimated cost of withdrawal for Open Age was calculated to be £22,708 as at 30 September 2020.

Employees are now members of the Growth Plan Series 4. This scheme is a defined contribution pension scheme and contributions are charged in the statement of financial activities. The charge for the year for the Charity for pensions is £25,704 (2020: £26,527) including DC Life Assurance for all employees under the Pension Trust Scheme of £1,280 (2020: £975). The amount outstanding in respect of The Pensions Trust at 31 March 2021 was £206 (2020: £5,968).

13. TANGIBLE FIXED ASSETS

	New Horizons Building	Computer Equipment	Furniture, Fittings and Equipment	Total
	£	£	£	£
Cost				
At 1 April 2020	**1,226,212**	**81,295**	**108,616**	**1,416,123**
Additions	**-**	**-**	**-**	**-**
At 31 March 2021	**1,226,212**	**81,295**	**108,616**	**1,416,123**
Depreciation				
At 1 April 2020	**637,637**	**81,295**	**108,616**	**827,548**
Charge for the year	**49,049**	**-**	**-**	**49,049**
At 31 March 2021	**686,686**	**81,295**	**108,616**	**876,597**
Net book value				
At 31 March 2021	**539,526**	**-**	**-**	**539,526**
At 31 March 2020	**588,575**	**-**	**-**	**588,575**

14. DEBTORS

Due within one year	2021	*2020*
	£	£
Grant receivable	**18,749**	*62,808*
Accrued income	**8,239**	*79,471*
Prepayments	**16,031**	*13,784*
Sundry debtors	**497**	*-*
	43,516	*156,063*

15. CREDITORS - Amounts falling due within one year

	2021	*2020*
	£	£
Trade Creditors	**49,107**	*81,893*
Accruals	**5,064**	*31,132*
Deferred Income (note 15a)	**48,045**	*12,017*
Social Security & other taxes & pension contributions	**206**	*28,019*
Other creditors	**-**	*-*
	102,422	*153,061*

15A. DEFERRED INCOME

	2021	*2020*
	£	*£*
Deferred income 1 April	**12,017**	*51,661*
Amount released to income earned from charitable activities	**(5,972)**	*(51,661)*
Amount deferred in year	**42,000**	*12,017*
Deferred income 31 March	**48,045**	*12,017*

Income is deferred when received in the financial period but has not been earned by the end of the year.

16. STATEMENT OF FUNDS

Unrestricted Funds	1Apr 2020 £	Income £	Expenditure £	Transfers in/(out) £	31 Mar 2021 £
2021					
Designated Funds:					
Open Age Hubs Activities (*Churchill Garden, Queens Park Harrow Road and Westbourne Park*)	1,790	-	-	(1,790)	-
New Horizons	68,047	-	-	(42,469)	25,578
CRM System				80,000	80,000
	69,837	-	-	35,741	105,578
General Funds	697,534	263,265	(123,912)	(35,741)	801,146
TOTAL UNRESTRICTED FUNDS	767,371	263,265	(123,912)	-	906,724

Unrestricted Funds	1Apr 2019 £	Income £	Expenditure £	31 Mar 2020 £	31 Mar 2020 £
2020					
Open Age Hubs Activities (*Churchill Garden, Queens Park Harrow Road and Westbourne Park*)	1,790	-	-	-	1,790
New Horizons	68,047	-	-	-	68,047
	69,837	-	-	-	69,837
General Funds	447,892	390,148	(140,506)	-	697,534
TOTAL UNRESTRICTED FUNDS	517,729	390,148	(140,506)	-	767,371

Funds available at 31 March 2021 are sufficient to permit the charity to continue in operation in the short term given the continued support of the funders. Should this support not continue in the longer term, further financial support would need to be sought to replace it. Designated funds at 31 March 2021 represent unrestricted funds set aside towards planned and unplanned premises maintenance and infrastructure support costs for New Horizons; and £80,000 towards the development costs of our new CRM booking system.

