

AGE CONCERN SOUTHEND-ON-SEA CIO

England & Wales · Charity number 1160916

Details

Other names ACSOS

Status Registered

Legal form CIO

Registered 2015-03-16

Register [View on the Charity Commission register](#)

Contact

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134 Hamlet Court Road
Westcliff
Westcliff-On-Sea
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Website www.acsos.co.uk

Activities

Objects: THE OBJECT OF THE CIO IS TO PROMOTE THE RELIEF OF OLDER PEOPLE IN ANY MANNER WHICH NOW IS OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE WITHIN THE BOROUGH OF SOUTHEND-ON-SEA AND SURROUNDING AREAS.

Activities: Age Concern Southend-on-Sea provides a face-to-face friendship/befriending service, telephone befriending, transport for older people to medical appointments, clubs, shops etc., a handyman service, wheelchair hire and a hearing aid battery exchange. It also runs a weekly community club and fundraising events and issues a local services directory and newsletter.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, Other Defined Groups

Geography

- Southend-on-sea

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£451,443	£528,098	-	-
2024-03-31	£530,023	£526,297	£-11,078	23
2023-03-31	£326,792	£381,154	-	-
2022-03-31	£382,063	£401,855	-	-
2021-03-31	£446,527	£332,450	-	-

Trustees

Name	Role	Appointed
MIKE NICHOLSON	Chair	2025-11-26
Cliff John Couch		2022-07-27
Janice Mary Walker		2026-05-20
Keith Davies		2019-07-26
Michael Ian Lambert		2025-01-10
Niven Ramalingum		2023-12-13
Vivienne Madge Storey		2024-10-21

AGE CONCERN SOUTHEND-ON-SEA CIO

England & Wales - Charity number 1160916

Accounts

**AGE CONCERN SOUTHEND-ON-SEA CIO
TRUSTEES' REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

Age Concern Southend-On-Sea CIO
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Age Concern Southend-On-Sea CIO
Company No. CE003720
Trustees' Report For The Year Ended 31 March 2025

The trustees present their report and the financial statements for the year ended 31 March 2025.

Chairman's Report

In 2024, Age Concern Southend-on-Sea celebrated its 50th birthday and it proved to be a truly transformative year for the charity.

After salaries, our most significant operating cost is the rent that we pay to lease our community hub, The Haven. To reduce this burden and ensure the long-term financial sustainability of the charity, in April 2024 we applied to the Community Ownership Fund ("COF") established by the Department of Levelling Up, Housing and Communities under the last Government for a grant of £960,000 (being 80% of the agreed purchase price at that time) to help fund the acquisition of the Havens building. I am delighted to say that on 19th December 2024 we were advised that our application had been successful. This grant was conditional on the charity raising the remaining £240,000 needed to fund the acquisition by 19th December 2025. On 3rd February 2025, having completed the extended validation checks required as part of the usual COF onboarding process, we began the process of raising these funds. Due to the fantastic efforts of our fundraising team, I am pleased to say that we achieved this goal within four months and were able to notify COF on 15th July 2025 that the target had been reached. As detailed below, while most of this funding was provided by charitable trusts and foundations, we were delighted by the response that we received from the local community and local businesses.

- Grants Received from charitable trusts/foundations - £143,000
- Donations received from the local community and businesses – c.£51,000
- Gift from the estate of a local Westcliff resident – c.41,000
- Total - £235,000

I am pleased to say that we finalised the documentation required to effect the acquisition (including the charge over the building that will be held by the Secretary of State for Housing, Communities and Local Government until 19th December 2032) and completed the purchase on 25th November 2025.

The rental savings of £7,500 that will be made following acquisition of the Havens building will ensure the long-term future of The Haven and enable the charity to not only continue to provide the facilities and services that it currently provides to the older people of Southend and surrounding areas and to the wider community but to expand them.

While our "Save The Haven Hub" campaign was remarkably successful, we should not lose sight of the fact that we have continued to rely on support from charitable trusts and foundations to help us fund our day-to-day operations. I would, therefore, like to thank the following organisations for their support during 2024/25.

- Cadent
- Essex Community Foundation
- Interchurch Caring Trust
- Lockett Trust
- Rosca Trust
- Sport England

I would also like to thank the Architectural Heritage Fund ("AHF") for its support and for funding consultants to help us with our COF application and with our Save The Haven Hub fundraising campaign. In 2019 and 2020 the AHF provided us with loans totalling £145,000 to help pay for the alterations that were required to transform the old Havens department store into a community hub. I am pleased to say that on 5 August 2025 following a further bequest we were able to repay these loans and the accrued interest due thereon. The support of the AHF over the past seven years has been invaluable.

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**Age Concern Southend-On-Sea CIO
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Chairman's Report - continued

I would also like to thank our landlords, Nigel and Paul Havens, for their continued support. Finally, I would like to thank my fellow trustees, our dedicated staff and c.220 volunteers for their continued hard work and for "going the extra mile" to help improve the lives of older people and the wider community. I remain convinced that we have in place a team that will ensure that Age Concern Southend continues to develop and improve the services that it provides for the next 50 year.

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Age Concern Southend-On-Sea CIO for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statement unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgments and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at anytime the financial position of the charitable company and to enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company 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 corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Small Company Rules

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Objectives and Activities

Aims and Objectives

Object

The object of the charity is to promote the relief of older people in any manner which now, is or hereafter may be deemed by law to be charitable within the City of Southend-on-Sea and surrounding areas.

Our Mission

To help those over 50 living in Southend-on-Sea and surrounding areas to live healthier, happier and more independent lives and develop a community where older people can flourish.

We achieve our mission by:

- Providing services directly to the over 50s
- Listening to what people over 50 say they want rather than what we or society at large think that they may need
- Working in partnership with other like-minded organisations that support the over 50s to ensure that The Haven provides a friendly, welcoming environment where people can both access the services that they need and enjoy themselves.

For 50 years Age Concern Southend-on-Sea (“ACSOS”) has been supporting the older people of Southend-on-Sea. Our aim is to help older people avoid social isolation and feelings of loneliness, to help them become more confident and remain independent in their own homes and to help them become fitter and healthier.

We deliver our charitable objectives through providing face-to-face and telephone befriending services to over 160 people, information and advice, and through our well used community hub in Westcliff on Sea, The Haven.

The Haven hosts a range of community focused affordable facilities including a 65-seater café, counselling, foot care clinic, ear wax removal and hearing tests, reflexology, massage, nail, and facial treatments. With the support of our volunteers and local instructors, we organise an array of social, fitness and well-being activities; give practical support (IT) and advice, as well as providing space for other local community groups supporting health, social networking, and financial needs. The Haven also houses our Dementia Day Care Centre which provides a bespoke service to those living from neurological disorders, and respite for their carers or partners.

While our main objective is to combat social isolation and loneliness and develop a community where older people can flourish, The Haven is open to all and we support the health and wellbeing of individuals, families, and the wider community, with a range of activities attracting c.3,800 people a month. The resulting footfall contributing to the wider regeneration of the local area.

Our worth to the community is reflected in growing demand for our services and the feedback we receive from service users and their families. We are highly regarded for our work in supporting healthy living and helping older people to live independently at home for longer by both Southend City Council and the local NHS. We have no membership requirement and provide services for the entire community. We seek to make optimal use of local partnerships and the space that we have for as long as we can, including the hiring out of space to generate income.

Our Strategic Objectives

The Board of Trustees completed a review of the Mission and Strategic Objectives during the year, and a revised 3-year Strategic Plan was launched in February 2025. Our key business priority in 2025/26 is to purchase The Haven, our service delivery hub at 138-140 Hamlet Court Road, Westcliff-on-Sea, SS0 7LW

Strategic objective 1:

Secure funding for the acquisition of the Havens building by December 2025. Specifically:

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Aims and Objectives - continued

- Contact all past funders to make the case for funding the acquisition
- Secure COF funding towards the purchase of the building
- Collaborate with the AHF and other expert advisors on the purchase and funding plans to secure the building by December 2025
- Consult with local partners, stakeholders and the community to build support
- Maintain the building to ensure that it remains fit for purpose (as needed)

Strategic objective 2:

- Develop The Haven offer to increase accessibility and community impact: Specifically:
- Develop and implement strategies to address identified barriers such as increasing opening hours, sliding pay scales, expanding the current offer
- Develop existing and establish new partnerships with community organisations and local stakeholders to extend our reach and increase our impact on underserved populations
- Enhance our communication and marketing to raise awareness of The Haven's services and benefits among the broader community.

- Actions include:
 - Increase the opening hours of our dementia day care centre such that it is operating at capacity from Monday through Saturday
 - Ensure that The Haven is open from 8 a.m. until 8 p.m. Monday through Saturday and from 10 a.m. until 4 p.m. on a Sunday Increase the number of events held at The Haven, particularly at weekends including boxing classes for all, martial arts classes for children and young adults, and art classes for adults, children and young people
 - Offer affordable activities and classes to families after school and during school holidays
 - Monitor and evaluate the impact of changes on the number of participants and satisfaction with services, making adjustments as needed

- Targets:
 - Increase footfall at The Haven from the current level of c.3,800 visitors a month by 10% p.a.
 - Increase the number of people who volunteer for us to 300
 - Increase the number of older people that we befriend from c.160 to 250
 - Expand and deliver activities that facilitate inter-generational engagement, diversifying the age range of our audiences
 - Increase the diversity of users of The Haven, reach out to BAME, LGBTQ+ and ethnic community groups in the locality
 - Improve our offering to people living with disabilities
 - Help older people and their families claim the benefits to which they are entitled
 - Help older people to become more "tech-savvy"

Strategic objective 3:

Build collaborative partnerships to address local social, health and wellbeing needs, and promote regeneration of the local area by 2028. Including:

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Aims and Objectives - continued

- Further develop our relationship with Southend City Council, Mid- and South-Essex NHS Trust and local charities and businesses. Prior to September 2024 we received no referrals to our dementia day care centre from the council, since September we have received 11. We will seek to grow this number and increase the number of referrals from NHS services (6 received since September 2024).
- Continue to improve our marketing and social media presence to ensure that the people of Southend are fully aware of what ACSOS does and what is available at The Haven, not just from ACSOS but from our partners – the local businesses and charities – that also provide facilities and services at The Haven
- Continue to participate and host Hamlet Court Road Regeneration Task Force meetings facilitated by Southend City Council
- Implement joint initiatives and projects aimed at improving social, health, and wellbeing outcomes and contribute to the regeneration of the local area
- Regularly assess and evaluate the effectiveness of partnership activities, making adjustments as necessary to ensure alignment with strategic objectives
- Monitor the number of key stakeholders and organisations engaged in partnership; continuity of partnerships; satisfaction levels and outcomes of joint working

Strategic objective 4:

Increase organisational sustainability and financial resilience by 2028. Specifically:

- Relocate services from 134 Hamlet Court Road to The Haven and plan the utilisation of vacated space, either through sub-letting or converting into a business hub to generate additional income
- Transition towards delivering more services directly through ACSOS to reduce reliance on third parties and increase income.
- Implement strategies to ensure our operational revenue (excluding grants, commissioned funding, and donations) consistently covers our operating costs.
- Apply Full Cost Recovery principles where eligible to accurately capture and cover all costs associated with service delivery
- Diversify income streams by expanding community fundraising, crowdfunding, donations, and cultivating legacies
- Seek to introduce new services that will meet the needs of older people, such as home care and independent living support and transport, focusing on financial viability
- Seek project funding opportunities from specialised funders such as the National Lottery Heritage Fund to support community engagement and wellbeing activities related to the heritage of the building and its place within the community.

Significant Activities

THE HAVEN COMMUNITY HUB

Activities

At The Haven, ACSOS offers over 25 classes a week. These include tutor-led keep fit, yoga, Pilates, falls prevention and management, line dancing and other active classes as well as the opportunity to play whist and table tennis. As well as keeping people physically active, ACSOS also helps them keep mentally active by offering art and IT classes, a book club and coffee and conversation sessions. The charity also has its own The Sound of Memories Choir.

'One lady told me after losing her husband she got so depressed that she forced herself to come to a class ... She said to me "Thank you, you have saved my life".' Bill Hoy, volunteer dance teacher

Dementia Day Care Centre

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Significant Activities - continued

ACSOS provides a specialist dementia day care service primarily for those living with dementia but also for people with other neurological disorders such as Parkinson's Disease, Progressive Supranuclear Palsy, and stroke victims. We offer high quality and reliable respite care for loved ones and carers. We believe that the centre is unique in that we offer our clients a daily programme based on Cognitive Stimulation Therapy developed to meet their individual needs and interests and improve their health and wellbeing whilst also being fun. This can range from joining in traditional games to using the centre's VR headsets. In 2024, we received a grant to purchase a Digital Rainbow Table, an interactive activity touch table that offers people living with dementia an opportunity to engage in stimulating apps and games designed to improve cognitive function and mental agility. Recognising the benefits of music to those living with dementia, the centre arranges performances by music groups. We also team up with a local primary school, Milton Hall School and Hartbeeps, which provides multi-sensory, musically themed classes for babies, for our much-loved multi-generational sessions.

'The opportunity to bring together Hartbeeps babies and their parents with the ladies & gentlemen at has been wonderful. Sharing our little moments of magical storytelling with all generations and seeing the interaction as they sing together has been such a privilege.' Hartbeeps Imaginator

Café

In January 2024 we took control of our 65-seater café which had previously been franchised. The café was completely restyled and refurbished and renamed "Millie's Café". Whilst profitable, the café was taking up a significant amount of management time and effort to run. Hence in August 2024, the Board decided to franchise the café to the previous franchisee, KB's Café. The café offers hot and cold drinks, sandwiches and cakes and a range of nutritious hot meals at affordable prices. For example, offering children's meals for £1. The café is open to all and used by young and old with many local charities and organisations such as the MS Society and the local WI using it to hold meetings with their clients/members.

'As our population grows older, it is essential that The Haven remains a safe and welcoming place where the community can socialise, join in with support and receive the care and counselling services they need. With a fragile market providing specialist care, your dementia day care service makes you a key partner in the delivery of dementia support in Southend.' Sir James Duddridge KCMG former MP for Rochford and Southend East

Other Services

ACSOS also provides the following services at The Haven which has been designated a "warm space" by Southend City Council.

- Information and Advice. Our Information and Advice helpline answers over 50 enquiries a week on a vast range of subjects, including staying independent at home, social and leisure opportunities, energy costs, benefit allowances, financial issues, housing, care homes, being a carer - and much more.
- IT support through volunteer IT tutors providing digital access to essential services including banking, benefits support and more
- Advice and help in filling in forms such as attendance allowance, blue badge and carers allowance.
- Charity shop selling good quality clothes, toys, games, books and CDs at affordable prices
- Low-cost wheelchair hire
- Hearing aid battery exchange

'...The Haven provides support in areas such as IT, especially with all the scamming going on at present, so they can feel more confident they won't become a victim....It also provides great footfall for surrounding business to grow or continue to survive rather than having a ghost town full of online shoppers and lonely needy people putting extra strain on social services or hospitals. So in essence the existence of the Hub is saving money to the council, hospital, police, fire and rescue.' Consultation response, leader of an MS support group based at the Hub

We support other services and organisations by providing free as well as affordable rental space at The Haven. These community services include:

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Significant Activities - continued

- Café, foot care clinic, ear wax removal and hearing tests, beauty, nail, massage and therapy services and counselling services which are franchised to local businesses
- Local charities and organisations such as:
 - Cake Club (a parenting support group)
 - SAVS
 - Carers First
 - Hello Life
 - Everyone Health
 - Southend Advocacy
 - Dementia Support and Bereavement Group
 - MS Support Group
 - Hope three 16
 - Utility Warehouse
 - Carers Intensive Support Team (NHS)
 - Co-op Community Group

We also provide space to Southend City Council to hold information days such as “stop smoking” campaigns while the local police hold regular drop-in sessions.

During the course of 2024 we developed links with the local Jewish community who held social events and bar mitzvahs at The Haven, and with the Muslim community who hire space to run classes. In January 2025, the first floor of The Haven was hired by a member of the Indian community to hold an engagement party while O50BM has hired the first floor on a Wednesday night for all of 2025 to host table tennis matches and launched the Over 50s Black Men Forum Table Tennis League on 15 January.

‘I am particularly impressed with the collaborative and engaging community approach that Age Concern is building in the local area, hosting meetings, events and activities and also providing a space that other charities and community groups can use. It is therefore essential that this building is retained and maintained for the benefit of the community for years to come. Trust Links is an independent local charity for mental health and wellbeing. We have already used the space to host meetings and activities for our beneficiaries and hope that we can do so much more in the future...I fully support the application to the Community Ownership Fund’. CEO, Trust Links Ltd

Befriending

Our befriending service is open to those who may feel isolated or lonely or do not see anyone on a regular basis or have health or disability issues. During the lockdowns that resulted from the coronavirus pandemic, this service was limited to telephone calls. Face-to-face befriending was relaunched at the end of 2022 and our team of befriending volunteers are matched with people in their area and will visit them in their own home for an hour or two (or more) every week for a chat and a cup of tea. We currently provide face-to-face befriending to 65 older people and a telephone befriending service to another 96 people. To reduce the number of older people on our waiting list we have recently launched group sessions for those older people that are comfortable to travel to The Haven. This initiative has been well received, and we currently have nearly 40 people attending these “coffee and conversation” sessions with many attendees already building new friendships.

Achievements and Performance

**Age Concern Southend-On-Sea CIO
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Main Achievements

- Attendances at our social and leisure classes increased from an average of c.800 a month in the year ended 31st March 2024 to c.900 a month in the financial year ended 31st March 2025
- Total footfall at The Haven increased from an average of c.3,600 a month in 2023/24 to c.3,800 a month in 2024/25
- Following the ending of the lockdowns imposed because of the covid pandemic we have gradually increased the number of lonely older people visited in their own homes to 65
- For those older people who feel confident to travel to The Haven we now provide "group befriending" where a volunteer will host a "coffee and conversation" get together. At present, we have 38 people participating in these sessions with 10 volunteers facilitating the sessions and 146 people a month attending. These sessions have been very well received, and a number of attendees have already established friendships with other attendees.
- Average daily attendances at our dementia day care centre have risen from 5.2 clients as of 31st March 2024 to 7.4 as of 31st March 2025 with the centre being open three full days and three half days a week. Following meetings with the Director, Adults & Communities we are now receiving referrals from Southend City Council.

