

SURREY HEATH AGE CONCERN CIO

England & Wales · Charity number 1175933

Details

Other names SHAC

Status Registered

Legal form CIO

Registered 2017-11-27

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

Contact

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Unit 2F Station House
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Surrey
GU15 3XD

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Email manager@sh-ac.org.uk

Website www.sh-ac.org.uk

Activities

Objects: TO RELIEVE THE NEEDS OF THE ELDERLY IN SURREY HEATH BY ANY MEANS WHICH IS CHARITABLE UNDER THE LAWS OF ENGLAND AND WALES.

Activities: An independent charity working to enhance the lives of older people in Surrey Heath borough. Current activities include: a visiting & befriending service, The Rainbow Cafe, a community cafe in Camberley town centre, Tea & Chatter tea parties for the over 70s across Surrey Heath, Tea & Memories weekly vintage tea parties at The Rainbow Cafe and weekly seated exercise class at Places Leisure Centre.

Classification

- **How:** Provides Services
- **What:** Disability
- **Who:** Elderly/old People

Geography

- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£142,389	£109,896	-	-
2024-03-31	£91,950	£92,440	-	-
2023-03-31	£66,012	£90,885	-	-
2022-03-31	£60,964	£65,069	-	-
2021-03-31	£78,188	£55,914	-	-

Trustees

Name	Role	Appointed
CHARLES WILLIAM BARBOR	Chair	2017-11-27
Jonathon Scott Allard Lytle		2020-05-18
Paul Raymond Amphlett		2024-04-10
Peter Greatbatch		2019-02-18
Shaun Francis Garrett		2024-06-11

Accounts

**Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2025
for
Surrey Heath Age Concern CIO**

WHITTINGTONS
Chartered Accountants
1 High Street
Guildford
Surrey
GU2 4HP

**Contents of the Financial Statements
for the Year Ended 31 March 2025**

	Page
Report of the Trustees	1 to 7
Independent Examiner's Report	8
Statement of Financial Activities	9
Balance Sheet	10
Notes to the Financial Statements	11 to 14
Detailed Statement of Financial Activities	15

**Report of the Trustees
for the Year Ended 31 March 2025**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2025. 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).

**Report of the Trustees
for the Year Ended 31 March 2025**

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

Overview

Our charity is one continuous project and has one mission which is to carry on "to prevent loneliness and isolation amongst the elderly in the borough of Surrey Heath."

SHAC's 123 local volunteers are drawn from Wards across the whole borough - Chobham to Mytchett.

People usually stay in our sights till they pass away or move on to Residential Care. We are often the single most regular caring contact they have. Healthcare episodes come and go, along with the care of health professionals but SHAC's contact remains throughout!

Living longer means residents become even more lonely as friends and families succumb to time and fade away. Just at the time when they need their support people's networks have gone!

"We are the good neighbourhood friend - available across all the boroughs of Surrey Heath."

We are always looking at ways to partner with other community organisations within our borough and welcome with open-arms collaborations that will enhance our offer to the older residents of Surrey Heath. Social isolation and mental health have become even more of an issue due to Covid, and we will continue to support where we can.

SHAC is an engine for volunteering!! They are the key resource for our services, and this was recognised by winning the "Kings Award for Volunteering 2023".

Our services are vital and make a positive difference to people's lives! This is why supporting SHAC in total is so vital as it attracts and converts people into active volunteers.

Our range of activities in the local communities means we cast a wide net and draw in many lonely people, often 'early' widows come to us for company and then choose to volunteer to help with our elder less able members. Through the Rainbow Cafe and our open events people connect and reconnect and build new networks. We try not to trade on pathos or guilt we offer an upbeat environment, open access that engages the whole community - young to old - families to singletons.

Experienced Social Prescribers often recommend volunteering with us to their patients. We have 5 of these trained up as befrienders in our Visiting service and one helping with events.

Widowed Men are notoriously difficult to reach out to and befriend, even though they are often very lonely and dispirited. We have developed pathways to engage with them and attract them into our arena.

Very elderly couples, 85 plus living independently and still supporting each other, are so vulnerable to loss can be attracted into our orbit to develop trusted relationships; so we can provide pathways to friendships and support networks when one or the other departs.

3. Performance, Reserves Policy and Services review

The Charity has worked hard to increase the awareness of its work locally to encourage a wider range of income streams from the public and local business. And has successfully partnered with local organisations to provide additional services. Grants still play a key role in the charity's funding.

Surrey Heath Age Concern CIO is one of the few local service providers that receives revenue grants to help support its work from Surrey Heath Borough Council (SHBC). The grant for the provision of services in 2024/25 was £10,000 and this was helpfully ring fenced for a second year 2025/26. The grant is actively managed through the External Partnership Committee through a reciprocal service level agreement.

We started this new financial year full of grit and determination to turn around our negative financial position to a positive one.

We had members of the public lining up to 'Walk on Fire' to help support the charity and its work. We leave the year in a much stronger position although we have more members of the public lined up to raise funds by taking on an 'extreme abseiling' challenge!