RESTRICTED FUNDS – 2021	01-Apr 2020	Income	Expenditure	31 Mar 2021
	£	£	£	
RBKC Adult Community Learning (ACL)	-	133,404	(133,404)	-
RBKC North Prevention contract	-	166,448	(166,448)	-
RBKC South Prevention contract	-	206,270	(206,270)	-
RBKC Public Health (Time For Me Carers Programme)	-	46,052	(46,052)	-
RBKC Corporate Services	-	10,200	(10,200)	-
RBKC - Activate Project	-	2,323	(2,323)	-
Tri- Borough CCG (Steady & Stable)	-	138,000	(138,000)	-
Westminster City Council (Prevention contract)	-	156,051	(156,051)	-
Central London CCG (Carers)	-	22,980	(22,980)	-
West London CCG (Tier 1)	-	102,000	(102,000)	-
Central London Community Health (Fall Prevention)	-	15,036	(15,036)	-
L B of Hammersmith and Fulham (Fast Track Grant)	-	38,000	(38,000)	-
Public Health Westminster	-	33,500	(33,500)	-
Westminster City Council & CCG (Bone Health)	-	20,000	(20,000)	-
West London CCG (Self Care Programme / KCSC)	-	39,125	(39,125)	-
Westminster City Council (Telephone Club)	-	8,235	(8,235)	-
Everyone Active	-	2,276	(2,276)	-
National Community Lottery Fund (improving Safety)		9,125	(9,125)	-
The Kensington and Chelsea Foundation (Men's Space)	-	15,332	(15,332)	-
The Kensington and Chelsea Foundation (Covid Grant)	-	21,759	(21,759)	-
City Bridge Trust (Covid Grant)	-	21,758	(21,758)	-
Hyde Park Place Estate Charity	-	5,000	(5,000)	-
Westminster Amalgamated Charities	-	5,000	(5,000)	-
Pimlico Million (Quaker Social)	-	1,500	(1,500)	-
The Austin Hope Pilkington Trust	-	5,000	(5,000)	-
Westminster Council Community Contribution Scheme	-	10,000	(5,000)	5,000
Legacy (towards rent at The Avenues)	-	5,972	(5,972)	-
Second Half Foundation (SHC activity)	-	20,000	(20,000)	-
Mercers Charitable Foundation	-	24,788	(24,788)	-
Donations (restricted)	-	7,600	(7,600)	-
London Sport (Covid grant)	-	4,848	(4,848)	-
Greater London Authority	-	55,310	(55,310)	-
Sub total	-	1,352,892	(1,347,892)	5,000
New Horizons Building Development Fund	588,575	-	(49,049)	539,526
Total Restricted Funds	588,575	1,352,892	(1,396,941)	544,526
Total Unrestricted Funds	767,371	263,265	(123,912)	906,724
TOTAL FUNDS 2021	1,355,946	1,616,157	(1,520,853)	1,451,250

RESTRICTED FUNDS – 2020	01-Apr 2019	Income	Expenditure	31 Mar 2020
	£	£	£	
	-			
RBKC ACL (Adult Education)		177,300	(177,300)	-
RBKC (North Hub Contract)	-	166,448	(166,448)	-
RBKC (South Hub Contract)	58,822	182,844	(241,666)	-
RBKC Public Health (Time For Me Carers Programme)	-	46,315	(46,315)	-
RBKC (Corporate Services)	-	10,000	(10,000)	-
RBKC - Silver Sunday	-	5,000	(5,000)	-
RBKC - Activate Project	-	3,344	(3,344)	-
Tri- Borough CCG (Steady & Stable)	-	138,000	(138,000)	-
Westminster Council (Older People Hub Contract)	-	204,555	(204,555)	-
Central London CCG (Carers)	-	22,978	(22,978)	-
West London CCG (Tier 1)	-	170,000	(170,000)	-
Brent (Fall Prevention)	-	15,000	(15,000)	-
L B of Hammersmith and Fulham (Linked-In and Active)	-	38,000	(38,000)	-
Public Health Westminster	-	33,500	(33,500)	-
WCC & CCG (Bone Health)	-	20,000	(20,000)	-
West London CCG (Self Care Programme / KCSC)	-	39,311	(39,311)	-
Westminster CC (Telephone Club)	-	8,235	(8,235)	-
Westminster Almshouse Foundation	-	10,000	(10,000)	-
The Kensington and Chelsea Foundation (Men's Space)	-	15,950	(15,950)	-
Goundworks/TFL (Cycling & walking grants London)	-	10,816	(10,816)	-
Westminster Active (Over 50 Circuit)	-	500	(500)	-
Thrive Tribe	-	1,060	(1,060)	-
Queens Park Community Council	-	4,550	(4,550)	-
Queens Park Hub (cost recovery)	-	2,688	(2,688)	-
Regent Street Cinema Ballroom (Carers)	-	3,900	(3,900)	-
Wolfson Foundation	-	25,000	(25,000)	-
The Grove Trust	-	23,500	(23,500)	-
Legacy (towards rent at The Avenues)	-	35,000	(35,000)	-
Second Half Foundation (SHC activity)	-	20,000	(20,000)	-
Westbourne Activities	-	160	(160)	-
Thames Bank	-	1,500	(1,500)	-
London Sport	-	1,110	(1,110)	-
Westway Trust	-	2,324	(2,324)	-
Sub total	**58,822**	**1,438,888**	**(1,497,710)**	**-**
New Horizons Building Development Fund	**637,624**	**-**	**(49,049)**	**588,575**
Total Restricted Funds	**696,446**	**1,438,888**	**(1,546,759)**	**588,575**
Total Unrestricted Funds	**517,729**	**390,148**	**(140,506)**	**767,371**
TOTAL FUNDS 2020	**1,214,175**	**1,829,036**	**(1,687,265)**	**1,355,946**

Grants, which are received for specific projects, are accounted for as restricted funds. The balances on restricted funds as at 31 March 2021 arise from grants received for specific projects on which some expenditure is still to be incurred in the coming financial year.