Financial Review

Financial Position

Total income in the year ended 31st March 2025 amounted to £451,443 (2024: £530,025) with a deficit of £76,655 (2024: surplus of £3,728). Donations received totalled £34,599 (2024: £114,040), the reduction being largely attributable to a bequest of £100,000 from Age UK Essex received on 6 April 2023 following its liquidation in June 2022.

Income from our dementia day care centre and from our fitness and leisure activities totalled £163,845 (2024: £150,315). Income from the rental of rooms to franchisees and hire charges totalled £78,745 (2024: £82,328). In 2024 we decided to re-franchise our café; income from the café in 2025 totalled £44,301 (2024: £26,112). Income from grants from charitable trusts and organisations totalled £80,147 (£2024: £142,366).

Expenditure in the year ended 31st March 2025 was £528,098 (2024: £526,298). Staff costs fell from £263,438 in 2024 to £247,146 in 2025, costs being higher in 2024 reflecting the hire of a full-time CEO for the period from 21 August 2023 to 31 January 2024. The cost of leasing the Havens building that houses our community hub was £83,000 (2024: £90,000). Electricity and gas costs of £22,989 were incurred (2024: £26,087). Repairs and subcontractor costs totalled £57,751 (2024: £29,648); the increase primarily reflects costs relating to the replacement of a flat roof which were funded by a grant from the Veolia Trust.

Reserves Policy

Total funds as of 31st March 2025 amounted to a deficit of £87,733 (2024: deficit of £11,078). The charity's reserves policy requires it to hold reserves of at least £70,000, being two months' operating costs.

The Charity's unrestricted reserves have still not recovered from the significant fall in revenue that it experienced during the lockdowns that resulted from the coronavirus pandemic with the result that its General Fund was in deficit £109,171 as of 31st March 2025 (2024: deficit £74,319).

Our aim is to rebuild our reserves and ensure that the charity's income more than covers its operating costs. After wages, rental payments of £90,000 p.a. are the Charity's most significant cost. Acquisition of the building on 25th November 2025 and removal of its £90,000 p.a. rental obligation will significantly improve its long-term sustainability. We believe that the Charity's income streams will more than cover its operating costs enabling it to rebuild its reserves. We have been successful in hiring space at our community hub, The Haven, and the number of clients attending our Dementia Day Care Centre continues to rise.

The charity's restricted reserves amounted to £21,438 (2024: £63,241) which, together with the deficit on the General Fund, creates the overall deficit of £87,733.

**Age Concern Southend-On-Sea CIO
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Going Concern

As part of the annual budget process the Trustees have undertaken a thorough review of the year ahead and approved a 12-month cashflow projection. This has given them a reasonable expectation that the Charity has adequate resources to continue operating for the foreseeable future. Therefore, they continue to adopt the going concern basis in preparing the financial statements,

As of 31 March 2025, the Architectural Heritage Fund (AHF) loan of £145,000 and accrued interest was due to expire in September 2025. These loans and the accrued interest due thereon were repaid on 5 August 2025.

Loans from Trustees of £20,000 that fall due within one year have been extended for 12 months. Repayment of the loan of £19,000 provided by our landlord has now been waived.

Included in Creditors Falling Due Within One Year is £70,000 relating to rent deferred during the Covid pandemic. It has been agreed that this debt be repaid by way of 35 monthly instalments commencing on 1st January 2026. Other than outstanding rental payments due to its landlord, the Charity has no significant trade creditors.

Structure, Governance and Management

Governing Document

The charity is governed by its Constitution. The charity is also registered with the Charity Commission.

Trustee Selection Methods

The skills of Trustees are reviewed annually. This forms the basis of assessing training needs and also allows the Board to identify gaps that call for the appointment of new trustees. The method of recruitment of new trustees is dependent upon the need identified. On appointment, Trustees are inducted into the work of ACSOS to ensure they have a full understanding of the major strategic and financial issues affecting the work of the charity.

None of the trustees has any beneficial interest in the company.

Additional notes for structure, governance and management

Organisational Structure

The charity is managed by a Board of Trustees. The Trustee Board, responsible for ensuring that all the requirements for good governance are met, meets quarterly or more frequently as necessary.

There is no limitation on the length of time that a trustee can serve, however, the charity's constitution requires every trustee to resign at the AGM and then, should they so desire, seek re-election. All beneficiaries, supporters and stakeholders are invited to attend the AGM, which celebrates the achievements of the charity. Attendees at the 2024 AGM included the Mayor of Southend.

The elected officers of the Board are:

Chair Cliff Couch

Treasurer Cliff Couch

The Trustee Board takes responsibility for the strategic direction of the Charity and delegates day-to-day operations to the Chief Executive Officer and General Manager. The chain of command is thus:

1. Trustee Board
2. Chief Executive
3. General Manager
4. Department Managers
5. Co-ordinators and Front-Line Staff

Our People

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**Age Concern Southend-On-Sea CIO
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Additional notes for structure, governance and management - continued

At ACSOS we are fortunate to be able to call on the services of many dedicated staff and volunteers whose professionalism enables us to make a positive difference to the lives of so many people in Southend and surrounding areas.

As of 31st March 2025, the Charity had four full time and five part time paid members of staff and eight support workers (equivalent in total to seven full time members of staff.)

Full Time

- General Manager
- Fundraising and Events Manager
- Hub Manager
- Finance Manager

Part Time

- Hub Assistants (2)
- Befriending Co-ordinator
- Volunteer Co-ordinator
- Hub Operations Administrator

ACSOS also employs Support Workers (8) to assist in its dementia day care centre as and when needed.

Since 1st February 2024, the role of CEO has been undertaken on an interim basis by a trustee (Mike Nicholson) who had previously performed the role from 9th October 2021 until 20th August 2023.

Use of Volunteers

Volunteers are vital to our service delivery throughout the charity, helping to maximise our offering and allowing us to positively impact on the wellbeing of the older residents of Southend and surrounding areas. All our volunteers, whatever their role, aim to build social contact and a positive attitude and make the people that they meet in their role more independent and resilient.

ACOS benefits from 227 volunteers, and we currently have a further 13 volunteers who are going through their recruitment process, (including being DBS-checked and trained) before joining the team. In addition, 24 volunteers are "live but temporarily inactive" due to personal circumstances. Our volunteers currently help in the following areas :

- Befrienders providing telephone or face-to face support or facilitating group befriending sessions for older people (149)
- Admin support (16)
- Trustees (7)
- Running or supporting activities or clubs at The Haven (5)
- Assisting in or driving for the day care centre (15)
- Maintenance volunteers for The Haven community hub (6)
- Charity shop (15)
- Fundraising and events (14)

Not only is this support vital to our organisation and the older people of Southend but also to the wider community. The volunteering experience has a positive impact on the volunteer, enhancing their wellbeing and skills and, in some cases, helping them to get back into work which, in turn, helps to build a stronger, more resilient community.

in 2024/25 we supported many young people in the workplace, either through senior school work experience or through the adult community college.

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Additional notes for structure, governance and management - continued

- 5 work experience students.
- 1 back to work young adult with SEND who works in the charity shop 2 days a week.
- 1 intern from the Adult Community College who works in the dementia day centre, charity shop and office.

As well as the volunteers we have recruited, we have had 5 different teams from NatWest volunteer with us in 2024/25. They spent time with clients in the Dementia Day Centre, coffee and conversation sessions and our choir. They also painted and decorated our office area. Volunteers from Veolia also helped us clear the top floor of the hub and convert it into the ACSOS office. Our relationship with NatWest continues to grow and our staff have attended many of their public awareness events and they will be fundraising for us in 2025/26.

Risk Review

The Board accepts its responsibility under the Charity Commission's Statement of Recommended Practice (SORP) for ensuring the major risks to which the Charity is exposed are identified and reviewed and that there are measures in place to mitigate against them.

The Charity carries out a regular review of risk in line with its agreed policies and procedures. The aim is to enable Trustees to identify and categorise risks to the Charity, prioritising those that require urgent attention.

A Risk Register is maintained which addresses the following key areas:

- Governance
- Acquisition of building
- Operational
- Financial
- External/Environmental
- Compliance
- Health & Safety

Reference and Administrative Details

Trustees

C Couch - Chair and Treasurer

K Davies

M Lambert (appointed 10/01/2025)

S Liebenberg (appointed 24/01/2025)

M Nicholson - Acting CEO

N Ramalingum

V Storey (appointed 21/10/2024)

M Birchall (resigned 29/04/2024)

J Reed (resigned 10/01/2025)

V Weaver (resigned 22/04/2024)

Charity Number

1160916

Company Number

CE003720

**Age Concern Southend-On-Sea CIO
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Principal Address

134 Hamlet Court Road
Westcliff-On-Sea
Essex
SS0 7LN

Independent Examiner

C E Binnie FCA
Clouders (Audit & Accounts) Ltd
Chartered Certified Accountants
Charter House, 103-105 Leigh Road
Leigh-On-Sea
Essex
SS9 1JL

Bankers

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill

The trustees' report was approved by the board of trustees and signed on its behalf by:

C Couch
Trustee
Date

Age Concern Southend-On-Sea CIO
Independent Examiner's Report to the Trustees of Age Concern Southend-On-Sea CIO
For The Year Ended 31 March 2025

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and Basis of Report

As the charity trustees of the Company (and also its directors for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

C E Binnie FCA
Date
Charter House, 103-105 Leigh Road
Leigh-On-Sea
Essex
SS9 1JL

Age Concern Southend-On-Sea CIO
Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

		Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	3	68,250	55,147	123,397	256,426
Charitable activities:					
Other charitable income		204,005	-	204,005	162,289
Other trading activities	4	44,301	-	44,301	26,112
Investments	5	920	-	920	2,870
Other	6	78,820	-	78,820	82,328
		396,296	55,147	451,443	530,025
EXPENDITURE ON:					
Raising funds	8	(3,719)	(1,006)	(4,725)	(4,888)
Charitable activities:	8				
Office Costs		(41,910)	(1,883)	(43,793)	(42,843)
Repairs and subcontractors		(10,994)	(46,757)	(57,751)	(29,648)
Staff costs		(208,371)	(36,294)	(244,665)	(262,369)
Rent and utilities		(108,103)	(2,510)	(110,613)	(118,530)
Governance costs		(15,443)	(1,152)	(16,595)	(15,896)
Regular hub activities		(37,097)	(7,151)	(44,248)	(44,601)
Other costs		(5,511)	(197)	(5,708)	(7,523)
		(431,148)	(96,950)	(528,098)	(526,298)
NET (EXPENDITURE)/INCOME		(34,852)	(41,803)	(76,655)	3,727
Transfers between funds	20	(4,228)	4,228	-	-
NET MOVEMENT IN FUNDS		(39,080)	(37,575)	(76,655)	3,727
RECONCILIATION OF FUNDS:					
Total funds brought forward		(74,319)	63,241	(11,078)	(14,805)
TOTAL FUNDS CARRIED FORWARD	20	(113,399)	25,666	(87,733)	(11,078)

The notes on pages 18 to 25 form part of these financial statements.

Age Concern Southend-On-Sea CIO
Comparative Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

		2024		
	Notes	Unrestricted funds	Restricted funds	Total funds
		£	£	£
INCOME AND ENDOWMENTS FROM:				
Donations and legacies	3	150,319	106,107	256,426
Charitable activities:				
Other charitable income		162,289	-	162,289
Other trading activities	4	26,112	-	26,112
Investments	5	2,870	-	2,870
Other	6	82,328	-	82,328
		<u>423,918</u>	<u>106,107</u>	<u>530,025</u>
EXPENDITURE ON:				
Raising funds	8	(4,888)	-	(4,888)
Charitable activities:	8			
Office Costs		(42,676)	(167)	(42,843)
Repairs and subcontractors		(10,414)	(19,234)	(29,648)
Staff costs		(214,627)	(47,742)	(262,369)
Rent and utilities		(95,270)	(23,260)	(118,530)
Governance costs		(15,865)	(31)	(15,896)
Regular hub activities		(41,472)	(3,129)	(44,601)
Other costs		(4,332)	(3,191)	(7,523)
		<u>(429,544)</u>	<u>(96,754)</u>	<u>(526,298)</u>
NET INCOME		<u>(5,626)</u>	<u>9,353</u>	<u>3,727</u>
NET MOVEMENT IN FUNDS		<u>(5,626)</u>	<u>9,353</u>	<u>3,727</u>
RECONCILIATION OF FUNDS:				
Total funds brought forward		(68,693)	53,888	(14,805)
TOTAL FUNDS CARRIED FORWARD	20	<u>(74,319)</u>	<u>63,241</u>	<u>(11,078)</u>

The notes on pages 18 to 25 form part of these financial statements.

Age Concern Southend-On-Sea CIO
Balance Sheet
As At 31 March 2025

		Unrestricted funds	Restricted funds	2025 Total funds	2024 Total funds
	Notes	£	£	£	£
FIXED ASSETS					
Tangible Assets	14	156,120	5,622	161,742	165,762
		156,120	5,622	161,742	165,762
CURRENT ASSETS					
Debtors	15	17,528	(1)	17,527	17,132
Cash at bank and in hand		24,175	20,045	44,220	100,452
		41,703	20,044	61,747	117,584
Creditors: Amounts Falling Due Within One Year	16	(311,222)	-	(311,222)	(275,424)
NET CURRENT ASSETS (LIABILITIES)		(269,519)	20,044	(249,475)	(157,840)
TOTAL ASSETS LESS CURRENT LIABILITIES		(113,399)	25,666	(87,733)	7,922
Creditors: Amounts Falling Due After More Than One Year	17	-	-	-	(19,000)
NET LIABILITIES		(113,399)	25,666	(87,733)	(11,078)
FUNDS OF THE CHARITY					
Restricted Funds				25,666	63,241
Unrestricted Funds				(113,399)	(74,319)
TOTAL FUNDS	20			(87,733)	(11,078)

Age Concern Southend-On-Sea CIO
Balance Sheet (continued)
As At 31 March 2025

For the year ending 31 March 2025 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

On behalf of the board

C Couch
Trustee

Date

The notes on pages 18 to 25 form part of these financial statements.

1. General Information

Age Concern Southend-On-Sea CIO is a company limited by guarantee, incorporated in England & Wales, registered number CE003720 and registered charity number 1160916. The registered office is .

2. Accounting Policies

2.1. Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)", Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006.

The charitable company is a Public Benefit Entity as defined by FRS 102.

2.2. Incoming Resources

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

2.3. Resources Expended

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

2.4. Tangible Fixed Assets and Depreciation

Tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of the fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Leasehold	Over the lease term
Plant & Machinery	15% on cost
Fixtures & Fittings	15% on cost

2.5. Cash and Cash Equivalents

Cash and cash equivalents are basic financial assets and include cash in hand and deposits held at call with banks, other short-term highly liquid investments that mature in no more than three months from the date of acquisition and are readily convertible to a known amount of cash with insignificant risk of change in value, and bank overdrafts.

3. Income from Donations and Legacies

Age Concern Southend-On-Sea CIO
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

	Unrestricted funds	Restricted funds	2025 Total funds
	£	£	£
Donations and gifts	34,599	-	34,599
Gift aid	8,651	-	8,651
Grants	25,000	55,147	80,147
	<u>68,250</u>	<u>55,147</u>	<u>123,397</u>

	Unrestricted funds	Restricted funds	2024 Total funds
	£	£	£
Donations and gifts	114,040	-	114,040
Gift aid	-	-	-
Grants	36,279	106,107	142,386
	<u>150,319</u>	<u>106,107</u>	<u>256,426</u>

4. Income from Other Trading Activities

	2025	2024
	Unrestricted funds	Unrestricted funds
	£	£
Café income	44,301	26,112
	<u>44,301</u>	<u>26,112</u>

5. Investment Income

	2025	2024
	Unrestricted funds	Unrestricted funds
	£	£
Bank interest receivable	920	2,870
	<u>920</u>	<u>2,870</u>

Age Concern Southend-On-Sea CIO
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

6. Other Income

	2025	2024
	Unrestricted funds	Unrestricted funds
	£	£
Rental income	78,745	82,328
Other charitable income	75	-
	78,820	82,328
	78,820	82,328

7. Net Income/(Expenditure)

The net (expenditure)/income is stated after charging/(crediting):

	2025	2024
	£	£
Bad debts	150	40
Depreciation of tangible fixed assets - owned	11,026	10,229
Gain/Loss on disposal of tangible fixed assets	(172)	21
	11,004	10,290
	11,004	10,290

8. Analysis of Expenditure

		2025
	Activities undertaken directly	Support costs
	£	(see note 9)
	£	£
	£	Total
	£	£
Raising funds	4,725	-
Office Costs	295	43,498
Repairs and subcontractors	-	57,751
Staff costs	-	244,665
Rent and utilities	-	110,613
Governance costs	-	16,595
Regular hub activities	44,248	-
Other costs	-	5,708
	49,268	478,830
	49,268	528,098

Age Concern Southend-On-Sea CIO
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

	Activities undertaken directly	Support costs (see note 9)	2024 Total
	£	£	£
Raising funds	4,888	-	4,888
Office Costs	259	42,584	42,843
Repairs and subcontractors	-	29,648	29,648
Staff costs	-	262,369	262,369
Rent and utilities	-	118,530	118,530
Governance costs	-	15,896	15,896
Regular hub activities	44,601	-	44,601
Other costs	-	7,523	7,523
	<u>49,748</u>	<u>476,550</u>	<u>526,298</u>

9. Support Costs

	Office Costs	Repairs and subcontractors	Staff costs	Rent and utilities	Governance costs	Other costs	2025 Total
	£	£	£	£	£	£	£
Employee costs	-	-	244,665	-	2,481	-	247,146
Premises expenses	9,530	-	-	110,613	-	-	120,143
General administration	22,942	57,751	-	-	2,103	5,880	88,676
Depreciation	11,026	-	-	-	-	(172)	10,854
Interest payable	-	-	-	-	9,425	-	9,425
Governance costs	-	-	-	-	2,586	-	2,586
	<u>43,498</u>	<u>57,751</u>	<u>244,665</u>	<u>110,613</u>	<u>16,595</u>	<u>5,708</u>	<u>478,830</u>

	Office Costs	Repairs and subcontractors	Staff costs	Rent and utilities	Governance costs	Other costs	2024 Total
	£	£	£	£	£	£	£
Employee costs	-	-	262,369	-	1,069	-	263,438
Premises expenses	9,160	-	-	118,530	-	-	127,690
General administration	23,195	29,648	-	-	2,556	7,502	62,901

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Age Concern Southend-On-Sea CIO
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

Depreciation	10,229	-	-	-	-	21	10,250
Interest payable	-	-	-	-	9,451	-	9,451
Governance costs	-	-	-	-	2,820	-	2,820
	<u>42,584</u>	<u>29,648</u>	<u>262,369</u>	<u>118,530</u>	<u>15,896</u>	<u>7,523</u>	<u>476,550</u>

10. Independent Examiner's Remuneration

	2025	2024
	£	£
Independent examination of the financial statements	<u>2,688</u>	<u>2,820</u>

11. Staff Costs

Staff costs were as follows:

	2025	2024
	£	£
Wages and salaries	233,081	252,144
Social security costs	7,763	7,891
Other pension costs	3,821	2,334
	<u>244,665</u>	<u>262,369</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000.