We are immensely proud of the strides we have made in fostering community engagement and supporting our elderly members through our various initiatives. The generous support from The National Lottery Community Funding has been instrumental in enabling us to deliver these impactful programs.

From the vibrant Tea & Memories group and the delightful Sunday lunches at Camberley Manor Care Home to the ever-growing Men's Breakfast Club and the newly established Knit & Natter Group, our efforts have significantly enhanced the sense of community and provided much-needed social interaction for our participants. Our agility classes and Visiting & Befriending programmes continue to make a positive impact, thanks to the dedication of our volunteers.

For the financial year 1 April 2024 to 31 March 2025, Surrey Heath Age Concern CIO managed both restricted and unrestricted funds to support the delivery of its charitable activities.

Restricted Funds

Restricted income for the year totalled £14,550.83. These funds were granted for specific projects and activities and were applied in accordance with donor requirements. Restricted grants supported areas such as community engagement programmes, befriending, and group activities.

**Report of the Trustees
for the Year Ended 31 March 2025**

Unrestricted Funds

Unrestricted income for the year totalled £71,102.20. These funds provided essential flexibility, enabling the charity to cover core operational costs, respond to emerging needs, and maintain continuity of services during a challenging financial period. National Lottery and Frimley Fuel Allotments were the major supporters for us.

Background to funding

We have lost our ring-fenced funding from Surrey Heath Borough Council due to their necessary cost-cutting measures. As a result, we will receive only an additional £5,000 for the 2025/26 fiscal year. This funding was important, as it was included in our match funding and significantly supported the core costs of our Visiting & Befriending project. Unfortunately, some of our other expected funding has also not materialised.

Additionally, our café income has declined. With the rising cost of living, food purchasing prices have nearly doubled. Despite these challenges, we are actively seeking new funding opportunities. We are reaching out to local businesses and exploring more fundraising initiatives to bridge the gap. Additionally, we are approaching larger organisations such as the NHS, although their budgets are also strained, making this a challenging endeavour.

We remain committed to our mission and are determined to find alternative funding sources to ensure the sustainability of our essential services.

Grants - affecting our finance from 31 March 24 up to 1 st April 25

(Grants from late 23/4 that will be in use during 24-25)

National Lottery
Frimley Fuel Allotments
Community Foundation Surrey
Churchill Foundation
SHBC
CO-OP
Conquest Consultancy
Mytchett Ministries
SHBC Councillors Grant
Tesco Community Fund
Rotary Camberley
Rotary Farnborough
41 Club
Right at Home
Places Liesure

Price Increases to Help Maintain Sustainability

To ensure we remain sustainable, we made some necessary price adjustments:

*** Café Menu Prices:** As a community café, we strive to keep our prices as low as possible to accommodate those who are struggling, but due to prices going up for us to purchase we have made necessary adjustments.

*** Agility Classes:** The price per person has increased from £5.00 to £6.00 per week. With instructor fees and room hire costing £440.00 a month, and an average of 19 attendees bringing in £456.00, this helps us cover our expenses

***Tea and Memories:** This program is now catered in-house by our volunteers. With an average of 18 guests at £5.00 each, we generate £90.00 per session. After accounting for food costs and raffle prizes, around £60.00 per week, we contribute approximately £30.00 a week back to the charity, which helps fund the Events Co-ordinator's salary.

Appointed Chief Executive Officer - The board felt strongly that the case for Elderley should have stronger leadership and was pleased to invite Sarah Jane Croke to take up the position of Chief Executive. Her brief is to build on all her work to date, and be a high profile advocate for the elderly locally in our area both at an operations level and policy level amongst the key local agencies and players in our Local community and health services provision. We were delighted to have the support of our newly appointed high profile Patron Diana Moran (The Green Goddess and fitness guru)

The charity relocated its business office to Camberley town as part of this repositioning - taking advantage of a very low rental scheme

Our commitment to our mission remains unwavering, and we are grateful for the trust and support of our community.

Benefitting from the Stronger Profile of the Charity

The profile of our charity has significantly increased in recent times due to our communications programme and lively, engaging events. Receiving the Kings Award for Volunteering was a great boost to our cause and supporting volunteer recruitment.

**Report of the Trustees
for the Year Ended 31 March 2025**

Through the year our charity was selected by various local businesses, both large and small, as their chosen charity for ongoing support. These local partnerships have been instrumental in raising our profile and securing much-needed funds and in turn provide fuel for our promotions programme.

In addition to these partnerships, several businesses have hosted single events specifically to raise funds for us. These events not only provide financial support but also help to raise awareness about our cause and the services we offer.

Our growing profile has also attracted more volunteers and donors, allowing us to expand our reach and impact within the community. We are grateful for the continued support from local businesses and the community, which enables us to continue our mission of helping those in need. See the list of our supporters.