Each of the projects is described in more detail below.

COMMUNITY ACTIVITIES

Second Half Centre (North Kensington)

Second Half Centre provides a weekly programme of learning, physical, health and creative and performing arts related activities in the north of RBKC. It is funded by a variety of grants including West London CCG, the RBKC contracts, RBKC Adult Community Learning (ACL) and the Second Half Foundation.

New Horizons Centre (Chelsea)

The New Horizons Centre provides a weekly programme of learning, physical, health and creative performing arts and related activities in the south of RBKC. It is funded by a variety of grants including West London CCG, RBKC contracts and RBKC Adult Community Learning (ACL).

Time For Me *(*Kensington and Chelsea, and Westminster)

Projects providing activities and trips out for older carers across Kensington and Chelsea and Westminster, funded through Westminster City Council, Central London CCG and RBKC.

New Futures 50 Plus Employment Programme *(*Westminster, Hammersmith and Fulham and Kensington and Chelsea)

A programme supporting people over 50 into employment or work-related training and placements under contract with Reed and the DWP.

Link Up Project (Kensington and Chelsea)

A project supporting individuals on a one to one basis to take up activities for those older people who for whatever reason face barriers to attending. Funded through Public Health and Bi-Borough (RBKC and Westminster) Adult Social Care.

The Avenues & St. Margaret's (Westminster)

Funding from Westminster City Council and West London CCG , and Westminster Foundation provided infrastructure support for the services.

Steady and Stable (Kensington and Chelsea, Westminster and Hammersmith and Fulham)

Starting in March 2012 this project in partnership with the Falls service provides sessions to support older people who are unsteady on their feet as well as training for staff working in older people's services funded by West London, Central London and Hammersmith and Fulham CCGS.

A weekly programme of men's activities funded through the Kensington & Chelsea Foundation, and The Grove Trust.

Linked-In and Active (Hammersmith and Fulham)

A programme to link older people on a one to one basis into activity as well as provision of activities funded by the London Borough of Hammersmith and Fulham.

Brent Falls Prevention

A project in Brent to deliver strength and balances classes to prevent falls, funded by Central London Community Health.

2021	1 April 2020 £	Income £	Expenditure £	Transfers in/(out) £	31 March 2021 £
General Funds	697,534	263,265	(123,912)	(35,741)	801,146
Designated Funds	69,837	-	-	35,741	105,578
Restricted Funds	588,575	1,352,892	(1,396,941)	-	544,526
Total of Funds	1,355,946	1,616,157	(1,520,853)	-	1,451,250

SUMMARY OF FUNDS

2020	1 April 2019 £	Income £	Expenditure £	Transfers in/(out) £	31 March 2020 £
General Funds	*447,892*	*390,148*	*(140,506)*	-	*697,534*
Designated Funds	*69,837*	-	-	-	*69,837*
Restricted Funds	*696,446*	*1,438,888*	*(1,546,759)*	-	*588,575*
Total of Funds	*1,214,175*	*1,829,036*	*(1,687,265)*	-	*1,355,946*

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2021	Restricted Funds 2021 £	Unrestricted Funds 2021 £	Total Funds 2021 £
Tangible fixed assets	539,526	-	539,526
Current assets	107,422	906,724	1,014,146
Creditors due within one year	(102,422)	-	(102,422)
Total	544,526	906,724	1,451,250

2020	Restricted Funds 2020 £	Unrestricted Funds 2020 £	Total Funds 2020 £
Tangible fixed assets	*588,575*	-	*588,575*
Current assets	*153,061*	*767,371*	*920,432*
Creditors due within one year	*(153,061)*	-	*(153,061)*
Total	*588,575*	*767,371*	*1,355,946*

At 31 March 2021 the charity had annual commitments for premises and photo copiers under operating leases as follows:

	2021 £	2020 £
Land and Buildings:		
Expiry date:		
Within one year	-	2,292
Between 2 and 5 years	-	-
Equipment:		
Expiry date:		
Within one year	**1,774**	1,774
Between 2 and 5 years	**4,434**	6,208
	6,208	*10,274*

The leases for the premises all have termination clauses which allow the trustees to terminate the leases within 3-month notice should the need arise. The photo copiers are under non-cancellable operating lease.

19. RELATED PARTIES

Our CEO, Iain Cassidy sits on the Management Committee of Westway Community Transport, a Registered Society.

Westway Community Transport provides transport services to the charity. The value of transport services provided to the charity during the year totalled £145 (2020: £2,926). Of this amount £Nil (2020: £56) was owed by the charity to Westway Community Transport.

A £3,000 donation was made from the Marcia Blakenham's Charity Trust (2020: £6,000). There are no further party related transactions.



St Charles Centre for Health and Wellbeing, Exmoor Street, London W10 6DZ
Tel: 020 4516 9978 | www.openage.org.uk