12. Average Number of Employees

Average number of employees during the year was: 20 (2024: 23)

13. Fundraising Costs

To secure a grant of £39,400 from the Veolia Trust to fund the replacement of the first-floor roof at The Haven, pursuant to the requirements of the Landfill Community Fund, it was a requirement that the Charity make a contribution equivalent to 10% of the grant received. This amount (£3,940) is included within Fundraising Costs. Of the grant of £39,400, £19,700 was received in the financial year ended 31 March 2024 and £19,700 was received in the financial year ending 31 March 2025.

Age Concern Southend-On-Sea CIO
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

14. Tangible Assets

	Land & Property			
	Leasehold	Plant & Machinery	Fixtures & Fittings	Total
	£	£	£	£
Cost				
As at 1 April 2024	165,945	63,725	7,649	237,319
Additions	-	7,464	-	7,464
Disposals	-	(510)	-	(510)
As at 31 March 2025	<u>165,945</u>	<u>70,679</u>	<u>7,649</u>	<u>244,273</u>
Depreciation				
As at 1 April 2024	22,523	45,860	3,174	71,557
Provided during the period	2,208	7,671	1,147	11,026
Disposals	-	(52)	-	(52)
As at 31 March 2025	<u>24,731</u>	<u>53,479</u>	<u>4,321</u>	<u>82,531</u>
Net Book Value				
As at 31 March 2025	<u>141,214</u>	<u>17,200</u>	<u>3,328</u>	<u>161,742</u>
As at 1 April 2024	<u>143,422</u>	<u>17,865</u>	<u>4,475</u>	<u>165,762</u>

15. Debtors

	2025	2024
	£	£
Due within one year		
Trade debtors	13,886	8,224
Other debtors	3,641	8,908
	<u>17,527</u>	<u>17,132</u>

16. Creditors: Amounts Falling Due Within One Year

	2025	2024
	£	£
Trade creditors	62,477	57,659
Other loans	235,917	207,491
Other creditors	430	434
Taxation and social security	3,296	2,821
Accruals and deferred income	9,102	7,019
	<u>311,222</u>	<u>275,424</u>

Age Concern Southend-On-Sea CIO
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

17. Creditors: Amounts Falling Due After More Than One Year

	2025	2024
	£	£
Other loans	-	19,000
	-	19,000

18. Loans

An analysis of the maturity of loans is given below:

	2025	2024
	£	£
Amounts falling due within one year or on demand:		
Other loans	235,917	207,491
	235,917	207,491
Amounts falling due between one and five years:		
Other loans	-	19,000
	-	19,000

19. Pension Commitments

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund.

During the year the charge to the statement of financial activities in respect of defined contribution schemes was £3,821 (2024: £2,334).

At the balance sheet date contributions of £NIL were due to the fund and are included in creditors.

20. Movement in Funds

	As at 1 April	Income	Expenditure	Transfers	As at 31
	2024	£	£	£	March 2025
	£	£	£	£	£
Unrestricted funds					
General:					
General unrestricted fund	(74,319)	396,296	(431,148)	(4,228)	(113,399)
Restricted funds					
Redundancy reserve	1,714	-	-	4,228	5,942
Restricted funds	61,527	55,147	(96,950)	-	19,724
Total restricted funds	63,241	55,147	(96,950)	4,228	25,666
Total funds	(11,078)	451,443	(528,098)	-	(87,733)

Age Concern Southend-On-Sea CIO
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

	As at 1 April 2023	Income	Expenditure	As at 31 March 2024
	£	£	£	£
Unrestricted funds				
General:				
General unrestricted fund	(68,693)	423,918	(429,544)	(74,319)
Restricted funds				
Redundancy reserve	1,713	-	1	1,714
Restricted funds	52,175	106,107	(96,755)	61,527
Total restricted funds	<u>53,888</u>	<u>106,107</u>	<u>(96,754)</u>	<u>63,241</u>
Total funds	<u>(14,805)</u>	<u>530,025</u>	<u>(526,298)</u>	<u>(11,078)</u>

1) Redundancy Reserve

The Committee decided in 2001 that £3,000 of the balance on Income and Expenditure account should be ring-fenced to provide a reserve, to cover any eventual redundancy payments. Since then after multiple payments and transfers an opening balance of £5,942 was carried forward on 1st April 2025.

2) Restricted Fund

During the years ending from 31st March 2020 to 31st March 2025 the charity received multiple grants which were designated as restricted funds. These funds as well as the expenses these funds were spent on, have been separated from the general fund leaving a reserve of £19,724.

21. Transactions with Trustees

None of the trustees received any remuneration or any other benefits from an employment with the charity or a related entity during the current or previous year.
 No trustee expenses have been incurred.

22. Related Party Disclosures

There have been no related party transactions in the reporting period that require disclosure.

Age Concern Southend-On-Sea CIO
Detailed Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

	2025	2024
	Total funds	Total funds
	£	£
INCOME AND ENDOWMENTS FROM:		
Donations and legacies		
Donations and gifts	34,599	114,040
Gift aid	8,651	-
Grants	80,147	142,386
	123,397	256,426
Charitable Activities:		
Other charitable income		
Regular hub activities	163,845	150,315
Fundraising events	23,686	11,974
Charity shop income	16,474	-
	204,005	162,289
Other trading activities		
Café income	44,301	26,112
	44,301	26,112
Investments		
Bank interest receivable	920	2,870
	920	2,870
Other		
Rental and other income from property	78,745	82,328
Other charitable income	75	-
	78,820	82,328
	451,443	530,025
EXPENDITURE ON:		
Raising funds		
Fund raising costs	(4,725)	(4,888)
	(4,725)	(4,888)
Charitable Activities:		
Office Costs		
Operating leases	(295)	(259)
Cleaning	(9,530)	(9,160)
Computer costs	(7,117)	(10,242)
Insurance	(9,327)	(8,775)
Advertising and marketing costs	(1,299)	(799)
Telephone and internet costs	(5,199)	(3,379)

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Age Concern Southend-On-Sea CIO
Detailed Statement of Financial Activities (including Income and Expenditure Account) (continued)
For The Year Ended 31 March 2025

Depreciation of plant and machinery	(7,672)	(6,938)
Depreciation of fixtures and fittings	(1,147)	(1,084)
Depreciation of leasehold land and property	(2,207)	(2,207)
	(43,793)	(42,843)
Repairs and subcontractors		
Repairs, renewals and maintenance	(57,751)	(29,648)
	(57,751)	(29,648)
Staff costs		
Wages and salaries	(233,081)	(252,144)
Employers NI	(7,763)	(7,891)
Employers pensions - defined contributions scheme	(3,821)	(2,334)
	(244,665)	(262,369)
Rent and utilities		
Rent	(84,200)	(90,200)
Rates	(3,424)	(2,243)
Light and heat	(22,989)	(26,087)
	(110,613)	(118,530)
Governance costs		
Staff training	(1,371)	(360)
Staff expenses	(1,110)	(709)
Independent examiner's fees	(102)	-
Legal fees	(40)	(1,140)
Bank charges	(1,811)	(1,376)
Bad debts written off	(150)	(40)
Loan interest	(9,425)	(9,451)
Independent examiner's fees	(2,586)	(2,820)
	(16,595)	(15,896)
Regular hub activities		
Direct café expenses	(12,687)	(9,377)
Regular hub activities costs	(31,561)	(35,224)
	(44,248)	(44,601)
Other costs		
Printing, postage and stationery	(1,821)	(2,411)
Sundry expenses	(4,059)	(5,091)
Loss on disposal of tangible fixed assets	172	(21)
	(5,708)	(7,523)
	(528,098)	(526,298)
NET (EXPENDITURE)/INCOME	(76,655)	3,727

AGE CONCERN SOUTHEND-ON-SEA CIO

England & Wales - Charity number 1160916

Accounts

REGISTERED COMPANY NUMBER: CE003720 (England and Wales)
REGISTERED CHARITY NUMBER: 1160916

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024
FOR
AGE CONCERN SOUTHEND-ON-SEA CIO

Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

AGE CONCERN SOUTHEND-ON-SEA CIO

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FOR THE YEAR ENDED 31ST MARCH 2024

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AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2024

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
CE003720 (England and Wales)

Registered Charity number
1160916

Registered office
134 Hamlet Court Road
Westcliff on Sea
Essex
SS0 7LN

Trustees
Jan Reed (Chairman)
Cliff Couch (Treasurer)
Mark Birchall (resigned 29 April 2024)
Keith Davies
Mike Nicholson (Acting CEO)
Niven Ramalingum (appointed 13 December 2023)
Graeme Siddons
Verina Weaver (appointed 13 December 2023; resigned 22 April 2024)

In the year ended 31 March 2024, the following Trustees resigned
Sharon Box (15 November 2023)
Lisa Eastwood (15 November 2023)
Keith Luxon (10 November 2023)

Independent Examiner
Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

Bankers

CAF Bank Limited 25 Kings Hill Avenue Kings Hill	Metro Bank 1 Southampton Row London
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AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued **FOR THE YEAR ENDED 31ST MARCH 2024**

CHAIR'S STATEMENT

In October 2024, Age Concern Southend-on-Sea celebrated its 50th birthday and I'm pleased to say that it continues to provide the older people of Southend and surrounding areas with the facilities and services that they need to live happier, healthier, more independent lives.

We deliver our charitable objectives through providing face-to-face and telephone befriending services to over 150 people, information and advice, and through our well used community hub in Westcliff on Sea, The Haven.

The Haven hosts a range of community focused affordable facilities including a 65-seater café, counselling, foot care clinic, ear wax removal and hearing tests, reflexology, massage, nail, and facial treatments. With the support of our volunteers and local instructors, we organise an array of social, fitness and well-being activities; give practical support (IT, handyman) and advice, as well as providing space for other local community groups supporting health, social networking, and financial needs. The Haven also houses our Dementia Day Care Centre which provides a bespoke service to those living from neurological disorders, and respite for their carers or partners.

While our main objective is to combat social isolation and loneliness and develop a community where older people can flourish, The Haven is open to all and we support the health and wellbeing of individuals, families, and the wider community, with a range of activities attracting c.3,600 people a month. The resulting footfall contributing to the wider regeneration of the local area.

Our worth to the community is reflected in growing demand for our services and the feedback we receive from service users and their families. We are highly regarded for our work in supporting healthy living and helping older people to live independently at home for longer by both Southend City Council and the local NHS. We have no membership requirement and provide services for the entire community. We seek to make optimal use of local partnerships and the space that we have for as long as we can, including the hiring out of space to generate income.

After salaries, our most significant operating cost is the rent that we pay to lease The Haven. To reduce this burden and ensure the long-term financial sustainability of the charity, in April 2024 we applied to the Community Ownership Fund established by the Department of Levelling Up, Housing and Communities under the last Government for a grant to help fund the acquisition of the building. Due to the change in government, we are still waiting to hear the outcome of our application. To gauge public support for purchase we ran an online survey. 100% of over 5,000 respondents supported the purchase of The Haven and stated that an important part of the community would be lost if it closed; dementia services would be impacted; the hub makes the local area a better place to work/live, and the building would be lost to developers. When asked 'why is the hub important to you and your community, people agreed it was important because it provides:

- essential services for older people with dementia and respite
- befriending services and activities to combat isolation and loneliness
- opportunities for young and old to get together in a fun/relaxing place
- volunteering opportunities
- support for older people to live more independent lives and acquire skills
- affordable events/activities
- a good use of an important local historic building

As charitable donations from the public have still not recovered to pre-pandemic levels, we have continued to rely on support from charitable trusts and foundations. I would, therefore, like to thank the following organisations for their support during 2023/24.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued
FOR THE YEAR ENDED 31ST MARCH 2024

- Cadent
- Essex Community Foundation
- Garfield Weston Foundation
- HSBC Trust
- McCarthy Stone Foundation
- Schroder Trust
- Sport England
- Tudor Trust
- Veolia Trust

I would also like to thank our landlords, Nigel and Paul Havens, for their continued support and help and Garon Park Golf Club whose members kindly raised over £9,000 to help refurbish and redecorate our dementia day care centre having made Age Concern Southend its “Charity of the Year” for 2023.

Finally, I would like to thank my fellow trustees, our dedicated staff and c. 180 volunteers for their continued hard work and for "going the extra mile" to help improve the lives of older people and the wider community. I remain convinced that we have in place a team that will ensure that Age Concern Southend continues to develop and improve the services that it provides for the next 50 year.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued **FOR THE YEAR ENDED 31ST MARCH 2024**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Object

The object of the charity is to promote the relief of older people in any manner which now, is or hereafter may be deemed by law to be charitable within the City of Southend-on-Sea and surrounding areas.

Our Mission

To help those over 50 living in Southend-on-Sea and surrounding areas to live healthier, happier and more independent lives and develop a community where older people can flourish.

We achieve our mission by:

- Providing services directly to the over 50s
- Listening to what people over 50 say they want rather than what we or society at large think that they may need
- Working in partnership with other like-minded organisations that support the over 50s to ensure that The Haven provides a friendly, welcoming environment where people can both access the services that they need and enjoy themselves.

For 50 years Age Concern Southend-on-Sea (“ACSOS”) has been supporting the older people of Southend-on-Sea. Our aim is to help older people avoid social isolation and feelings of loneliness, to help them become more confident and remain independent in their own homes and to help them become fitter and healthier.

Our Strategic Objectives

The Board of Trustees completed a review of the Mission and Strategic Objectives during the year and a new 3-year Strategic Plan was launched in April 2024. Our key business priority in 2024-25 is to purchase The Haven, our service delivery hub at 138-140 Hamlet Court Road, Westcliff-on-Sea, SS0 7LW

Strategic objective 1:

Secure funding for the acquisition of the Havens building by December 2024. Specifically:

- Contact all past funders to make the case for funding for acquisition
- Apply for COF funding for the purchase of the building
- Collaborate with the Architectural Heritage Fund (“AHF”) and other expert advisors on the purchase and funding plans to secure the building by December 2024
- Consult with local partners, stakeholders and the community to build support
- Maintain the building to ensure that it remains fit for purpose (as needed)

Strategic objective 2:

Develop The Haven offer to increase accessibility and community impact: Specifically:

- Develop and implement strategies to address identified barriers such as increasing opening hours, sliding pay scales, expanding the current offer
- Develop existing and establish new partnerships with community organisations and local stakeholders to extend our reach and increase our impact on underserved populations
- Enhance our communication and marketing to raise awareness of The Haven’s services and benefits among the broader community.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued **FOR THE YEAR ENDED 31ST MARCH 2024**

Strategic objective 3:

Build collaborative partnerships to address local social, health and wellbeing needs and promote regeneration of the local area by 2027. Including:

- Further develop our relationship with Southend City Council, Mid- and South-Essex NHS Trust and local charities and businesses
- Continue to improve our marketing and social media presence to ensure that the people of Southend are fully aware of what ACSOS does and what is available at The Haven, not just from ACSOS but from our partners – the local businesses and charities – that also provide facilities and services at The Haven
- Continue to participate and host Hamlet Court Road Regeneration Task Force meetings facilitated by Southend City Council
- Implement joint initiatives and projects aimed at improving social, health, wellbeing outcomes and contributing to the regeneration of the local area
- Regularly assess and evaluate the effectiveness of partnership activities, making adjustments as necessary to ensure alignment with strategic objectives
- Monitor the number of key stakeholders and organisations engaged in partnership; continuity of partnerships; satisfaction levels and outcomes of joint working

Strategic objective 4:

Increase organisational sustainability and financial resilience by 2027. Specifically:

- Relocate services from 134 Hamlet Court Road to The Haven Community Hub and plan the utilisation of vacated space, either through sub-letting or converting into a business hub to generate additional income
- Transition towards delivering more services directly through ACSOS to reduce reliance on third parties and increase income.
- Implement strategies to ensure our operational revenue (excluding grants, commissioned funding, and donations) consistently covers our operating costs.
- Apply Full Cost Recovery principles where eligible to accurately capture and cover all costs associated with service delivery
- Diversify income streams by expanding community fundraising, crowdfunding, donations, and cultivating legacies
- Seek to introduce new services that will meet the needs of older people, such as home care and independent living support and transport, focusing on financial viability
- Seek project funding opportunities from specialised funders such as the National Lottery Heritage Fund to support community engagement and wellbeing activities related to the heritage of the building and its place within the community.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued
FOR THE YEAR ENDED 31ST MARCH 2024

ACTIVITIES

At The Haven, ACSOS offers over 30 classes a week. These include tutor-led keep fit, yoga, Pilates, falls management, line dancing and other active classes as well as the opportunity to play whist and table tennis. As well as keeping older people physically active, ACSOS also helps to keep people mentally active by offering art, IT, sewing and crochet classes, a book club and coffee and conversation sessions. The charity also has its own The Sound of Memories Choir.