Our Current Supporters:

SHBC
National Lottery Community Fund
Hullabaloo
Signare
Tesco's Community Fund
Village Hotel Bracknell
Bliss Restaurant
Rotary Club of Camberley
Co-op Local Community Fund
Corrina Lodge
Places Leisure
Collectively Camberley
Right at Home GF
Login Lounge
Satelliet -UK
Boonies Pets
Serenity
McDonalds - Camberley Branch
Community Foundation Surrey
Frimley Fuel Allotments
Churchill Foundation
Roti Corner
Camberley Manor Care Home
Not Just Travel
Voluntary Support North Surrey
IT Wizards
Camberley Rotary Club
41 Club
Rotary Club of Farnborough
Anyone Can
Damon Walker
Camberley WI
Omni
Men in Sheds
Eye Connexion
Camberley Heights
Lakeview Home Lightwater
My Froyoland
Yoga Life Space
Conquest Consultancy
Camberley Bowls Club

The core stats for the year, including:

- * Major and one off events (Brooklands, Sunday lunches x 6, Fish & Chips x 9, coffee mornings x 5, Cinema Club x 6)
- * Xmas Party

Visiting & Befriending

We are pleased to report that we have increased our weekly visits to 54, thanks to the incredible dedication of our volunteers over the past six months.

- Total volunteer hours for 2024/25: 2816
- Total visits: 2327

**Report of the Trustees
for the Year Ended 31 March 2025**

Volunteer Update

Our volunteers continue to surpass our expectations by giving their time and commitment over the last 12 months we now have a total of 123.

· Total volunteer hours given in the last year with our café and Tea & Memories: 3,441

Total Events Held for Our Service Users = 200

· Weekly events: Tea & Memories, Agility Classes, and Men's Breakfast Club = 162 events.

· Monthly events: Knit & Natter and our Indian Buffet = 38 events.

We are pleased to provide an update on our continuing community engagement initiatives, made possible by our teams of volunteers and funders.. Our efforts have focused on fostering stronger community connections and supporting our elderly members.

* **Diverse Community:** We are especially delighted to welcome new members from the Sikh and Nepalese communities, as well as individuals from St Tarcisius Church Congregation and St Peters Frimley. Our gatherings have been vibrant and full of joy, featuring a variety of fun activities such as games, dancing, and the creation of new friendships.

* **Men's Breakfast Club:** On the men's side, we have increased participation at Wetherspoons through word of mouth within the group, now up to 38 members.

* **Brooklands Museum Trip:** We organised a trip to Brooklands Museum with 28 members, some accompanied by their partners. We hired an old Routemaster bus for transportation, brokering new friendships and making it a memorable experience from start to finish.

Sunday Lunches at Camberley Manor Care Home

We have partnered with Camberley Manor Care Home to provide Sunday lunches for some of our elderly members who are more housebound. This initiative has been warmly received by the community and has had a positive impact on the well-being of our participants.

* **Transportation:** We have arranged transportation to and from the care home to ensure that our elderly members can join us for the Sunday lunches. This has been a crucial aspect of the initiative, ensuring accessibility for all participants.

* **Community Building:** These events have provided an opportunity for our elderly members to socialise, share stories, and build stronger connections with each other and the wider community.

* **Positive Feedback:** The feedback from participants has been overwhelmingly positive, with many expressing their gratitude for the opportunity to engage in these social activities.

Monthly Fish and Chip Luncheons

Partnering up with Camberley Heights care home where we are invited along each month for a Fish & Chip luncheon for 30 of our service users, a fun afternoon of music, chatter and yummy food.

Our Agility Classes

We are excited to announce our partnership with Accent Housing to run a pilot scheme in one of their premises. These schemes accommodate approximately 80 individuals aged 55 and over, many of whom may be living alone and dealing with various health issues. Our agility classes are a perfect fit for this demographic.

The pilot will consist of weekly agility classes for a duration of three months, allowing us to assess the impact on participants. If the results are positive and all parties are satisfied, we plan to expand these classes to other schemes within the Borough.

4.Challenges for the Future

- a. To maintain a viable financial future through a robust, wide-ranging fundraising campaign.
- b. To continue to broaden the volunteer base vital to SHAC.
- c. To expand and develop each project to reach as many older people as possible.
- d. To continue to seek partnership opportunities to strengthen the organisation.
- e. To maintain 'Tea & Chatter' groups and 'Tea & Memories' groups.
- f. To continue to develop the business case with local partners and Surrey Heath Borough Council to move to larger premises to encompass the existing café, admin office and space to deliver additional services to further help the elderly.

**Report of the Trustees
for the Year Ended 31 March 2025**

g. To increase the number of men we reach with our services

5. Conclusion

Risk Assessment

We need to carefully assess the ability we will have to generate income from fundraising, donations, events and the Café against expected outgoings.

The Trustees recognise that any major risks to which SHAC is exposed need to be reviewed on a regular basis and that the systems in place should mitigate against these risks. SHAC has the relevant policies in place which are reviewed annually by the Trustees and a rolling risk register which is reviewed each Trustee Board meeting.

Statement of Trustees Responsibilities in Respect of Accounts

The Trustees prepare the accounts each financial year giving a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. They are also responsible for the safeguarding of the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

FINANCIAL REVIEW

Reserves policy

The Charity Commissioners require organisations to establish reserves to cover the eventuality of the Charity ceasing to operate. The Charity has contingent liabilities in respect of employment costs and expenses upon cessation. The Trustees would like to hold sufficient free reserves to be able to cover the potential redundancy costs and up to three months' normal operation expenditure.

The Termination and Operations Reserve at 31 March 2025 is £28500. In previous years this reserve was included within the general Unrestricted Reserves figure.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The object of the Charity is to promote and enhance the welfare of older people in any way which is deemed by law to be charitable, within the Borough of Surrey Heath.

Emphasis is placed on supporting those living alone and with few family members, and SHAC endeavours to improve their quality of life and the degree of independence that they can continue to enjoy in their lives.

The Trustees' policy is to provide a variety of high-quality services within the financial resources generated by and available to the Charity.

In forming the CIO in April 2019, the Trustees agreed the overall aim of the organisation is:

**'Making life better for older people in Surrey Heath' and subsequently its mission is defined as
"To prevent loneliness and isolation amongst the elderly in the borough of Surrey Heath".**

During the year these aims were delivered through a range of activities detailed in section 3, wherever possible services are provided free or at cost.

The Trustees meet every quarter to review performance and develop strategy. Comprehensive performance reports are presented each quarter which enable the trustees to ensure the services provided are attracting the right level of engagement with local people. And feedback direct from volunteers and service users is reviewed. Trustees representing the board attend service events on a regular basis to gain direct feedback from the public.

During the year, these services included:

- a. Visiting & Befriending Service providing friendship, companionship, and support for isolated, lonely people, particularly those confined to their homes and who may have mobility problems.
- b. The Rainbow Cafe in Camberley Town Centre which provides low-cost refreshments and a warm and welcoming meeting place for all members of our community.
- c. 'Tea and Memories' Vintage tea parties held every week at the Rainbow Cafe. These parties are full every week and highlight the need of social interaction of many elderly people living in our community.
- d. 'Tea and Chatter' parties held on a Sunday once a month at various volunteer homes across the Surrey Heath area escorted by volunteer drivers.
- e. The provision of an 'Information Signposting and Support Service' for older people and their families and friends which provided help and guidance for hundreds of local residents during the period.
- f. The provision of drop in Agility exercise class encompassed the OTGO falls prevention programme

**Report of the Trustees
for the Year Ended 31 March 2025**

REFERENCE AND ADMINISTRATIVE DETAILS

SHAC (Surrey Heath Age Concern CIO), is registered with the Charity Commissioners, (Reg No. 1175933) .

The main office is was based at Unit 2F Station House 1 Pembroke Broadway Camberley Surrey GU15 3XD during the year in question and is managed and operated within a constitution as last amended on 1st April 2018.

The Trustees were supported by the Charity's Manager, Sarah Jane Croke who was appointed Chief Executive Officer in September 2024 she was supported by a small team of part-time paid staff.

Trustees who have served Surrey Heath Age Concern CIO are:

NAME POSITION

Mr. Charles Barbor Chair of Trustees

Mr. Peter Greatbatch Trustee

Mr. Paul Raymond Amphlett- Trustee

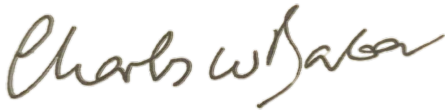
Mr. David Lewis Trustee

Mr. Jonathan Lytle Trustee

Mr. Shaun Francis Garrett Trustee

Mr. Denis Fuller Trustee (resigned April 2024)

Approved by order of the board of trustees on 19 January 2026 and signed on its behalf by:



C W Barbor - Trustee

**Independent Examiner's Report to the Trustees of
Surrey Heath Age Concern CIO**

Independent examiner's report to the trustees of Surrey Heath Age Concern CIO

I report to the charity trustees on my examination of the accounts of Surrey Heath Age Concern CIO (the Trust) for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

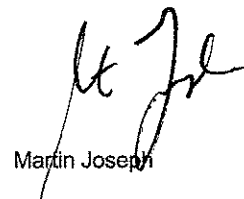
I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Martin Joseph

WHITTINGTONS
Chartered Accountants
1 High Street
Guildford
Surrey
GU2 4HP

19 January 2026

**Statement of Financial Activities
for the Year Ended 31 March 2025**

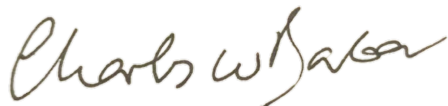
	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		16,601	-	16,601	7,724
Charitable activities					
Surrey Heath		13,384	-	13,384	1,284
Other		-	15,808	15,808	41,130
National Lottery		52,492	-	52,492	-
Other trading activities	2	44,104	-	44,104	41,526
Investment income	3	-	-	-	286
Total		126,581	15,808	142,389	91,950
EXPENDITURE ON					
Raising funds	4	8,805	-	8,805	5,002
Charitable activities					
Other		34,507	-	34,507	195
Tea room - Rainbow Cafe		35,690	-	35,690	17,717
Visiting Service		993	15,008	16,001	732
Organisers salaries and pension contributions		-	-	-	68,603
Administration costs		16,995	(2,102)	14,893	11,587
Total		96,990	12,906	109,896	103,836
NET INCOME/(EXPENDITURE)		29,591	2,902	32,493	(11,886)
RECONCILIATION OF FUNDS					
Total funds brought forward		(2,010)	46,799	44,789	56,675
TOTAL FUNDS CARRIED FORWARD		27,581	49,701	77,282	44,789