We run a community café which is open to all and used by young and old with many local charities using it to hold meetings with their clients. The Haven is a designated 'warm space'. We receive c. 3,600 visits per month from a range of ages and interests.

We also provide specialist support and services, primarily for those suffering from dementia, or other neurological disorders through our **Dementia Day Care Centre**. In addition, we offer respite care, and face to face and telephone **befriending services** to combat loneliness and isolation.

A snapshot of regular volunteers and users of our space and services is given below:

Activities and classes	No of volunteers	No of beneficiaries	No participants per month	Audience
Befriending Service: F2F	88	54		Older people
Befriending Service: Telephone	52	90		Older people
Group befriending hosted activities at The Haven	6	31	225	Older people
Dementia Day Care Centre	12	40	177	Living with Dementia
Address Dementia Now: 12-week programme		6	6	Recently diagnosed with dementia or memory problems.
Hartbeeps (at dementia day care centre)		6	12	Carers and babies
Falls management and frailty prevention classes inc. tai chi, walking, yoga, balance		24	63	Older people history of falls or lacking confidence to go out
Carers First			25	
Everyone Health, Health Trainer Clinic		16	88	Adult ages
Momenta Newcastle (type 2 diabetes support)		16	88	Living with diabetes
Café users	4		1,894	Local Community

'The opportunity to bring together Hartbeeps babies and their parents with the ladies & gentlemen at Days at the Haven has been wonderful. Sharing our little moments of magical storytelling with all generations and seeing the interaction as they sing together has been such a privilege.' Hartbeeps Imaginator

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31ST MARCH 2024

ACSOS also provides:

- Information and Advice. Our Information and Advice helpline answers over 50 enquiries a week on a vast range of subjects, including staying independent at home, social and leisure opportunities, energy costs, benefit allowances, financial issues, housing, care homes, being a carer - and much more.
- IT support through volunteer IT tutors providing digital access to essential services including banking, benefits support and more
- Low-cost wheelchair hire
- A free “handyperson” service
- Hearing aid battery exchange’

‘...The Haven provides support in areas such as IT, especially with all the scamming going on at present, so they can feel more confident they won't become a victim....It also provides great footfall for surrounding business to grow or continue to survive rather than having a ghost town full of online shoppers and lonely needy people putting extra strain on social services or hospitals. So in essence the existence of the Hub is saving money to the council, hospital, police, fire and rescue.’ Consultation response, leader of an MS support group based at the Hub

We support other services and organisations by providing free as well as affordable rental space at The Hub. These community services include:

- Foot care clinic, ear wax removal and hearing tests, beauty, nail, massage and therapy services and counselling services¹ which are franchised to local businesses
- Local charities and organisations such as:
 - Cake Club (a parenting support group)
 - SAVS
 - Carers First
 - Active Life
 - Everyone Health
 - Southend Advocacy
 - Dementia Support and Bereavement Group
 - MS Support Group
 - Co-op Community Group

During 2024 we have developed links with the local Jewish community who use The Haven to hold social events and bar mitzvahs, and with the Muslim community who hire space at The Haven to run de-radicalisation classes. Further information on our core services is detailed below.

‘I am particularly impressed with the collaborative and engaging community approach that Age Concern is building in the local area, hosting meetings, events and activities and also providing a space that other charities and community groups can use. It is therefore essential that this building is retained and maintained for the benefit of the community for years to come.

Trust Links is an independent local charity for mental health and wellbeing. We have already used the space to host meetings and activities for our beneficiaries and hope that we can do so much more in the future...I fully support the application to the Community Ownership Fund’. CEO, Trust Links Ltd

¹ ACSOS offers free counselling services for those over 50.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31ST MARCH 2024

Befriending

Our befriending service is open to those who may feel isolated or lonely or do not see anyone on a regular basis or have health or disability issues. During the lockdowns that resulted from the coronavirus pandemic, this service was limited to telephone calls. Face-to-face befriending was relaunched at the end of 2022 and our team of befriending volunteers are matched with people in their area and will visit them in their own home for an hour or two (or more) every week for a chat and a cup of tea. We currently provide face-to-face befriending to over 50 older people and a telephone befriending service to another 90 people. To reduce the number of older people on our waiting list we have recently launched group sessions for those older people that are comfortable to travel to The Haven. This initiative has been well received and we currently have over 30 people attending these “coffee and conversation” sessions with many attendees already building new friendships.

The Haven Community Hub

At The Haven, ACSOS offers over 30 classes a week. These include tutor-led keep fit, yoga, Pilates, falls prevention and management, line dancing and other active classes as well as the opportunity to play whist and table tennis. As well as keeping people physically active, ACSOS also helps them keep mentally active by offering art, IT, sewing and crochet classes, a book club and coffee and conversation sessions. The charity also has its own The Sound of Memories Choir. We also offer free Wi-Fi at the centre to ensure local people are not digitally disadvantaged.

‘One lady told me after losing her husband she got so depressed that she forced herself to come to a class ... She said to me ‘‘Thank you, you have saved my life’’.’ Bill Hoy, volunteer dance teacher

Dementia Day Care Centre

ACSOS provides a **specialist dementia day care service** primarily for those living with dementia but also for people with other neurological disorders such as Parkinson’s Disease and stroke victims. We offer high **quality and reliable respite care** for loved ones and carers. We believe that the centre is unique in that we offer our clients a daily programme based on Cognitive Stimulation Therapy developed to meet their individual needs and interests and improve their health and wellbeing whilst also being fun. This can range from joining in traditional games to using the centre’s VR headsets. We are also buying a Rainbow Table, an interactive activity touch table that offers people living with dementia an opportunity to engage in stimulating apps and games designed to improve cognitive function and mental agility. Recognising the benefits of music to those living with dementia, the centre arranges performances by music groups and has its own choir which recently performed a Jubilee Concert in aid of the charity. The centre also encourages **multigenerational activities** involving the local primary school and college and Hartbeeps, which provides multi-sensory, musically themed classes for babies.

‘As our population grows older, it is essential that The Haven remains a safe and welcoming place where the community can socialise, join in with support and receive the care and counselling services they need. With a fragile market providing specialist care, your dementia day care service makes you a key partner in the delivery of dementia support in Southend.’ Sir James Duddridge KCMG MP

Millie’s Café

In January 2024 we took control of our 65-seater café which had previously been franchised. The café was completely restyled and refurbished and renamed “Millie’s Café” to retain the link with the Havens family (Mildred being the grandmother of the owners of the building). The café offers hot and cold drinks, sandwiches and cakes and a range of nutritious hot meals at affordable prices. The café is open to all and used by young and old with many local charities and organisations such as the MS Society and the local WI using it to hold meetings with their clients/members.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31ST MARCH 2024

Achievements and Performance

- Attendances at our social and leisure classes increased from an average of c.710 a month in the year ended 31 March 2023 to c. 800 a month in the financial year ended 31 March 2024
- Total footfall at The Haven increased from an average of c.3,200 a month in 2022/23 to c.3,600 a month in 2023/24
- Following the ending of the lockdowns imposed because of the covid pandemic we have gradually increased the number of lonely older people visited in their own homes to 54.
- For those older people who feel confident to travel to The Haven we now provide “group befriending” where a volunteer will host a “coffee and conversation” get together. At present, we have 31 people participating in these sessions with 6 volunteers facilitating the sessions and 225 people a month attending. These sessions have been very well received and a number of attendees have already established friendships with other attendees.
- Attendances at our dementia day care centre were lower than expected with attendances and opening hours showing no change from the previous year. Average daily attendances as of 31 March 2024 were 5.2 clients (2023: 5.5) compared with a capacity of 12. Attendances have increased in recent months with the average daily attendance now standing at 6.2, with the centre being open three full days and three half days a week. Following meetings with the Director, Adults & Communities we are now receiving referrals from Southend City Council.
- Disappointingly, in June 2023, Southend City Council advised that, due to a surplus of council office space, it no longer wished to rent the room at The Haven that previously housed Adult Social Services. This room now houses a franchisee providing facial and nail treatments.

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing Document

The charity is governed by its Constitution. The charity is also registered with the Charity Commission.

Recruitment and Appointment of New Trustees

The skills of Trustees are reviewed annually. This forms the basis of assessing training needs and also allows the Board to identify gaps that call for the appointment of new trustees. The method of recruitment of new trustees is dependent upon the need identified. On appointment, Trustees are inducted into the work of ACSOS to ensure they have a full understanding of the major strategic and financial issues affecting the work of the charity.

None of the trustees has any beneficial interest in the company.

Organisational Structure

The charity is managed by a Board of Trustees. The Trustee Board, responsible for ensuring that all the requirements for good governance are met, meets quarterly or more frequently as necessary. For example, at times when the charity’s finances have been under strain, the Board convened regular weekly meetings via Zoom for an 8-week period, until such time that the financial position was stronger.

There is no limitation on the length of time that a trustee can serve, however, the charity’s constitution requires every trustee to resign at the AGM and then, should they so desire, seek re-election. All beneficiaries, supporters and stakeholders are invited to attend the AGM, which celebrates the achievements of the charity. Attendees at the 2023 AGM included the Mayor of Southend.

The elected officers of the Board are:

Chair Jan Reed
Treasurer Cliff Couch

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued **FOR THE YEAR ENDED 31ST MARCH 2024**

The Trustee Board takes responsibility for the strategic direction of the Charity and delegates day-to-day operations to the Chief Executive Officer and General Manager. The chain of command is thus:

1. Trustee Board
2. Chief Executive
3. General Manager
4. Department Managers
5. Co-ordinators and Front-Line Staff

Our People

At ACSOS we are fortunate to be able to call on the services of many dedicated staff and volunteers whose professionalism enables us to make a positive difference to the lives of so many people in Southend and surrounding areas.

As of 31 March 2024, the Charity had five full time and seven part time paid members of staff and thirteen support workers (equivalent in total to eight full time members of staff)

Full Time

- General Manager
- Fundraising and Events Manager
- Hub Manager
- Cafe Supervisor
- Finance Manager

Part Time

- Befriending Service & Volunteer Recruitment Manager
- Hub Supervisor
- Befriending Co-ordinator (2)
- Volunteer Co-ordinator
- Hub Operations Administrator
- Café assistant

ACSOS also employs Support Workers to assist in its dementia day care centre (8), and its café and kitchen (5) as and when needed.

Since 1 February 2024, the role of CEO has been undertaken on an interim basis by a trustee (Mike Nicholson) who had previously performed the role from 9 October 2021 until 20 August 2023. In the period 21 August 2023 to 31 January 2024, the Charity had a full-time CEO (Rob Woolley).

Use of Volunteers

Volunteers are vital to our service delivery throughout the charity, helping to maximise our offering and allowing us to positively impact on the wellbeing of the older residents of Southend and surrounding areas. All our volunteers, whatever their role, aim to build social contact and a positive attitude and make the people that they meet in their role more independent and resilient.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued FOR THE YEAR ENDED 31ST MARCH 2024

ACOS benefits from 183 volunteers, and we currently have a further 20 volunteers who are going through their recruitment process, (including being DBS-checked and trained) before joining the team. In addition, 36 volunteers are “live but temporarily inactive” due to personal circumstances. Our volunteers currently help in the following areas:

- Befrienders providing telephone or face-to face support for older people (137)
- Admin support (15)
- Trustees (7)
- Running or supporting activities or clubs at The Haven (7)
- Assisting in or driving for the day care centre (12)
- Maintenance volunteers for The Haven community hub (5)

Not only is this support vital to our organisation and the older people of Southend but also to the wider community. The volunteering experience has a positive impact on the volunteer enhancing their wellbeing and skills and, in some cases, helping them to get back into work which, in turn, helps to build a stronger, more resilient community.

Risk Review

The Board accepts its responsibility under the Charity Commission’s Statement of Recommended Practice (SORP) for ensuring the major risks to which the Charity is exposed are identified and reviewed and that there are measures in place to mitigate against them.

The Charity carries out a regular review of risk in line with its agreed policies and procedures. The aim is to enable Trustees to identify and categorise risks to the Charity, prioritising those that require urgent attention. A Risk Register is maintained which addresses the following key areas:

- Governance
- Acquisition of building
- Operational
- Financial
- External/Environmental
- Compliance
- Health & Safety

FINANCIAL REVIEW

Total income in the year ended 31 March 2024 amounted to £530,023 (2023: £326,792) with a surplus of £3,726 (2023: £(54,362)). Donations received totalled £114,039 (2023: £12,896), the increase being largely attributable to a bequest of £100,000 from Age UK Essex received on 6 April 2023 following its liquidation in June 2022. Our dementia day care centre received attendance fees totalling £94,799 (2023: £62,095).

Income from our fitness and leisure activities totalled £55,516 (2023: £39,404). Income from the rental of rooms to franchisees and hire charges totalled £82,328 (2023: £83,365). In January 2024 we took control of our previously franchised café; income from the café in 2024 totalled £26,112 (2023: £ nil). Income from grants from charitable trusts and organisations totalled £142,385 (£2023: £113,600).

Expenditure in the year ended 31 March 2024 was £526,297 (2023: £381,154). Staff costs increased from £150,775 in 2023 to £262,369 in 2024; the increase was due to the hire of a full-time CEO for the period from 21 August 2023 to 31 January 2024, hire of additional staff to operate the café, and wage increases associated with the rise in the National Living Wage. The cost of leasing the Havens building that houses our community hub was £90,000 (2023: £90,000). Electricity and gas costs of £26,087 were incurred (2023: £20,833). Repairs and subcontractor costs totalled £29,647 (2023: £8,553); the increase reflects costs of £14,587 relating to the replacement of a flat roof which were funded by a grant from the Veolia Trust.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES- continued
FOR THE YEAR ENDED 31ST MARCH 2024

Going Concern

As part of the annual budget process the Trustees have undertaken a thorough review of the year ahead and approved a 12-month cashflow projection. This has given them a reasonable expectation that the Charity has adequate resources to continue operating for the foreseeable future. Therefore, they continue to adopt the going concern basis in preparing the financial statements,

As of 31 March 2024, the Architectural Heritage Fund (AHF) loan of £145,000 and accrued interest was due to expire in August 2024. However, at the AHF Credit Panel in June 2024 it was recommended that the loan be extended until the end of February 2025. This loan is secured on the 125-year lease of the Charity's premises at 134 Hamlet Court Road, Westcliff acquired in 2013. This lease was valued at £175,000 in August 2022. The Architectural Heritage Fund continues to be supportive of the Charity and it is likely that, if the Charity is unable to refinance the loan plus accrued interest prior to the extended expiry date, they will consider a further 6 month extended loan expiry period.

Loans from Trustees of £20,000 that fall due within one year have been extended for 12 months. Included in Creditors Falling Due Within One Year is £44,500 relating to rent deferred during the Covid pandemic. Our landlord continues to remain highly supportive of the charity and it has been agreed in principle that this debt be repaid as and when the Charity has sufficient surplus funds. Other than outstanding rental payments due to its landlord the Charity has no significant trade creditors.

Reserves Policy

Total funds as of 31 March 2024 amounted to a deficit of £11,078 (2023: deficit of £14,804). The charity's reserves policy requires it to hold reserves of at least £70,000, being two months' operating costs. The Charity's unrestricted reserves have still not recovered from the significant fall in revenue that it experienced during the lockdowns that resulted from the coronavirus pandemic with the result that its General Fund was in deficit (£74,318) as of 31st March 2024. (2023: £(68,693).

Our aim is to rebuild our reserves and ensure that the charity's income more than covers its operating costs. After wages, rental payments of £90,000 p.a. are the Charity's most significant cost. To reduce this cost, on 9 April 2024 we applied to the Community Ownership Fund (COF) established by the Department for Levelling Up, Housing and Communities for a grant to help us buy the Havens building that houses our community hub. As a result of the recent General Election the COF was put on hold and we are still awaiting information as to when the fund will reopen. While acquisition of the building and removal of its rental obligation will significantly improve its long-term sustainability, we believe that the Charity's income streams will more than cover its operating costs enabling it to rebuild its reserves. We have been successful in hiring space at our community hub, The Haven, and the number of clients attending our Dementia Day Care Centre continues to rise.

The charity's restricted reserves amounted to £63,240 (2023: £53,889) which, together with the deficit on the General Fund, creates the overall deficit of £11,078

Approved by order of the board of trustees on and signed on its behalf by:

.....
J Reed - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN SOUTHEND-ON-SEA CIO

Independent examiner's report to the trustees of Age Concern Southend-On-Sea CIO ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN SOUTHEND-ON-SEA CIO

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

C E Binnie F.C.A.

Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

Date:

AGE CONCERN SOUTHEND-ON-SEA CIO

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	162,293	106,105	268,398	136,829
Charitable activities					
Other charitable income	3	232,643	-	232,643	189,819
Other trading activities	4	26,112	-	26,112	-
Investment income	5	<u>2,870</u>	<u>-</u>	<u>2,870</u>	<u>144</u>
Total		<u>423,918</u>	<u>106,105</u>	<u>530,023</u>	<u>326,792</u>
EXPENDITURE ON					
Raising funds		4,888	-	4,888	13,797
Charitable activities					
Office costs		42,678	166	42,844	36,050
Repairs & subcontractors		10,414	19,233	29,647	8,553
Staff costs	9	214,595	47,774	262,369	150,775
Rent & utilities		95,270	23,261	118,531	110,811
Governance costs		15,896	-	15,896	35,730
Regular hub activities		41,471	3,129	44,600	21,963
Other costs		<u>4,331</u>	<u>3,191</u>	<u>7,522</u>	<u>3,475</u>
Total		<u>429,543</u>	<u>96,754</u>	<u>526,297</u>	<u>381,154</u>
NET INCOME/(EXPENDITURE)		(5,625)	9,351	3,726	(54,362)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>(68,693)</u>	<u>53,889</u>	<u>(14,804)</u>	<u>39,558</u>
TOTAL FUNDS CARRIED FORWARD		<u>(74,318)</u>	<u>63,240</u>	<u>(11,078)</u>	<u>(14,804)</u>

CONTINUING OPERATIONS

With the exception of cafe income and expenditure, all income and expenditure has arisen from continuing activities. While profitable, it was evident that the cafe was taking up a significant amount of management time. Therefore, the Board of Trustees agreed that in August 2024 the cafe should return to being a franchised operation as it was prior to January 2024.

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

BALANCE SHEET
31ST MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	11	164,059	1,701	165,760	172,606
CURRENT ASSETS					
Debtors	12	15,814	1,321	17,135	18,508
Cash at bank and in hand		40,234	60,218	100,452	<u>80,172</u>
		56,048	61,539	117,587	98,680
CREDITORS					
Amounts falling due within one year	13	(275,425)	-	(275,425)	(108,050)
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
NET CURRENT ASSETS/(LIABILITIES)		<u>(219,377)</u>	<u>61,539</u>	<u>(157,838)</u>	<u>(9,370)</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		(55,318)	63,240	7,922	163,236
CREDITORS					
Amounts falling due after more than one year	14	(19,000)	-	(19,000)	(178,040)
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
NET ASSETS/(LIABILITIES)		<u>(74,318)</u>	<u>63,240</u>	<u>(11,078)</u>	<u>(14,804)</u>
FUNDS	16				
Unrestricted funds:					
General fund				(74,318)	(68,693)
Restricted funds:					
Redundancy reserve				1,714	1,714
Restricted fund				61,526	<u>52,175</u>
				63,240	<u>53,889</u>
				<u> </u>	<u> </u>
TOTAL FUNDS				<u>(11,078)</u>	<u>(14,804)</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2024 in accordance with Section 476 of the Companies Act 2006.

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

BALANCE SHEET - continued

31ST MARCH 2024

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

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

.....
J Reed – Trustee

AGE CONCERN SOUTHEND-ON-SEA CIO

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>23,684</u>	<u>(5,736)</u>
Net cash provided by operating activities		<u>23,684</u>	<u>(5,736)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(3,404)	(3,006)
Sale of tangible fixed assets		<u>-</u>	<u>350</u>
Net cash used in investing activities		<u>(3,404)</u>	<u>(2,656)</u>
Change in cash and cash equivalents in the reporting period		20,280	(8,392)
Cash and cash equivalents at the beginning of the reporting period		<u>80,172</u>	<u>88,564</u>
Cash and cash equivalents at the end of the reporting period		<u>100,452</u>	<u>80,172</u>

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

CASH FLOW STATEMENT
FOR THE YEAR ENDED 31ST MARCH 2024

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

	2024	2023
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	3,726	(54,362)
Adjustments for:		
Depreciation charges	10,229	9,971
Loss on disposal of fixed assets	22	678
Decrease/(increase) in debtors	1,372	3,311
Increase/(decrease) in creditors	<u>8,335</u>	<u>34,666</u>
Net cash provided by operations	<u><u>23,684</u></u>	<u><u>(5,736)</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank	<u>80,172</u>	<u>20,280</u>	<u>100,452</u>
	<u>80,172</u>	<u>20,280</u>	<u>100,452</u>
Total	<u><u>80,172</u></u>	<u><u>20,280</u></u>	<u><u>100,452</u></u>

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

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

Short leasehold	- Over the lease term
Plant and machinery	- 15% on cost
Fixtures and fittings	- 15% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

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

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2024

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	114,039	12,896
Gift aid	-	271
Grants	142,385	113,600
Fundraising events	<u>11,974</u>	<u>10,062</u>
	<u>268,398</u>	<u>136,829</u>

3. OTHER CHARITABLE INCOME

	2024	2023
	£	£
Regular hub activities	150,315	105,309
Rents received	82,328	83,365
Other charitable income	-	<u>1,145</u>
	<u>232,643</u>	<u>189,819</u>

4. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Café income	<u>26,112</u>	<u>-</u>
	<u>26,112</u>	<u>-</u>

5. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>2,870</u>	<u>144</u>
	<u>2,870</u>	<u>144</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2024

6. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Depreciation - owned assets	10,228	9,971
Other operating leases	259	-
Deficit on disposal of fixed assets	<u>21</u>	<u>679</u>

7. FUNDRAISING COSTS

To secure a grant of £39,700 from the Veolia Trust to fund the replacement of the first-floor roof at The Haven, pursuant to the requirements of the Landfill Community Fund, it was a requirement that the Charity make a contribution equivalent to 10% of the grant received. This amount (£3,970) is included within Fundraising Costs. Of the grant of £39,700, £19,700 was received in the financial year ended 31 March 2024 and £19,700 was received in the financial year ending 31 March 2025.

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2024 nor for the year ended 31st March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2024 nor for the year ended 31st March 2023.

9. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	252,144	147,210
Social security costs	7,891	2,254
Other pension costs	<u>2,334</u>	<u>1,311</u>
	<u>262,369</u>	<u>150,775</u>

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

2024	2023
<u>23</u>	<u>13</u>

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

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2024

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	83,809	53,020	136,829
Charitable activities			
Other charitable income	189,819	-	189,819
Other trading activities	-	-	-
Investment income	<u>144</u>	<u>-</u>	<u>144</u>
Total	<u>273,772</u>	<u>53,020</u>	<u>326,792</u>
EXPENDITURE ON			
Raising funds	3,218	10,579	13,797
Charitable activities			
Office costs	35,934	116	36,050
Repairs & subcontractors	6,877	1,676	8,553
Staff costs	113,134	37,641	150,775
Rent & utilities	104,041	6,770	110,811
Governance costs	17,730	18,000	35,730
Regular hub activities	16,817	5,146	21,963
Other	<u>2,655</u>	<u>820</u>	<u>3,475</u>
Total	<u>300,406</u>	<u>80,748</u>	<u>381,154</u>
NET INCOME/(EXPENDITURE)	(26,634)	(27,728)	(54,362)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>(42,059)</u>	<u>81,617</u>	<u>39,558</u>
TOTAL FUNDS CARRIED FORWARD	<u>(68,693)</u>	<u>53,889</u>	<u>(14,804)</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2024

11. TANGIBLE FIXED ASSETS

	Short leasehold £	Plant and machinery £	Fixtures and fittings £	Totals £
COST				
At 1st April 2023	165,945	62,027	5,968	233,940
Additions	-	1,724	1,680	3,404
Disposals	-	(27)	-	(27)
At 31st March 2024	<u>165,945</u>	<u>63,724</u>	<u>7,648</u>	<u>237,317</u>
DEPRECIATION				
At 1st April 2023	20,316	38,929	2,090	61,335
Charge for year	2,207	6,937	1,084	10,228
Eliminated on disposal	-	(6)	-	(6)
At 31st March 2024	<u>22,523</u>	<u>45,860</u>	<u>3,174</u>	<u>71,557</u>
NET BOOK VALUE				
At 31st March 2024	<u>143,422</u>	<u>17,864</u>	<u>4,474</u>	<u>165,760</u>
At 31st March 2023	<u>145,629</u>	<u>23,098</u>	<u>3,879</u>	<u>172,606</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	8,224	13,550
Other debtors	3,600	-
Prepayments	<u>5,311</u>	<u>4,958</u>
	<u>17,135</u>	<u>18,508</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2024

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Other loans (see note 13)	207,491	39,000
Trade creditors	57,659	56,028
Social security and other taxes	2,821	1,650
Other creditors	435	-
Prepaid income	-	4,625
Accrued expenses	<u>7,019</u>	<u>6,747</u>
	<u>275,425</u>	<u>108,050</u>

14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Other loans (see note 13)	<u>19,000</u>	<u>178,040</u>

15. LOANS

An analysis of the maturity of loans is given below:

	2024	2023
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>207,491</u>	<u>39,000</u>
Amounts falling between one and two years:		
Other loans - Due in 1-2 years	<u>19,000</u>	<u>178,040</u>

16. MOVEMENT IN FUNDS

	Total	Redundancy reserve	Restricted Fund	General Fund
	£	£	£	£
As at 1st April 2023	(14,804)	1,714	52,175	(68,693)
Incoming resources	530,023	-	106,105	423,918
Outgoing resources	(526,297)	-	(96,754)	(429,543)
Transfers	-	-	-	-
As at 31st March 2024	<u>(11,078)</u>	<u>1,714</u>	<u>61,526</u>	<u>(74,318)</u>

1) Redundancy Reserve

The Committee decided in 2001 that £3,000 of the balance on Income and Expenditure account should be ring-fenced to provide a reserve, to cover any eventual redundancy payments, since then after multiple payments and transfers an opening balance of £1,714 was brought forward on 1st April 2024.

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2024

17. MOVEMENT IN FUNDS - continued

2) Restricted Fund

During the years ending from 31st March 2020 to 31st March 2024 the charity received multiple grants which were designated as restricted funds. These funds as well as the expenses these funds were spent on, have been separated from the general fund leaving a reserve of £61,526.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2024.

AGE CONCERN SOUTHEND-ON-SEA CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2024

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	114,039	12,896
Gift aid	-	271
Grants	142,385	113,600
Fundraising events	<u>11,974</u>	<u>10,062</u>
	268,398	136,829
Other trading activities		
Café income	26,112	-
Investment income		
Deposit account interest	2,870	144
Charitable activities		
Regular hub activities income	150,315	105,309
Rents received	82,328	83,365
Other charitable income	<u>-</u>	<u>1,145</u>
	232,643	189,819
Total incoming resources	530,023	326,792
EXPENDITURE		
Raising donations and legacies		
Fund raising costs	4,888	13,797
Other trading activities		
Direct café expenses	9,377	-
Charitable activities		
Bad debts	40	136
Regular hub activities costs	35,224	21,963
Staff training	<u>360</u>	<u>800</u>
	35,624	22,899

This page does not form part of the statutory financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2024

	2024	2023
	£	£
Support costs		
Management		
Wages	252,144	147,210
Social security	7,891	2,254
Pensions	2,334	1,311
Rent & utilities	118,530	110,811
Insurance	8,775	7,732
Telephone	3,379	5,156
Advertising	799	1,651
Other expenses	27,614	14,773
Repairs & subcontractors	29,647	8,553
Consultancy	-	20,339
Short leasehold depreciation	2,207	2,207
Plant & machinery depreciation	6,937	7,013
Fixtures depreciation	1,084	751
Loss on sale of tangible fixed assets	<u>21</u>	<u>679</u>
	461,362	330,440
Finance		
Other operating leases	259	-
Bank charges	1,376	936
Loan interest	9,451	9,451
Late payment interest	<u>-</u>	<u>13</u>
	11,086	10,400
Governance costs		
Independent examiners and other fees	2,820	2,178
Legal fees	<u>1,140</u>	<u>1,440</u>
	3,960	3,618
Total resources expended	<u>526,297</u>	<u>381,154</u>
Net income/(expenditure)	<u>3,726</u>	<u>(54,362)</u>

This page does not form part of the statutory financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

England & Wales - Charity number 1160916

Accounts

REGISTERED COMPANY NUMBER: CE003720 (England and Wales)
REGISTERED CHARITY NUMBER: 1160916

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2023
FOR
AGE CONCERN SOUTHEND-ON-SEA CIO

Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

AGE CONCERN SOUTHEND-ON-SEA CIO

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FOR THE YEAR ENDED 31ST MARCH 2023

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AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES **FOR THE YEAR ENDED 31ST MARCH 2023**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The object of the charity is to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable within the City of Southend-on-Sea and surrounding areas.

Staff & Volunteers

As of 31st March 2023, the Charity had six full time and eight part time paid members of staff (equivalent in total to nine full time members of staff) supported by approximately 180 volunteers. The charity provides telephone and face-to-face befriending to older people, advice and signposting, wheelchair hire and hearing aid battery exchange and in 2019 opened its "one-stop" community hub ("The Haven").

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Committee Members' Responsibilities in Relation to the Financial Statements

Law applicable to charities in England and Wales requires the Executive Committee to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to: -

- * Select suitable accounting policies and then apply them consistently.
- * Observe the methods and principles in the Charity SORP 2015 (FRS102);
- * Make judgements and estimates that are reasonable and prudent;
- * State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements; and
- * Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Executive Committee are responsible for keeping accounting records which 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 1993. 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.

Club 50+ CIO

On 28th February 2018 Age Concern Southend-on-Sea CIO merged with Club 50+ CIO, charity No 1152184, which operated from 1b Queens Road, Southend-on-Sea, Essex, SS1 1LT.

Risk management

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

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2023

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

CE003720 (England and Wales)

Registered Charity number

1160916

Registered office

134 Hamlet Court Road

Westcliff on Sea

Essex

SS0 7LN

Trustees

Jan Reed (Chair)

Cliff Couch (Treasurer)

Mark Birchall

Sharon Box

Keith Davies

Linda Eastwood

Keith Luxon

Mike Nicholson

Graeme Siddons

On 9th June 2022 Lisa Eastwood and Graeme Siddons were appointed as trustees. On 27th July 2022 Cliff Couch and Keith Luxon were appointed as trustees and Cliff Couch was appointed Treasurer. On 18th October 2022 Jan Reed was appointed as chair. On 28th March 2023 Louise Gloyne resigned as a trustee due to increased family commitments.

The trustees seek re-election and are re-appointed on an annual basis at the Annual General Meeting and meet quarterly or more frequently, if necessary. Trustee meetings are also attended by the CEO of Age Concern Southend-on-Sea who also acts as secretary at meetings.

Independent Examiner

Clouders

Chartered Certified Accountants

Charter House

103-105 Leigh Road

Leigh-on-Sea

Essex

SS9 1JL

Bankers

CAF Bank Limited

25 Kings Hill Avenue

Kings Hill

West Malling

Kent ME19 4TA

Metro Bank

1 Southampton Row

London

WC1B 5HA

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2023

CHAIRMAN'S REPORT

Yet again, the last 12 months has proved to be another difficult year for Age Concern Southend-on-Sea ("ACSOS") but I am pleased to say that the charity has continued to weather the storms and that its financial position has improved significantly since the year end. On July 25th, 2022, ACSOS was notified that the trustees of Age UK Essex had awarded it £100,000 from the proceeds of its liquidation. These funds were finally received on April 3rd, 2023. In addition, on April 6th, 2023, the charity was awarded £30,000 by the Garfield Weston Foundation to help fund its operating costs.

As well as being a difficult year it has also been a very busy one and, because of the hard work and dedication of our team, our community hub, The Haven, now regularly attracts over 4,000 visitors a month and we have achieved thereby our vision of creating a thriving, vibrant community centre that everyone wants to come to. We now offer over thirty different classes a week providing activities designed to improve the health and well-being of older people, both physical and mental, such as falls management, keep fit, tai chi, yoga, singing for memories, sewing, crochet, computer and art classes, knit and natter, coffee and conversation and a book club. The Haven also houses a 60-seater café, counselling services, foot care clinic, ear wax removal and hearing tests, reflexology, massage, nail and facial treatments and our specialist day care service providing a bespoke service for those suffering from neurological disorders such as dementia.

Our financial sustainability was also strengthened by the award of a grant of c.£69,000 from the Southend Community Investment Fund in January 2023 to fund additional part-time staff so that the opening hours of The Haven can be extended from 9 a.m. to 4 p.m. on weekdays only to 9.am to 9 p.m. on weekdays and 9 a.m. to 4 p.m. at weekends. This will enable the charity to run its own activity and leisure classes at these times thereby increasing its revenue.

While The Haven is now open to the whole community, our objective continues to be to ensure that the older people of Southend live healthier, happier, more independent lives. To this effect, during 2022 we re-commenced our face-to-face befriending service which had to close in March 2020 due to the coronavirus pandemic. We currently provide face-to-face befriending to 63 older people and provide a telephone befriending service to 112 people but, sadly, have over 150 people still seeking a befriender. To address this issue, we were fortunate to obtain a grant of c.£19,000 from the Southend Community Investment Fund to hire two Volunteer Co-ordinators whose primary role will be to find volunteer befrienders and volunteers to run IT classes to help us address the growing issue of "digital poverty" whereby older people that cannot use IT are significantly disadvantaged. We also provide low-cost wheelchair hire and replacement hearing aid batteries and our information and advice line handles more than 150 calls a month.

While the number of COVID cases has now, thankfully, significantly reduced, the continued high number of COVID cases in the first half of 2022 coupled with the heatwave in July significantly reduced attendances at our activity classes and our day care centre substantially reducing our income. This, coupled with a significant increase in utility costs resulted in the depletion of the free funds that we had available to cover our monthly overheads. As charitable donations from the public have still not recovered to pre-pandemic levels, ACSOS has continued to rely on support from charitable trusts and foundations. I would, therefore, like to thank the following organisations for their support during 2022/23, particularly the Essex Community Foundation and the Tudor Trust which kindly provided s with grants to help fund our core costs, without which the charity may not have survived:

- Arnold Clark Community Trust
- Ardonagh Group Community Fund
- Arts Council England
- ASDA Foundation
- Bernard Sunley Foundation
- Blakemore Foundation
- Essex Community Foundation

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2023

- Francis Winham Trust-
- Lockett Trust
- NISA Foundation
- Souter Trust
- Southend City Celebration Fund
- Southend Community Investment Fund
- Southend Emergency Fund
- Sport England
- Tudor Trust

I would also like to thank Nigel and Paul Havens for their continued support and help.

We have continued to strengthen our team and trustee board over the past year and continue to believe that The Haven will be self-financing as income from the rent of offices and meeting rooms, income from the franchising of the café, foot care, massage and facial and nail treatment services, revenue from the specialist day centre, and fees payable on the activities offered at the centre will more than offset the costs of running The Haven.

Finally, I would like to thank my fellow trustees, our dedicated staff and 180+ volunteers for their continued hard work and for "going the extra mile" to help improve the lives of older people and the wider community. Yet again it has been a very tough year but our finances are now much healthier and I remain convinced that we have in place a team that will ensure that ACSOS continues to develop and improve the services that it provides.