Surrey Heath Age Concern CIO

Balance Sheet
31 March 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
CURRENT ASSETS					
Debtors	8	772	-	772	-
Cash at bank and in hand		30,335	49,701	80,036	47,699
		<u>31,107</u>	<u>49,701</u>	<u>80,808</u>	<u>47,699</u>
CREDITORS					
Amounts falling due within one year	9	(3,526)	-	(3,526)	(2,910)
NET CURRENT ASSETS		<u>27,581</u>	<u>49,701</u>	<u>77,282</u>	<u>44,789</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>27,581</u>	<u>49,701</u>	<u>77,282</u>	<u>44,789</u>
NET ASSETS		<u>27,581</u>	<u>49,701</u>	<u>77,282</u>	<u>44,789</u>
FUNDS	10				
Unrestricted funds				27,581	(2,010)
Restricted funds				49,701	46,799
TOTAL FUNDS				<u>77,282</u>	<u>44,789</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 19 January 2026 and were signed on its behalf by:



C W Barbor - Trustee

**Notes to the Financial Statements
for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES**Basis of preparing the financial statements**

The financial statements of the charity, 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 Charities Act 2011. 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.

Taxation

The charity is exempt from 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.

2. OTHER TRADING ACTIVITIES

	31.3.25	31.3.24
	£	£
Fundraising events	14,691	10,833
Tea Room - Princess Way	29,413	30,693
	<u>44,104</u>	<u>41,526</u>

3. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Interest receivable - trading	<u>-</u>	<u>286</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

4. RAISING FUNDS**Raising donations and legacies**

	31.3.25	31.3.24
	£	£
Support costs	<u>5,581</u>	<u>-</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

6. STAFF CHANGES

We only ran with one month with the extra overhead of the fundraiser. We shifted Paul's salary to fund the extra hours in the Cafe during the year .. Sally took on the Fundraising role for Feb March at the lesser rate and Nicola came in just for March.

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	7,724	-	7,724
Charitable activities			
Surrey Heath	-	1,284	1,284
Other	17,333	23,797	41,130
Other trading activities	41,527	(1)	41,526
Investment income	286	-	286
Total	<u>66,870</u>	<u>25,080</u>	<u>91,950</u>
EXPENDITURE ON			
Raising funds	2,435	2,567	5,002
Charitable activities			
Other	195	-	195
Tea room - Rainbow Cafe	16,011	1,706	17,717
Visiting Service	732	-	732
Organisers salaries and pension contributions	46,286	22,317	68,603
Administration costs	10,995	592	11,587
Total	<u>76,654</u>	<u>27,182</u>	<u>103,836</u>
NET INCOME/(EXPENDITURE)	(9,784)	(2,102)	(11,886)
RECONCILIATION OF FUNDS			
Total funds brought forward	7,774	48,901	56,675
TOTAL FUNDS CARRIED FORWARD	<u>(2,010)</u>	<u>46,799</u>	<u>44,789</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Prepayments	<u>772</u>	<u>-</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25 £	31.3.24 £
Trade creditors	1,080	1,080
Taxation and social security	1,006	583
Other creditors	<u>1,440</u>	<u>1,247</u>
	<u>3,526</u>	<u>2,910</u>

10. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	(2,010)	29,591	27,581
Restricted funds			
Restricted	46,799	2,902	49,701
TOTAL FUNDS	<u>44,789</u>	<u>32,493</u>	<u>77,282</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	126,581	(96,990)	29,591
Restricted funds			
Restricted	15,808	(12,906)	2,902
TOTAL FUNDS	<u>142,389</u>	<u>(109,896)</u>	<u>32,493</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	7,774	(9,784)	(2,010)
Restricted funds			
Restricted	20,401	(2,102)	18,299
Contingency Fund	28,500	-	28,500
	<u>48,901</u>	<u>(2,102)</u>	<u>46,799</u>
TOTAL FUNDS	<u>56,675</u>	<u>(11,886)</u>	<u>44,789</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

10. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	66,870	(76,654)	(9,784)
Restricted funds			
Restricted	25,080	(27,182)	(2,102)
TOTAL FUNDS	<u>91,950</u>	<u>(103,836)</u>	<u>(11,886)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	7,774	19,807	27,581
Restricted funds			
Restricted	20,401	800	21,201
Contingency Fund	28,500	-	28,500
	<u>48,901</u>	<u>800</u>	<u>49,701</u>
TOTAL FUNDS	<u>56,675</u>	<u>20,607</u>	<u>77,282</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	193,451	(173,644)	19,807
Restricted funds			
Restricted	40,888	(40,088)	800
TOTAL FUNDS	<u>234,339</u>	<u>(213,732)</u>	<u>20,607</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2025**