Approved by order of the board of trustees on and signed on its behalf by:

.....
J Reed - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN SOUTHEND-ON-SEA CIO

Independent examiner's report to the trustees of Age Concern Southend-On-Sea CIO ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN SOUTHEND-ON-SEA CIO

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

C E Binnie F.C.A.

Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

Date:

AGE CONCERN SOUTHEND-ON-SEA CIO

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	179,056	53,020	232,076	322,781
Charitable activities					
Other charitable income		1,145	-	1,145	75
Other trading activities	3	10,062	-	10,062	2,736
Investment income	4	83,509	-	83,509	56,470
Total		273,772	53,020	326,792	382,062
EXPENDITURE ON					
Raising funds		3,354	10,579	13,933	781
Charitable activities					
Office costs		35,934	116	36,050	30,672
Repairs & subcontractors		6,877	1,676	8,553	34,345
Staff costs		114,371	37,641	152,012	182,895
Rent & utilities		104,041	6,770	110,811	103,914
Governance costs		16,357	18,000	34,357	34,002
Regular hub activities		16,817	5,146	21,963	12,663
Other		2,655	820	3,475	2,582
Total		300,406	80,748	381,154	401,854
NET INCOME/(EXPENDITURE)		(26,634)	(27,728)	(54,362)	(19,792)
RECONCILIATION OF FUNDS					
Total funds brought forward		(42,059)	81,617	39,558	59,350
TOTAL FUNDS CARRIED FORWARD		(68,693)	53,889	(14,804)	39,558

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

BALANCE SHEET
31ST MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	9	171,799	807	172,606	180,599
CURRENT ASSETS					
Debtors	10	18,507	-	18,507	21,818
Cash at bank and in hand		25,244	54,929	80,173	88,564
		<u>43,751</u>	<u>54,929</u>	<u>98,680</u>	<u>110,382</u>
CREDITORS					
Amounts falling due within one year	11	(106,203)	(1,847)	(108,050)	(63,833)
		<u>(62,452)</u>	<u>53,082</u>	<u>(9,370)</u>	<u>46,549</u>
NET CURRENT ASSETS					
TOTAL ASSETS LESS CURRENT LIABILITIES		109,347	53,889	163,236	227,148
CREDITORS					
Amounts falling due after more than one year	12	(178,040)	-	(178,040)	(187,590)
		<u>(68,693)</u>	<u>53,889</u>	<u>(14,804)</u>	<u>39,558</u>
NET ASSETS					
FUNDS	14				
Unrestricted funds:					
General fund				(68,693)	(42,059)
Restricted funds:					
Redundancy reserve				1,714	4,700
Restricted fund				52,175	76,917
				<u>53,889</u>	<u>81,617</u>
TOTAL FUNDS				<u>(14,804)</u>	<u>39,558</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2023 in accordance with Section 476 of the Companies Act 2006.

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

BALANCE SHEET - continued
31ST MARCH 2023

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

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

.....
J Reed - Trustee

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

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

Short leasehold	- Over the lease term
Plant and machinery	- 15% on cost
Fixtures and fittings	- 15% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

2. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	12,896	40,187
Gift aid	271	20,599
Grants	113,600	217,219
Regular hub activities	105,309	44,776
	<u>232,076</u>	<u>322,781</u>

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

	2023	2022
	£	£
Coronavirus Job Retention Scheme Grants	-	13,061
Local Restrictions Control Grant	-	7,950
Retail, Hospitality and Leisure Grant	-	4,000
Restart Grant	-	12,000
Other Grants	113,601	180,208
	<u>113,601</u>	<u>217,219</u>

3. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Fundraising events	10,062	2,736
	<u>10,062</u>	<u>2,736</u>

4. INVESTMENT INCOME

	2023	2022
	£	£
Rents received	83,365	56,421
Deposit account interest	144	49
	<u>83,509</u>	<u>56,470</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

5. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Depreciation - owned assets	9,971	10,186
Deficit on disposal of fixed assets	679	66
	<u><u> </u></u>	<u><u> </u></u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2023 nor for the year ended 31st March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2023 nor for the year ended 31st March 2022.

7. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	147,210	175,378
Social security costs	2,254	5,014
Other pension costs	1,311	1,376
	<u><u>150,775</u></u>	<u><u>181,768</u></u>

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

2023	2022
13	12
<u><u> </u></u>	<u><u> </u></u>

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

Termination Payments

In the year ending 31st March 2023 payments totalling £2,986 was paid to two employees in the year in lieu of notice.

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	177,573	145,208	322,781
Charitable activities			
Other charitable income	75	-	75
Other trading activities	2,736	-	2,736
Investment income	56,470	-	56,470
Total	<u>236,854</u>	<u>145,208</u>	<u>382,062</u>
EXPENDITURE ON			
Raising funds	781	-	781
Charitable activities			
Office costs	23,198	7,474	30,672
Repairs & subcontractors	18,378	15,967	34,345
Staff costs	136,189	46,706	182,895
Rent & utilities	91,914	12,000	103,914
Governance costs	16,002	18,000	34,002
Regular hub activities	9,049	3,614	12,663
Other	2,353	229	2,582
Total	<u>297,864</u>	<u>103,990</u>	<u>401,854</u>
NET INCOME/(EXPENDITURE)	(61,010)	41,218	(19,792)
Transfers between funds	14,482	(14,482)	-
Net movement in funds	(46,528)	26,736	(19,792)
RECONCILIATION OF FUNDS			
Total funds brought forward	4,469	54,881	59,350
TOTAL FUNDS CARRIED FORWARD	<u>(42,059)</u>	<u>81,617</u>	<u>39,558</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

9. TANGIBLE FIXED ASSETS

	Short leasehold £	Plant and machinery £	Fixtures and fittings £	Totals £
COST				
At 1st April 2022	165,945	61,082	5,658	232,685
Additions	-	1,516	1,491	3,007
Disposals	-	(571)	(1,180)	(1,751)
	<hr/>	<hr/>	<hr/>	<hr/>
At 31st March 2023	165,945	62,027	5,969	233,941
	<hr/>	<hr/>	<hr/>	<hr/>
DEPRECIATION				
At 1st April 2022	18,109	32,128	1,849	52,086
Charge for year	2,207	7,013	751	9,971
Eliminated on disposal	-	(212)	(510)	(722)
	<hr/>	<hr/>	<hr/>	<hr/>
At 31st March 2023	20,316	38,929	2,090	61,335
	<hr/>	<hr/>	<hr/>	<hr/>
NET BOOK VALUE				
At 31st March 2023	145,629	23,098	3,879	172,606
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
At 31st March 2022	147,836	28,954	3,809	180,599
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	13,550	7,533
Other debtors	-	9,607
Prepayments	4,957	4,678
	<hr/>	<hr/>
	18,507	21,818
	<hr/> <hr/>	<hr/> <hr/>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Other loans (see note 13)	39,000	20,000
Trade creditors	56,028	33,839
Social security and other taxes	1,650	1,881
Prepaid income	4,625	3,823
Accrued expenses	6,747	4,290
	108,050	63,833

12. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Other loans (see note 13)	178,040	187,590

13. LOANS

An analysis of the maturity of loans is given below:

	2023	2022
	£	£
Amounts falling due within one year on demand:		
Other loans	39,000	20,000
Amounts falling between one and two years:		
Other loans - Due in 1-2 years	178,040	19,000
Amounts falling due between two and five years:		
Other loans - Due in 2 to 5 years	-	168,590

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

14. MOVEMENT IN FUNDS

	Total	Redundancy	Restricted	General Fund
	£	reserve	Fund	£
	£	£	£	£
As at 1st April 2022	39,558	4,700	76,917	(42,059)
Incoming resources	326,892	-	53,020	273,872
Outgoing resources	(381,154)	(2,986)	(77,762)	(300,406)
Transfers	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
As at 31st March 2023	(14,804)	1,714	52,175	(68,693)
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

1) Redundancy Reserve

The Committee decided in 2001 that £3,000 of the balance on Income and Expenditure account should be ring-fenced to provide a reserve, to cover any eventual redundancy payments, since then after multiple payments and transfers an opening balance of £4,700 was brought forward on 1st April 2022. On 22nd September 2022 £2,986 was paid using these funds for redundancy pay for Neil Adlington and Pam Harvey.

2) Restricted Fund

During the years ending from 31st March 2020 to 31st March 2022 the charity received multiple grants which were designated as restricted funds. These funds as well as the expenses these funds were spent on, have been separated from the general fund leaving a reserve of £52,175.

15. RELATED PARTY DISCLOSURES

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

16. CHARITY RESERVES

The charity's reserves policy requires it to hold reserves of at least £70,000, being two months' operating costs.

As a result of the significant fall in revenue experienced because of the coronavirus pandemic and subsequent lockdowns and the continued high number of COVID cases in the first half of 2022 coupled with the heatwave in July and, in the absence of sufficient external support, the charity had to utilise its reserves to meet its rental obligations and pay staff.

As a result, its unrestricted reserves fell significantly with the result that its General Fund showed a deficit of (£68,693) as of 31st March 2023.

In April 2023, the charity received £100,000 from the proceeds of the liquidation of Age UK Essex and £30,000 from the Garfield Weston Foundation to help it fund its operating costs. As a result, the charity's reserves have improved significantly since year-end.

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2023

16. CHARITY RESERVES - continued

Our aim is to continue to rebuild our reserves and ensure that the charity's income more than covers its operating costs. We continue to build our revenue streams. We have been successful in hiring space at our community hub, The Haven, and income from franchises and hirers now covers our annual lease costs. Footfall, which inevitably suffered during the COVID crisis, has steadily increased with c.4,000 people a month visiting The Haven in the period May-July 2023. In the first quarter of 2023, the charity obtained a grant from the Southend Community Investment Fund to fund the salaries of additional part-time staff to enable it to open The Haven in the evenings and weekends. This will enable it to run more activity classes thereby increasing income.

It should be noted that the charity's landlord remains highly supportive of the charity and an agreement was put in place between the landlord and the charity in April 2022 which allows for all rent unpaid as of 31st March 2022, to be repaid by instalments in the period through 31st March 2024.

Other than outstanding rental payments due to its landlord, the charity has no significant trade creditors.

AGE CONCERN SOUTHEND-ON-SEA CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2023

	2023	2022
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	12,896	40,187
Gift aid	271	20,599
Grants	113,600	217,219
Regular hub activities	105,309	44,776
	<hr/>	<hr/>
	232,076	322,781
Other trading activities		
Fundraising events	10,062	2,736
Investment income		
Rents received	83,365	56,421
Deposit account interest	144	49
	<hr/>	<hr/>
	83,509	56,470
Charitable activities		
Other charitable income	1,145	75
	<hr/>	<hr/>
Total incoming resources	326,792	382,062
 EXPENDITURE		
Raising donations and legacies		
Fund raising costs	13,797	781
Other trading activities		
Bad debts	136	-
Charitable activities		
Regular hub activities costs	21,963	12,663
Staff training	800	628
	<hr/>	<hr/>
	22,763	13,291
Support costs		
Management		
Wages	147,210	175,378
Social security	2,254	5,014
Carried forward	149,464	180,392

This page does not form part of the statutory financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2023

	2023	2022
	£	£
Management		
Brought forward	149,464	180,392
Pensions	1,311	1,376
Rent & utilities	110,811	103,914
Insurance	7,732	4,586
Telephone	5,156	3,320
Advertising	1,651	395
Other expenses	14,773	15,200
Repairs & subcontractors	8,553	34,345
Consultancy	20,339	18,000
Short leasehold depreciation	2,207	2,387
Plant & machinery depreciation	7,013	7,008
Fixtures depreciation	751	791
Loss on sale of tangible fixed assets	679	66
	<u>330,440</u>	<u>371,780</u>
Finance		
Bank charges	936	1,055
Loan interest	9,451	9,524
Late payment interest	13	13
	<u>10,400</u>	<u>10,592</u>
Governance costs		
Independent examiners fee	2,178	2,178
Legal fees	1,440	3,232
	<u>3,618</u>	<u>5,410</u>
Total resources expended	<u>381,154</u>	<u>401,854</u>
Net expenditure	<u>(54,362)</u>	<u>(19,792)</u>

This page does not form part of the statutory financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

England & Wales - Charity number 1160916

Accounts

REGISTERED COMPANY NUMBER: CE003720 (England and Wales)
REGISTERED CHARITY NUMBER: 1160916

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2022
FOR
AGE CONCERN SOUTHEND-ON-SEA CIO

Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

AGE CONCERN SOUTHEND-ON-SEA CIO

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FOR THE YEAR ENDED 31ST MARCH 2022

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AGE CONCERN SOUTHEND-ON-SEA CIO

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

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The object of the charity is to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable within the Borough of Southend-on-Sea and surrounding areas.

Staff & Volunteers

As of 31st March 2022, the Charity had three full time and nine part time paid members of staff (equivalent in total to seven full time members of staff) supported by approximately 200 volunteers. The charity provides befriending to older people, which, due to the coronavirus pandemic, continued to be limited to telephone befriending in the year ended 31 March 2022, advice and signposting, wheelchair hire and hearing aid battery exchange and in 2019 opened its "one-stop" community hub ("The Haven"). Following the departure of its CEO in September 2021, the charity undertook a review of its organisational structure. As the needs of the charity had changed significantly in the 12 months since the CEO was appointed in September 2020, most notably The Haven now being fully operational, trustees decided not to replace the CEO at that time but to create a new position of Operations Manager with the Chair of Trustees taking the role of Acting CEO on a temporary basis.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Committee Members' Responsibilities in Relation to the Financial Statements

Law applicable to charities in England and Wales require the Executive Committee to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to: -

- * Select suitable accounting policies and then apply them consistently;
- * Observe the methods and principles in the Charity SORP 2015 (FRS102);
- * Make judgements and estimates that are reasonable and prudent;
- * State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements; and
- * Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Executive Committee are responsible for keeping accounting records which 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 1993. 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.

Club 50+ CIO

On 28th February 2018 Age Concern Southend-on-Sea CIO merged with Club 50+ CIO, charity No 1152184, which operated from 1b Queens Road, Southend-on-Sea, Essex, SS1 1LT.

AGE CONCERN SOUTHEND-ON-SEA CIO

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

CE003720 (England and Wales)

Registered Charity number

1160916

Registered office

134 Hamlet Court Road
Westcliff on Sea
Essex
SS0 7LN

Trustees

Michael Nicholson (Chairman)
David Ward (Treasurer)
Jan Reed
Mark Birchall
Sharon Box
Keith Davies
Louise Gloyne

On 15th April 2022, David Ward retired from his role as trustee and Treasurer. On 4th June 2022, Lisa Eastwood and Graeme Siddons were appointed as trustees. On 27th July 2022 Cliff Couch and Keith Luxon were appointed as trustees and Cliff Couch was appointed Treasurer.

The trustees seek re-election and are re-appointed on an annual basis at the Annual General Meeting and meet quarterly or more frequently if necessary. Trustee meetings are also attended by the CEO of Age Concern Southend-on-Sea who also acts as secretary at meetings.

Independent Examiner

Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

Bankers

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4TA

Metro Bank
1 Southampton Row
London
WC1B 5HA

AGE CONCERN SOUTHEND-ON-SEA CIO

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

CHAIRMAN'S REPORT

The last 12 months has proved to be yet another turbulent year, but I am pleased to say that Age Concern Southend-on-Sea ("ACSOS") has, to date, continued to weather the storms. As well as being a turbulent year it has also been a very busy one and, because of the hard work and dedication of our team, our community hub, The Haven, is now fully operational. As I said in my statement last year, our original intention when we acquired the lease of the Grade II listed Havens building in July 2018 was to create a "one-stop" centre housing all the facilities and services needed by older people. While the objective of ACSOS as defined in its constitution is, and will always be, to promote the relief of older people in Southend-on-Sea and surrounding areas we have, over the past year, continued to open up The Haven to all age groups and we are well on the way to achieving our vision of creating a thriving, vibrant community centre that everyone wants to come to. Hence, in addition to providing activities designed to improve the health and wellbeing of older people, both physical and mental, such as keep fit, stay steady, yoga, sewing, crochet, computer and art classes, knit and natter, coffee and conversation and a book club, we also provide a range of activities that are open to anyone in the local community. These include "Cake Club" (a parenting support group), kids martial arts and Seaside Circus an inter-generational activity where 80-year-olds join in with 10-year-olds. We have also extended the services offered at The Haven and now provide counselling services and ear wax removal and hearing tests at much lower costs than can be found elsewhere. We also have a new franchisee for our café which will now be open from 8 a.m. to 8 p.m. on weekdays and at weekends and will be offering nutritious, good value meals including children's meals for £1 to help families struggling due to the cost of living crisis. I am delighted to say that our timetable for both weekdays and weekends is nearly full, and that the hub regularly has over 2,500 people passing through its doors.

I am especially pleased to say that ACSOS has continued to develop strong links with many local charities who either hire space at The Haven or meet their clients in our welcoming, friendly café. These include HealthWatch, Active Life, SAVS, Carers First, A Better Start Southend, Southend In Sight, Hello Life and the South Essex African Caribbean Association.

While The Haven is now open to the whole community, our objective continues to be to ensure that the older people of Southend live healthy, happy lives. To this effect we currently provide a telephone befriending service to 190 older people and are in the process of re-commencing our face-to-face befriending service which had to close in March 2020 due to the coronavirus pandemic. We also provide low-cost wheelchair hire and replacement hearing aid batteries and our information and advice line handles more than 150 calls a month.

In my statement last year, I said that we had embarked on a phased re-opening of The Haven and aimed to have it fully open in August 2021. While we achieved this, we were then hit by the surge in COVID cases that started in November and continued through the first quarter of 2022 due to the omicron variant. Once again, this had a substantial, adverse impact on the cash resources of the charity as tutors had to cancel classes due to illness and people were either unable or unwilling to attend classes at The Haven which resulted in a fall in our income from activity fees. Similarly, attendance figures at our specialist day service, which provides care for people suffering from neurological disorders such as dementia, also fell as older people with health issues were less willing to socialise with others. Unfortunately, this has had an adverse impact on the charity's balance sheet.

As well as reducing our income from activity and membership fees and our day care service, the continuation of the coronavirus pandemic also significantly reduced our ability to hold fundraising events. As charitable donations from the public have not recovered to pre-pandemic levels, ACSOS has continued to rely on support from charitable trusts and foundations. I would, therefore, like to thank the following organisations for their support during 2021/22 without which the charity may not have survived:

- Arnold Clark Community Trust
- Architectural Heritage Fund

AGE CONCERN SOUTHEND-ON-SEA CIO

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

- Essex Community Foundation
- FSJ Trust
- Francis Winham Trust
- Garfield Weston Foundation
- Lockett Trust
- National Lottery Awards for All
- Rosca Trust
- Skipton Building Society
- Social Investment Board
- Tudor Trust

I would also like to thank Nigel and Paul Havens for their continued support and help and Southend City Council who, during 2021/22, provided ACSOS with Restart, Workforce Recruitment and Retention, Omicron Hospitality and Leisure, Rapid Test and Vaccine and Additional Restriction Grants, these grants being funded by the Government.

We have continued to strengthen our team and trustee board over the past year and continue to believe that The Haven will be self-financing as income from the rent of offices and meeting rooms, income from the franchising of the café, foot care, massage and facial and nail treatment services, revenue from the specialist day centre, and fees payable on the activities offered at the centre will more than offset the costs of running The Haven.

One of our aims in opening up The Haven to the whole community was to generate additional income that could be used to further improve the facilities and services that we offer to older people. To assist us with this project, in January 2022 we commissioned external consultants to carry out an impact study (fully funded from a grant kindly provided by the Tudor Trust). The study will look at the services and facilities currently offered by ACSOS, assess how these meet the needs of the older people of Southend and determine how ACSOS can provide those services and facilities that are missing while ensuring that the charity remains financially sustainable. The results of this study are expected in July.

Finally, I would like to thank my fellow trustees, our dedicated staff and 200+ volunteers for their continued hard work and for "going the extra mile" to help improve the lives of older people and the wider community. Yet again it has been a very tough year and our finances remain stretched, but I remain convinced that we have in place a team that will ensure that ACSOS continues to develop and improve the services that it provides.

Approved by order of the board of trustees on 18th October 2022 and signed on its behalf by:



M Nicholson - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN SOUTHEND-ON-SEA CIO

Independent examiner's report to the trustees of Age Concern Southend-On-Sea CIO ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN SOUTHEND-ON-SEA CIO

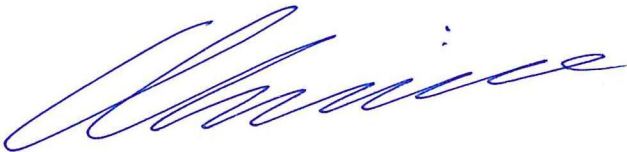
Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of A.C.C.A. which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



C E Binnie F.C.A.
A.C.C.A.
Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

18th October 2022

AGE CONCERN SOUTHEND-ON-SEA CIO

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	177,574	145,208	322,782	446,794
Charitable activities					
Other charitable income		75	-	75	11
Other trading activities	3	2,736	-	2,736	1,395
Investment income	4	56,470	-	56,470	(1,262)
Other income		-	-	-	8,199
Total		236,855	145,208	382,063	455,137
EXPENDITURE ON					
Raising funds		781	-	781	1,223
Charitable activities					
Office costs		23,198	7,474	30,672	32,455
Repairs & subcontractors		18,378	15,967	34,345	51,343
Staff costs		136,189	46,706	182,895	146,261
Rent & utilities		91,915	12,000	103,915	87,927
Governance costs		16,002	18,000	34,002	12,845
Regular hub activities		9,049	3,614	12,663	-
Other		2,353	229	2,582	396
Total		297,865	103,990	401,855	332,450
NET INCOME/(EXPENDITURE)		(61,010)	41,218	(19,792)	122,687
Transfers between funds	15	14,482	(14,482)	-	-
Net movement in funds		(46,528)	26,736	(19,792)	122,687
RECONCILIATION OF FUNDS					
Total funds brought forward		4,469	54,881	59,350	(63,337)
TOTAL FUNDS CARRIED FORWARD		(42,059)	81,617	39,558	59,350

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

BALANCE SHEET
31ST MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	9	180,599	-	180,599	187,460
CURRENT ASSETS					
Debtors	10	12,211	9,607	21,818	4,425
Investments	11	-	-	-	16,256
Cash at bank and in hand		16,554	72,010	88,564	91,547
		<u>28,765</u>	<u>81,617</u>	<u>110,382</u>	<u>112,228</u>
CREDITORS					
Amounts falling due within one year	12	(63,833)	-	(63,833)	(62,147)
NET CURRENT ASSETS		<u>(35,068)</u>	<u>81,617</u>	<u>46,549</u>	<u>50,081</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		145,531	81,617	227,148	237,541
CREDITORS					
Amounts falling due after more than one year	13	(187,590)	-	(187,590)	(178,191)
NET ASSETS		<u>(42,059)</u>	<u>81,617</u>	<u>39,558</u>	<u>59,350</u>
FUNDS					
Unrestricted funds:	15				
General fund				(42,059)	4,469
Restricted funds:					
Redundancy reserve				4,700	4,077
Welfare fund				-	15,105
Restricted fund				76,917	35,699
				<u>81,617</u>	<u>54,881</u>
TOTAL FUNDS				<u>39,558</u>	<u>59,350</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2022 in accordance with Section 476 of the Companies Act 2006.

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

BALANCE SHEET - continued
31ST MARCH 2022

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 18th October 2022 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'M Nicholson', written in a cursive style.

M Nicholson - Trustee

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

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

Short leasehold	- Over the lease term
Plant and machinery	- 15% on cost
Fixtures and fittings	- 15% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

AGE CONCERN SOUTHEND-ON-SEA CIO

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

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	40,188	92,721
Gift aid	20,599	-
Legacies	-	8,610
Grants	217,219	344,547
Regular hub activities	44,776	916
	<u>322,782</u>	<u>446,794</u>

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

	2022	2021
	£	£
Coronavirus Job Retention Scheme Grants	13,061	42,001
Local Restrictions Control Grant	7,950	15,285
Retail, Hospitality and Leisure Grant	4,000	25,000
Restart Grant	12,000	-
Other Grants	180,208	262,261
	<u>217,219</u>	<u>344,547</u>

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Fundraising events	2,736	1,395
	<u>2,736</u>	<u>1,395</u>

4. INVESTMENT INCOME

	2022	2021
	£	£
Rents received	56,421	(1,296)
Deposit account interest	49	34
	<u>56,470</u>	<u>(1,262)</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

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

5. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Depreciation - owned assets	10,186	9,139
(Deficit)/surplus on disposal of fixed assets	66	(8,199)
	<u><u> </u></u>	<u><u> </u></u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2022 nor for the year ended 31st March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2022 nor for the year ended 31st March 2021.

7. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	175,378	140,624
Social security costs	5,014	4,089
Other pension costs	1,376	1,548
	<u><u>181,768</u></u>	<u><u>146,261</u></u>

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

2022	2021
12	10
<u><u> </u></u>	<u><u> </u></u>

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

Termination Payments

In the year ending 31st March 2022 a payment of £12,250 was paid to an employee in the year in lieu of notice.

AGE CONCERN SOUTHEND-ON-SEA CIO

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

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	236,731	210,063	446,794
Charitable activities			
Other charitable income	11	-	11
Other trading activities	1,395	-	1,395
Investment income	(1,262)	-	(1,262)
Other income	8,199	-	8,199
Total	<u>245,074</u>	<u>210,063</u>	<u>455,137</u>
EXPENDITURE ON			
Raising funds	195	1,028	1,223
Charitable activities			
Office costs	9,959	22,496	32,455
Repairs & subcontractors	223	51,120	51,343
Staff costs	93,101	53,160	146,261
Rent & utilities	36,953	50,974	87,927
Governance costs	9,902	2,943	12,845
Other	-	396	396
Total	<u>150,333</u>	<u>182,117</u>	<u>332,450</u>
NET INCOME	94,741	27,946	122,687
Transfers between funds	<u>(7,753)</u>	<u>7,753</u>	-
Net movement in funds	86,988	35,699	122,687
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>(82,519)</u>	<u>19,182</u>	<u>(63,337)</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>4,469</u></u>	<u><u>54,881</u></u>	<u><u>59,350</u></u>

AGE CONCERN SOUTHEND-ON-SEA CIO

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

9. TANGIBLE FIXED ASSETS

	Short leasehold £	Plant and machinery £	Fixtures and fittings £	Totals £
COST				
At 1st April 2021	165,945	58,705	4,804	229,454
Additions	-	2,637	854	3,491
Disposals	-	(260)	-	(260)
	<hr/>	<hr/>	<hr/>	<hr/>
At 31st March 2022	165,945	61,082	5,658	232,685
	<hr/>	<hr/>	<hr/>	<hr/>
DEPRECIATION				
At 1st April 2021	15,722	25,214	1,058	41,994
Charge for year	2,387	7,008	791	10,186
Eliminated on disposal	-	(94)	-	(94)
	<hr/>	<hr/>	<hr/>	<hr/>
At 31st March 2022	18,109	32,128	1,849	52,086
	<hr/>	<hr/>	<hr/>	<hr/>
NET BOOK VALUE				
At 31st March 2022	147,836	28,954	3,809	180,599
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
At 31st March 2021	150,223	33,491	3,746	187,460
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade debtors	7,533	2,895
Other debtors	9,607	-
Prepayments	4,678	1,530
	<hr/>	<hr/>
	21,818	4,425
	<hr/> <hr/>	<hr/> <hr/>

The £9,607 included in other debtors relates to a grant which the charity is entitled to but will not be received into the bank until certification of expenditure is submitted.

AGE CONCERN SOUTHEND-ON-SEA CIO

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

11. CURRENT ASSET INVESTMENTS

	2022	2021
	£	£
Unlisted investments	-	16,256
	<u> </u>	<u> </u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Other loans (see note 14)	20,000	20,000
Trade creditors	33,839	37,573
Social security and other taxes	1,881	906
Other creditors	-	336
Prepaid income	3,823	-
Accrued expenses	4,290	3,332
	<u> </u>	<u> </u>
	63,833	62,147
	<u> </u>	<u> </u>

13. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2022	2021
	£	£
Other loans (see note 14)	187,590	178,191
	<u> </u>	<u> </u>

14. LOANS

An analysis of the maturity of loans is given below:

	2022	2021
	£	£
Amounts falling due within one year on demand:		
Other loans	20,000	20,000
	<u> </u>	<u> </u>
Amounts falling between one and two years:		
Other loans - 1-2 years	19,000	19,000
	<u> </u>	<u> </u>
Amounts falling due between two and five years:		
Other loans - Due in 2 to 5 years	168,590	159,191
	<u> </u>	<u> </u>

AGE CONCERN SOUTHEND-ON-SEA CIO

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

15. MOVEMENT IN FUNDS

	Total	Redundancy	Welfare	Restricted	General
	£	reserve	Fund	Fund	Fund
	£	£	£	£	£
As at 1st April 2021	59,350	4,077	15,105	35,699	4,469
Incoming resources	382,063	-	-	145,208	236,855
Outgoing resources	(401,855)	-	-	(103,990)	(297,865)
Transfers	-	623	(15,105)	-	14,482
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
As at 31st March 2022	39,558	4,700	-	76,917	(42,059)

1) Redundancy Reserve

The Committee decided in 2001 that £3,000 of the balance on Income and Expenditure account should be ring-fenced to provide a reserve, to cover any eventual redundancy payments, since then a further £3,500 has been transferred from general funds. In 2019 a staff member was made redundant and a payment of £2,423 was paid using this reserve. On 19th January 2022 it was agreed to increase this to £4,700 by transfer of £623 from the general fund.

2) Welfare Fund

Having received substantial legacies in the year ended 31st March 2011 the Executive Committee decided to ring-fence funds to be used in special circumstances. The sum of £20,000 was therefore transferred to a designated fund to be known as the Welfare Fund. A grant of £2,395 was paid in 2018 with another grant of £2,500 was paid in 2019 giving a total of £15,105. On 29th July 2021 the trustees agreed to transfer these funds into general funds to be used for general working capital purposes.

3) Restricted Fund

During the years ending from 31st March 2020 to 31st March 2022 the charity received multiple grants which were designated as restricted funds. These funds as well as the expenses these funds were spent on, have been separated from the general fund leaving a reserve of £76,917 of which £9,607, included in other debtors, relates to a grant which was entitled before 31st March 2022 but was not paid until after the year end.

16. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2022.

AGE CONCERN SOUTHEND-ON-SEA CIO

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

17. CHARITY RESERVES

The charity's reserves policy requires it to hold reserves of at least £70,000, being two months' operating costs.

As a result of the significant fall in revenue experienced because of the coronavirus pandemic and subsequent lockdowns and the ongoing negative effect of high levels of COVID-19 cases associated with the omicron variant and, in the absence of sufficient external support, the charity had to utilise its reserves to meet its rental obligations and pay staff.

As a result, its unrestricted reserves have fallen significantly with the result that its General Fund was in deficit (£41,436) as of 31st March 2022.

Our aim is to rebuild our reserves and ensure that the charity's income more than covers its operating costs. We are seeking to build our revenue streams. We have been successful in hiring space at our community hub, The Haven, and income from franchises and the hirers is now approaching the level necessary to cover our annual lease costs. Footfall, which inevitably suffered during the COVID crisis, is steadily increasing with over 3,000 people visiting The Haven in July 2022. Activity class attendance figures have been more challenging because of the reticence of many clients to leave the sanctuary of their own homes but are now showing positive advances as, post-COVID, confidence returns. Our Day Care centre, which provides bespoke services to those suffering from neurological disorders such as dementia, is currently at full occupancy for 3 days a week and, with a new enthusiastic management team now in place, we aim to be operating at capacity 5 days a week by November 2022. We are also utilising a grant received from the Architectural Heritage Fund to engage a specialist grant application writer to help us apply for funding from charitable trusts and organisations and currently have 11 applications outstanding for funds totalling £250,000 where we are waiting to hear whether we have been successful. We accept that it will take time to achieve our stated goals, but we are confident that this is possible and that we now have a strong Board of Trustees and management team in place to drive the charity forward

It should be noted that the charity's landlord remains highly supportive of the charity and an agreement was put in place between the landlord and the charity in April 2022 which allows for all rent unpaid as of 31st March 2022, to be repaid by instalments in the period through 31st March 2024.

Other than outstanding rental payments due to its landlord, the charity has no significant trade creditors.

AGE CONCERN SOUTHEND-ON-SEA CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2022

	2022	2021
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	40,188	92,721
Gift aid	20,599	-
Legacies	-	8,610
Grants	217,219	344,547
Regular hub activities	44,776	916
	<hr/>	<hr/>
	322,782	446,794
Other trading activities		
Fundraising events	2,736	1,395
Investment income		
Rents received	56,421	(1,296)
Deposit account interest	49	34
	<hr/>	<hr/>
	56,470	(1,262)
Charitable activities		
Other charitable income	75	11
Other income		
Gain on sale of tangible fixed assets	-	8,199
	<hr/>	<hr/>
Total incoming resources	382,063	455,137
EXPENDITURE		
Raising donations and legacies		
Fund raising costs	781	1,028
Other trading activities		
Bad debts	-	195
Charitable activities		
Regular hub activities costs	12,663	-
Staff training	628	-
	<hr/>	<hr/>
	13,291	-
Support costs		

AGE CONCERN SOUTHEND-ON-SEA CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2022

	2022	2021
	£	£
Support costs		
Management		
Wages	175,378	140,624
Social security	5,014	4,089
Pensions	1,376	1,548
Rent & utilities	103,915	87,927
Insurance	4,586	4,700
Telephone	3,320	7,036
Advertising	395	1,090
Other expenses	15,200	10,066
Repairs & subcontractors	34,345	51,343
Consultancy	18,000	-
Short leasehold depreciation	2,387	2,027
Plant & machinery depreciation	7,008	6,390
Fixtures depreciation	791	721
Loss on sale of tangible fixed assets	66	-
	<u>371,781</u>	<u>317,561</u>
Finance		
Bank charges	1,055	821
Bank interest	-	75
Loan interest	9,524	9,845
Late payment interest	13	59
	<u>10,592</u>	<u>10,800</u>
Governance costs		
Independent examiners fee	2,178	1,680
Legal fees	3,232	1,186
	<u>5,410</u>	<u>2,866</u>
Total resources expended	<u>401,855</u>	<u>332,450</u>
Net (expenditure)/income	<u>(19,792)</u>	<u>122,687</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

England & Wales - Charity number 1160916

Accounts

REGISTERED COMPANY NUMBER: CE003720 (England and Wales)
REGISTERED CHARITY NUMBER: 1160916

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021
FOR
AGE CONCERN SOUTHEND-ON-SEA CIO

To be signed

Pages 4 + 9

Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

AGE CONCERN SOUTHEND-ON-SEA CIO

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FOR THE YEAR ENDED 31ST MARCH 2021

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AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The object of the charity is to promote the relief of older people in any manner which now is or hereafter may be deemed by law to be charitable within the Borough of Southend-on-Sea and surrounding areas.

Staff & Volunteers

As at 31st March 2021, the Charity had three full time and six part time paid members of staff (equivalent in total to six full time members of staff) supported by approximately 150 volunteers. When permitted by Government regulations concerning the Coronavirus Pandemic the charity provides face-to-face and telephone befriending to older people, community clubs, advice and signposting and in 2019 opened its "one-stop" community hub ("The Haven"). As detailed in the Chairman's statement, in July 2020 the Charity took the difficult decision to close its transport service resulting in the redundancy of two part-time members of staff.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Committee Members' Responsibilities in Relation to the Financial Statements

Law applicable to charities in England and Wales require the Executive Committee to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to:-

- * Select suitable accounting policies and then apply them consistently;
- * Observe the methods and principles in the Charity SORP 2015 (FRS102);
- * Make judgements and estimates that are reasonable and prudent;
- * State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements; and
- * Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Executive Committee are responsible for keeping accounting records which 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 1993. 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.