	31.3.25 £	31.3.24 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	12,946	7,724
Gift aid	3,655	-
	<u>16,601</u>	<u>7,724</u>
Other trading activities		
Fundraising events	14,691	10,833
Tea Room - Princess Way	29,413	30,693
	<u>44,104</u>	<u>41,526</u>
Investment income		
Interest receivable - trading	-	286
Charitable activities		
Grants	81,684	42,414
	<u>142,389</u>	<u>91,950</u>
Total incoming resources		
	<u>142,389</u>	<u>91,950</u>
EXPENDITURE		
Charitable activities		
Wages	68,568	68,603
Insurance	1,691	1,411
Tea room - Rainbow caft	15,795	17,717
Visiting Service	1,058	732
Advertising & marketing cost	888	391
Sundries	10	24
Office Rent	4,351	3,562
	<u>92,361</u>	<u>92,440</u>
Support costs		
Management		
Office fundraising and sundry expenditure	13,263	8,180
Governance costs		
Auditors' remuneration for non audit work	1,368	1,337
Professional & bookkeeping fee	2,904	1,879
	<u>4,272</u>	<u>3,216</u>
Total resources expended	<u>109,896</u>	<u>103,836</u>
Net income/(expenditure)	<u>32,493</u>	<u>(11,886)</u>

Accounts

**Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2024
for
Surrey Heath Age Concern CIO**

WHITTINGTONS
Chartered Accountants
1 High Street
Guildford
Surrey
GU2 4HP

**Contents of the Financial Statements
for the Year Ended 31 March 2024**

	Page
Report of the Trustees	1 to 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Notes to the Financial Statements	9 to 13
Detailed Statement of Financial Activities	14

**Report of the Trustees
for the Year Ended 31 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).

**Report of the Trustees
for the Year Ended 31 March 2024**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Overview

Our charity is one continuous project and has one mission which is to carry on "to prevent loneliness and isolation amongst the elderly in the borough of Surrey Heath".

SHAC's 112 local volunteers are drawn from Wards across the whole borough - Chobham to Mytchett.

People usually stay in our sights till they pass away or move on to Residential Care. We are often the single most regular caring contact they have. Healthcare episodes come and go, along with the care of health professionals but SHAC's contact remains throughout!

Living longer means residents become even more lonely as friends and families succumb to time and fade away. Just at the time when they need their support people's networks have gone!

"We are the good neighbourhood friend - available across all the boroughs of Surrey Heath."

We are always looking at ways to partner with other community organisations within our borough and welcome with open-arms collaborations that will enhance our offer to the older residents of Surrey Heath. Social isolation and mental health have become even more of an issue due to Covid, and we will continue to support where we can.

SHAC is an engine for volunteering!! They are the key resource for our services, and this was recognised by winning the "Kings Award for Volunteering 2023".

Our services are vital and make a positive difference to people's lives! This is why supporting SHAC in total is so vital as it attracts and converts people into active volunteers.

Our range of activities in the local communities means we cast a wide net and draw in many lonely people, often 'early' widows come to us for company and then choose to volunteer to help with our elder less able members. Through the Rainbow Cafe and our open events people connect and reconnect and build new networks. We try not to trade on pathos or guilt we offer an upbeat environment, open access that engages the whole community - young to old - families to singletons.

Experienced Social Prescribers often recommend volunteering with us to their patients. We have 5 of these trained up as befrienders in our Visiting service and one helping with events.

Widowed Men are notoriously difficult to reach out to and befriend, even though they are often very lonely and dispirited.

We have developed pathways to engage with them and attract them into our arena.

Very elderly couples, 85 plus living independently and still supporting each other, are so vulnerable to loss can be attracted into our orbit to develop trusted relationships; so we can provide pathways to friendships and support networks when one or the other departs.

3. Performance, Reserves Policy and Services review

The Charity has worked hard to increase the awareness of its work locally to encourage a wider range of income streams from the public and local business. And has successfully partnered with local organisations to provide additional services. Grants still play a key role in the charity's funding.

Surrey Heath Age Concern CIO is one of the few local service providers that receives revenue grants to help support its work from Surrey Heath Borough Council (SHBC). The grant for the provision of services in 2023/24 was £10,000 and this was helpfully ring fenced for a second year 2024/5. The grant is actively managed through the External Partnership Committee through a reciprocal service level agreement.

Notable support from several other organisations: -

NAME	FOR
Ministries Grant	Coffee machine and running costs
Community Foundation Surrey	Visiting & Befriending
Voluntary Support Sparks	Agility
Frimley Fuel Allotments	Website
McCarthy and Stone	Christmas Party
SHBC	Core Costs
Henry Smith	Tea & Memories
Community Foundation	Operating Costs
Hedley Foundation	Tea & Memories
Churchill Foundation	Agility

Awareness and Community Fundraising programme

The Charity's web site was completely redesigned to support the campaign to raise awareness of Charity's service offers and its role in the life of the community.