Club 50+ CIO

On 28th February 2018 Age Concern Southend-on-Sea CIO merged with Club 50+ CIO, charity No 1152184, which operated from 1b Queens Road, Southend-on-Sea, Essex, SS1 1LT.

Risk management

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

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
CE003720 (England and Wales)

Registered Charity number
1160916

Registered office
134 Hamlet Court Road
Westcliff on Sea
Essex
SS0 7LN

Trustees

Michael Nicholson (Chairman)
David Ward (Treasurer)
Jan Reed
Trevor Williams
Keith Davies
Mark Birchell
Sharon Box

The trustees are elected or appointed on an annual basis at the Annual General Meeting and meet quarterly or more frequently if necessary. Trustee meetings are also attended by the CEO of Age Concern Southend-on-Sea who also acts as secretary at meetings.

Independent Examiner

Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

Bankers

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4TA

Metro Bank
1 Southampton Row
London
WC1B 5HA

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2021

CHAIRMAN'S REPORT

While the period since March 2020 has been a torrid time for everyone, I am pleased to say that Age Concern Southend-on-Sea ("ACSOS") has, to date, managed to weather the storm. As I mentioned, in my statement last year, in September 2020 ACSOS was awarded £68,618 from the National Lottery Community Fund and £40,000 from the Julia and Hans Rausing Trust which greatly improved its balance sheet and, notwithstanding that our community hub, The Haven, has been temporarily closed for most of the last 15 months our cash position as at 31st March 2021 was (and still is) significantly higher than it was 12 months previously.

As a result of the enforced closure of The Haven, ACSOS lost most of its income, being revenue from Club 50+ membership, activity fees and income from the day care centre. In addition, since March 2020, like most charities, we have been unable to organise fund-raising events and have seen a significant drop in charitable donations from the general public. I would, therefore, like to thank not only the National Lottery Community Fund and the Julia and Hans Rausing Trust but also the following organisations for their support during 2020/21 without which the charity may not have survived:

- Ann Ryland Trust
- Architectural Heritage Fund
- CAF Bank
- Essex Community Foundation
- FSJ Trust
- Gannett Foundation
- Lockett Trust
- Percy Bilton Trust
- Sport England
- The Neighbourly Team

I would also like to thank Southend Borough Council who, during 2020/21, provided ACSOS with Retail, Hospitality and Leisure, Infection Control and Local Restriction Support Grants and in April 2021 with a Restart Grant, these grants being funded by the Government.

As I mentioned last year, the severe impact that the coronavirus pandemic had on the charity's cashflow meant that it was forced to make some difficult decisions. In April 2020 we furloughed 8 of the 11 members of our team in order to take advantage of the Government's Coronavirus Job Retention Scheme and have continued to utilise that Scheme albeit on a greatly reduced basis. However, the most difficult decision was that taken in June 2020 to close our transport service. This service, whereby our volunteer drivers provided lifts to older people to medical appointments, clubs, shops or to visit loved ones in hospital had grown markedly in recent years from c.700 lifts a year in 2013 to over 7,500 in 2019. Unfortunately, this service was administratively burdensome and costly to run and, as the charity made no charge to users of the service (our volunteer drivers received a mileage charge directly from the user to help cover their costs) and received no external funding we had to shut the service and make two part-time members of staff redundant.

AGE CONCERN SOUTHEND-ON-SEA CIO

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31ST MARCH 2021

Our original intention when we acquired the lease of the Havens building in July 2018 was to create a "one-stop" centre housing all of the facilities and services needed by older people. While the objective of ACSOS as defined in its constitution is, and will always be, to promote the relief of older people in Southend-on-Sea and surrounding areas we have, over the past year, opened up The Haven community hub to all age groups with the aim of developing a vibrant community centre that everyone will want to come to. Hence, in addition to housing Club 50+, our leisure and social club, we also provide a range of paid for activities that are open to anyone in the local community. This includes activities for toddlers through to young adults. This means that we can utilise The Haven from 9 a.m. to 8 p.m. on weekdays and at weekends enabling us to generate income that can be used to further improve the facilities and services that we provide to older people. With regard to the latter, I am pleased to say that we have received funding which will enable us to hire a Volunteer Co-ordinator whose remit will be to increase the number of volunteers available to the charity to meet the increasing demand for its befriending service that has arisen as a result of the COVID-19 lockdown.

In line with Government guidelines, we embarked on a phased re-opening of The Haven in April and aim to have the centre fully open in August when we also hope to be able to launch a specialist day service for people with dementia.

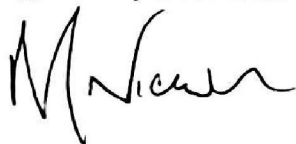
We continue to believe that The Haven will be self-financing as income from the rent of offices and meeting rooms, income from the franchising of the café, hairdressing salon, foot care and reflexology, massage and beauty treatment services, revenue from the specialist day centre, Club 50+ membership fees and fees payable on the activities offered at the centre will more than cover the costs of running The Haven.

We still have some way to go to fully complete the refurbishment and are looking at funding opportunities to replace two of the flat roofs and to install a glass fire panel on the first floor.

In the meantime our other long standing services continue to grow. In the last year, our befriending service supported 463 older people and at the time of writing we have 128 volunteer befrienders. Befriending and volunteering enquiries account for 28% of all the enquiries we receive to our information and advice line, which now regularly handles more than 150 calls a month.

Finally, I would just like to thank my fellow trustees, and all the staff and volunteers for their continued hard work, commitment and dedication to improving the lives of older people across Southend. It's been a very tough last year, and whilst the next year isn't going to be easy, we have in place a team and plans that will see us grow and flourish over the coming twelve months.

Approved by order of the board of trustees on 21st July 2021 and signed on its behalf by:



M Nicholson - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN SOUTHEND-ON-SEA CIO

Independent examiner's report to the trustees of Age Concern Southend-On-Sea CIO ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

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INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
AGE CONCERN SOUTHIEND-ON-SEA CIO

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of A.C.C.A. which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

C E Binnie F.C.A.
A.C.C.A.
Clouders
Chartered Certified Accountants
Charter House
103-105 Leigh Road
Leigh-on-Sea
Essex
SS9 1JL

21st July 2021

AGE CONCERN SOUTHEND-ON-SEA CIO

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	236,731	210,063	446,794	416,875
Charitable activities					
Other charitable income		11	-	11	14,355
Other trading activities	3	1,395	-	1,395	27,248
Investment income	4	(1,262)	-	(1,262)	20,821
Other income		8,199	-	8,199	-
Total		<u>245,074</u>	<u>210,063</u>	<u>455,137</u>	<u>479,299</u>
EXPENDITURE ON					
Raising funds	5	195	1,028	1,223	18,404
Charitable activities					
Office costs		9,959	22,496	32,455	22,680
Repairs & subcontractors		223	51,120	51,343	415,227
Staff costs		93,101	53,160	146,261	158,638
Rent & utilities		36,953	50,974	87,927	121,620
Governance costs		9,902	2,943	12,845	16,600
Grants payable		-	-	-	2,500
Other		-	396	396	12,737
Total		<u>150,333</u>	<u>182,117</u>	<u>332,450</u>	<u>768,406</u>
NET INCOME/(EXPENDITURE)		<u>94,741</u>	<u>27,946</u>	<u>122,687</u>	<u>(289,107)</u>
Transfers between funds	16	(7,753)	7,753	-	-
Net movement in funds		<u>86,988</u>	<u>35,699</u>	<u>122,687</u>	<u>(289,107)</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		(82,519)	19,182	(63,337)	225,770
TOTAL FUNDS CARRIED FORWARD		<u>4,469</u>	<u>54,881</u>	<u>59,350</u>	<u>(63,337)</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

AGE CONCERN SOUTHIEND-ON-SEA CIO

BALANCE SHEET
31ST MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	10	187,460	-	187,460	189,249
CURRENT ASSETS					
Debtors	11	2,895	1,530	4,425	8,655
Investments	12	16,256	-	16,256	16,228
Cash at bank and in hand		38,196	53,351	91,547	21,377
		<u>57,347</u>	<u>54,881</u>	<u>112,228</u>	<u>46,260</u>
CREDITORS					
Amounts falling due within one year	13	(62,147)	-	(62,147)	(149,500)
NET CURRENT ASSETS		<u>(4,800)</u>	<u>54,881</u>	<u>50,081</u>	<u>(103,240)</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>182,660</u>	<u>54,881</u>	<u>237,541</u>	<u>86,009</u>
CREDITORS					
Amounts falling due after more than one year	14	(178,191)	-	(178,191)	(149,346)
NET ASSETS		<u>4,469</u>	<u>54,881</u>	<u>59,350</u>	<u>(63,337)</u>
FUNDS	16				
Unrestricted funds:					
General fund				4,469	(82,519)
Restricted funds:					
Redundancy reserve				4,077	4,077
Welfare fund				15,105	15,105
Restricted fund				35,699	-
				<u>54,881</u>	<u>19,182</u>
TOTAL FUNDS				<u>59,350</u>	<u>(63,337)</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31st March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31st March 2021 in accordance with Section 476 of the Companies Act 2006.

The notes form part of these financial statements

AGE CONCERN SOUTHEND-ON-SEA CIO

BALANCE SHEET - continued

31ST MARCH 2021

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 21st July 2021 and were signed on its behalf by:



M Nicholson - Trustee



D Ward - Trustee

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AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

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

Tangible fixed assets

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

Short leasehold	- Over the lease term
Plant and machinery	- 15% on cost
Fixtures and fittings	- 15% on cost
Motor vehicles	- 25% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2021

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS AND LEGACIES

	2021	2020
	£	£
Donations	92,721	53,063
Gift aid	-	15,339
Legacies	8,610	147,298
Grants	344,547	151,898
Subscriptions	-	17,995
Admissions	-	55
Regular club activities	916	31,227
	<u>446,794</u>	<u>416,875</u>

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

	2021	2020
	£	£
Coronavirus Job Retention Scheme Grants	42,001	-
Local Restrictions Control Grant	15,285	-
Retail, Hospitality and Leisure Grant	25,000	-
Other Grants	262,261	151,898
	<u>344,547</u>	<u>151,898</u>

3. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	1,395	25,786
Tea bar income	-	1,462
	<u>1,395</u>	<u>27,248</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2021

4. INVESTMENT INCOME

	2021	2020
	£	£
Rents received	(1,296)	20,757
Deposit account interest	34	64
	<u>(1,262)</u>	<u>20,821</u>

5. RAISING FUNDS

Raising donations and legacies

	2021	2020
	£	£
Fund raising costs	1,028	17,987
Support costs	-	417
	<u>1,028</u>	<u>18,404</u>

6. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Depreciation - owned assets	9,139	11,433
Surplus on disposal of fixed assets	(8,199)	-
	<u>(8,199)</u>	<u>-</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31st March 2021 nor for the year ended 31st March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31st March 2021 nor for the year ended 31st March 2020.

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2021

8. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	140,624	150,339
Social security costs	4,089	5,815
Other pension costs	1,548	2,484
	<u>146,261</u>	<u>158,638</u>

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

2021	2020
10	10
<u>10</u>	<u>10</u>

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

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	416,875	-	416,875
Charitable activities			
Other charitable income	14,355	-	14,355
Other trading activities	27,248	-	27,248
Investment income	20,821	-	20,821
Total	<u>479,299</u>	-	<u>479,299</u>
EXPENDITURE ON			
Raising funds	18,404	-	18,404
Charitable activities			
Office costs	22,680	-	22,680
Repairs & subcontractors	415,227	-	415,227
Staff costs	156,215	2,423	158,638
Rent & utilities	121,620	-	121,620
Governance costs	16,600	-	16,600
Grants payable	-	2,500	2,500
Other	12,737	-	12,737
Total	<u>763,483</u>	<u>4,923</u>	<u>768,406</u>
NET INCOME/(EXPENDITURE)	<u>(284,184)</u>	<u>(4,923)</u>	<u>(289,107)</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2021

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	201,665	24,105	225,770
	-----	-----	-----
TOTAL FUNDS CARRIED FORWARD	(82,519)	19,182	(63,337)
	=====	=====	=====

10. TANGIBLE FIXED ASSETS

	Short leasehold £	Plant and machinery £	Fixtures and fittings £	Motor vehicles £	Totals £
COST					
At 1st April 2020	165,945	51,354	4,804	22,250	244,353
Additions	-	7,351	-	-	7,351
Disposals	-	-	-	(22,250)	(22,250)
	-----	-----	-----	-----	-----
At 31st March 2021	165,945	58,705	4,804	-	229,454
	-----	-----	-----	-----	-----
DEPRECIATION					
At 1st April 2020	13,694	18,824	337	22,249	55,104
Charge for year	2,028	6,390	721	-	9,139
Eliminated on disposal	-	-	-	(22,249)	(22,249)
	-----	-----	-----	-----	-----
At 31st March 2021	15,722	25,214	1,058	-	41,994
	-----	-----	-----	-----	-----
NET BOOK VALUE					
At 31st March 2021	150,223	33,491	3,746	-	187,460
	=====	=====	=====	=====	=====
At 31st March 2020	152,251	32,530	4,467	1	189,249
	=====	=====	=====	=====	=====

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2021

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	2,895	8,655
Prepayments	1,530	-
	<u>4,425</u>	<u>8,655</u>

12. CURRENT ASSET INVESTMENTS

	2021	2020
	£	£
Unlisted investments	<u>16,256</u>	<u>16,228</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Other loans (see note 15)	20,000	53,000
Trade creditors	37,573	60,487
Social security and other taxes	906	8,975
Other creditors	336	1,028
Accrued expenses	3,332	26,010
	<u>62,147</u>	<u>149,500</u>

14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2021	2020
	£	£
Other loans (see note 15)	<u>178,191</u>	<u>149,346</u>

15. LOANS

An analysis of the maturity of loans is given below:

	2021	2020
	£	£
Amounts falling due within one year on demand:		
Other loans	<u>20,000</u>	<u>53,000</u>
Amounts falling between one and two years:		
Other loans - 1-2 years	<u>19,000</u>	<u>-</u>
Amounts falling due between two and five years:		
Other loans - Due in 2 to 5 years	<u>159,191</u>	<u>149,346</u>

AGE CONCERN SOUTHEND-ON-SEA CIO

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31ST MARCH 2021

16. MOVEMENT IN FUNDS

	Total	Redundancy	Welfare	Restricted	General
	£	reserve	Fund	Fund	Fund
	£	£	£	£	£
As at 1st April 2020	(63,337)	4,077	15,105	-	(82,519)
Incoming resources	455,137	-	-	210,063	245,074
Outgoing resources	(332,450)	-	-	(182,117)	(150,333)
Transfers	-	-	-	7,753	(7,753)
As at 31st March 2021	59,350	4,077	15,105	35,699	4,469

1) Redundancy Reserve

The Committee decided in 2001 that £3,000 of the balance on Income and Expenditure account should be ring-fenced to provide a reserve, to cover any eventual redundancy payments, since then a further £3,500 has been transferred from general funds. In 2019 a staff member was made redundant and a payment of £2,423 was paid using this reserve. This leaves a total reserve of £4,077.

2) Welfare Fund

Having received substantial legacies in the year ended 31st March 2011 the Executive Committee decided to ring-fence funds to be used in special circumstances. The sum of £20,000 was therefore transferred to a designated fund to be known as the Welfare Fund. A grant of £2,395 was paid in 2018 with another grant of £2,500 was paid in 2019 giving a total of £15,105

3) Restricted Fund

During the years ending 31st March 2020 & 31st March 2021 the charity received multiple grants which were designated as restricted funds, these funds as well as the expenses these funds were spent on have been separated from the general fund leaving a reserve of £35,699 of which £1,530 has been used to prepay expenses for the year ending 31st March 2022.

17. RELATED PARTY DISCLOSURES

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

AGE CONCERN SOUTHEND-ON-SEA CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2021

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	92,721	53,063
Gift aid	-	15,339
Legacies	8,610	147,298
Grants	344,547	151,898
Subscriptions	-	17,995
Admissions	-	55
Regular club activities	916	31,227
	<hr/>	<hr/>
	446,794	416,875
 Other trading activities		
Fundraising events	1,395	25,786
Tea bar income	-	1,462
	<hr/>	<hr/>
	1,395	27,248
 Investment income		
Rents received	(1,296)	20,757
Deposit account interest	34	64
	<hr/>	<hr/>
	(1,262)	20,821
 Charitable activities		
Other charitable income	11	14,355
 Other income		
Gain on sale of tangible fixed assets	8,199	-
	<hr/>	<hr/>
Total incoming resources	455,137	479,299
 EXPENDITURE		
Raising donations and legacies		
Fund raising costs	1,028	17,987
 Other trading activities		
Bad debts	195	-
 Charitable activities		
Grants to individuals	-	2,500

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AGE CONCERN SOUTHEND-ON-SEA CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2021

	2021	2020
	£	£
Support costs		
Management		
Wages	140,624	150,339
Social security	4,089	5,815
Pensions	1,548	2,484
Rent & utilities	87,927	121,620
Insurance	4,700	3,585
Telephone	7,036	3,259
Advertising	1,090	-
Other expenses	10,066	19,631
Repairs & subcontractors	51,343	412,876
Short leasehold depreciation	2,027	2,207
Plant & machinery depreciation	6,390	3,327
Fixtures depreciation	721	337
Motor vehicles depreciation	-	5,563
	<u>317,561</u>	<u>731,043</u>
Finance		
Bank charges	821	152
Bank interest	75	124
Loan interest	9,845	4,346
Late payment interest	59	-
	<u>10,800</u>	<u>4,622</u>
Governance costs		
Independent examiners fee	1,680	1,560
Legal fees	1,186	10,694
	<u>2,866</u>	<u>12,254</u>
Total resources expended	<u>332,450</u>	<u>768,406</u>
Net income/(expenditure)	<u>122,687</u>	<u>(289,107)</u>

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