We continued with several fundraising activities and promotional events to raise the profile of the charity to encourage donations and raise cash.

Activities included the following: -

Monthly evening Curry Club, Quiz nights and one-off entertainments events all have improved our profile and attract supporters and income from across the age range in the Borough.

Taking part in a range of high-profile town events and business breakfast networking with leading local business people - by supporting The Boroughs events and Camberley Business Improvement District programmes

**Report of the Trustees
for the Year Ended 31 March 2024**

Mounting a prominent sponsorship event to attract funding and appeal to a wide range of local people - 'Walk on the Wildside for Surrey Heath Age Concern'

New Digital Services

The Charity's move to a cloud-based telecoms service to improve inbound contact has proved successful.

This year's operating finances have been successfully managed using the QuickBooks online accounting package for bookkeeping and running the payroll in house. Wherever possible data and reporting is gathered by online forms.

Income Generation

Whilst service delivery continued successfully to plan the Charity started the year on the back foot financially. The impact of planned investment in Fundraising effort had been delayed by recruitment problems combined with increasingly difficult funding background across the sector. Our new Charity Manager resigned after 2 months in post, and we appointed from within the charity - combining the Management role and the fundraiser roles.

We worked hard and found savings within the operation and introduced some price changes all helping to reduce the losses. The Rainbow café operation was reviewed, and menus were restructured.

With clear targets and plan in place the new Charity manager was able to attract new grants from local source such as Frimley Fuel Allotments and Surrey Community Funds. This was helped by the additional confidence given to the charity by SHBC offer to ring fence funds for the coming year.

Funds were attracted from many new sources. We launched a Crowd funding campaign which was not successful however it had an impact on our supporters, and we found support coming from many directions but not into the online funding appeal.

We closed the year with our reserve just intact however with a much more viable pipeline of grant funding in place and an aggressive community and donor fundraising programme already active.

Reserves Policy

Note 3 to the financial statements summaries the year's movements on each fund.

The Charity Commissioners require organizations to establish reserves to cover the eventuality of the Charity ceasing to operate. The Charity has contingent liabilities in respect of employment costs and expenses upon cessation. The Trustees would like to hold sufficient free reserves to be able to cover the potential redundancy costs and up to three months' normal operation expenditure.

The Termination and Operations Reserve at 31 March 2023 is £28000. In previous years this reserve was included within the general Unrestricted Reserves figure.

Services review

New partners

SHAC has developed new relationships with local Residential care homes - Camberley Heights of the Avery group and latterly Corinna Lodge of Barchester Group and is delighted to join in with their out-reach community events. Collaborating on public well-being events with Places Leisure sports and fitness centre and the chosen Charity partner of the Omni Business Network Group for Surrey Heath.

Rainbow Café Reaching out - and being relevant

The aim of the Rainbow Café is to provide a meeting place for the elderly and all members of our community with low-cost refreshments in a warm and welcoming atmosphere. The growing number of the lonely elderly living in the immediate town has significantly increased and the Rainbow Café acts as an important opening for new residents to be welcomed into the town.

The Rainbow team offer signposting information to local residents and informal weekly one to one session has been established employing a knowledgeable volunteer.

We continue to attract families and their older relatives to such an extent that we have had to acquire highchairs for grand and great grandchildren.

The café offers a warm welcome to all and with its supportive and patient staff attracts visits by carers looking after people living with dementia and other severe difficulties.

Our volunteers range from 18 to 80 plus, women and men that freely give their time to the community and occasionally work experience teenagers. They all claim to be richer for the experience and wealth of new friends and contacts they enjoy.

Using our assets - social and fund-raising events for the lonely

The Rainbow Café doubles as our venue for the weekly 'Tea & Memories' event, a weekly Vintage tea party providing high tea at a minimal cost. This event fills the Café with up to 25 elderly people who for the most part live alone, some walk from homes in the town, others use a volunteer taxi service and or lifts from friends coming in from all over the Borough.

The Café is used for occasional events such as our Volunteer annual team meetings, partner events with other related charities. We use the Rainbow Café every month for an evening Quiz night to help raise income for the charity.

Monthly Tea and Chatter

The service continued throughout the year - providing an accompanied local trip out and fresh company for these frail people.

**Report of the Trustees
for the Year Ended 31 March 2024**

Visiting & Befriending Service

The Visiting & Befriending Service continues to provide vital support to many lonely and isolated older people in the borough, many of whom are housebound or find it difficult to get out on a regular basis. This service has continued to recover from the impact of COVID.

Information Signposting & Support Service

We had many people during the year contact the organisation for information on a wide range of topics related to older people. SHAC staff members have therefore continued to provide this service, focusing particularly on local information and signposting enquiries to specialist agencies when appropriate.

Volunteers and Staff team

SHAC pays tribute to the large number of volunteers - some 100 - who give so generously their valuable time and expertise. Without their support SHAC would not be able to offer the level of service provided. The Trustees also wish to thank the staff, Sarah Jane Croke, Angela McCulloch, Ruth Godfrey and Lisa Bennett and Claire Raines for their hard work and commitment to the work of the charity.

4.Challenges for the Future

- a. To maintain a viable financial future through a robust, wide-ranging fundraising campaign.
- b. To continue to broaden the volunteer base vital to SHAC.
- c. To expand and develop each project to reach as many older people as possible.
- d. To continue to seek partnership opportunities to strengthen the organisation.
- e. To maintain 'Tea & Chatter' groups and 'Tea & Memories' groups.
- f. To continue to develop the business case with local partners and Surrey Heath Borough Council to move to larger premises to encompass the existing café, admin office and space to deliver additional services to further help the elderly.
- g. To increase the number of men we reach with our services

5. Conclusion

Risk Assessment

We need to carefully assess the ability we will have to generate income from fundraising, donations, events and the Café against expected outgoings.

The Trustees recognise that any major risks to which SHAC is exposed need to be reviewed on a regular basis and that the systems in place should mitigate against these risks. SHAC has the relevant policies in place which are reviewed annually by the Trustees and a rolling risk register which is reviewed each Trustee Board meeting.

Statement of Trustees Responsibilities in Respect of Accounts

The Trustees prepare the accounts each financial year giving a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. They are also responsible for the safeguarding of the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Report of the Trustees
for the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The object of the Charity is to promote and enhance the welfare of older people in any way which is deemed by law to be charitable, within the Borough of Surrey Heath.

Emphasis is placed on supporting those living alone and with few family members, and SHAC endeavours to improve their quality of life and the degree of independence that they can continue to enjoy in their lives.

The Trustees' policy is to provide a variety of high-quality services within the financial resources generated by and available to the Charity.

In forming the CIO in April 2019, the Trustees agreed the overall aim of the organisation is:

'Making life better for older people in Surrey Heath' and subsequently its mission is defined as
"To prevent loneliness and isolation amongst the elderly in the borough of Surrey Heath".

During the year these aims were delivered through a range of activities detailed in section 3, wherever possible services are provided free or at cost.

The Trustees meet every quarter to review performance and develop strategy. Comprehensive performance reports are presented each quarter which enable the trustees to ensure the services provided are attracting the right level of engagement with local people. And feedback direct from volunteers and service users is reviewed. Trustees representing the board attend service events on a regular basis to gain direct feedback from the public.

During the year, these services included:

- a. Visiting & Befriending Service providing friendship, companionship, and support for isolated, lonely people, particularly those confined to their homes and who may have mobility problems.
- b. The Rainbow Cafe in Camberley Town Centre which provides low-cost refreshments and a warm and welcoming meeting place for all members of our community.
- c. 'Tea and Memories' Vintage tea parties held every week at the Rainbow Cafe. These parties are full every week and highlight the need of social interaction of many elderly people living in our community.
- d. 'Tea and Chatter' parties held on a Sunday once a month at various volunteer homes across the Surrey Heath area escorted by volunteer drivers.
- e. The provision of an 'Information Signposting and Support Service' for older people and their families and friends which provided help and guidance for hundreds of local residents during the period.
- f. The provision of drop in Agility exercise class encompassed the OTGO falls prevention programme

REFERENCE AND ADMINISTRATIVE DETAILS

SHAC (Surrey Heath Age Concern CIO), is registered with the Charity Commissioners, (Reg No. 1175933) and had its main office based at Upper Floor, 20 Salisbury Grove, Mytchett, GU16 6BP during the year in question and is managed and operated within a constitution as last amended on 1st April 2018. (The Charity Head office is now at Unit 2F Station House 1 Pembroke Broadway Camberley GU15 3XD).

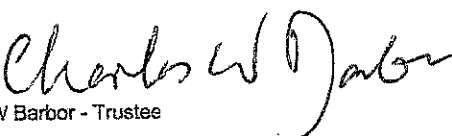
The Trustees were supported by the Charity's Manager, Nicola Astill who resigned from the post and left the Charity July 31st 2023, and Sarah Jane Croke was appointed Manager, both were supported by a small team of part-time paid staff.

Trustees who have served Surrey Heath Age Concern CIO are:

NAME POSITION

Mr. Charles Barbor Chair of Trustees
Mr. Peter Greatbatch Trustee
Mr. Douglas Price Trustee - resigned Dec 2023
Mr. David Lewis Trustee
Mr. Jonathan Lytle Trustee
Mrs. Sarah Jane Croke Trustee - resigned May 2023
Mr. Denis Fuller Trustee

Approved by order of the board of trustees on 23 January 2025 and signed on its behalf by:


C W Barbor - Trustee

**Independent Examiner's Report to the Trustees of
Surrey Heath Age Concern CIO**

Independent examiner's report to the trustees of Surrey Heath Age Concern CIO

I report to the charity trustees on my examination of the accounts of Surrey Heath Age Concern CIO (the Trust) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Martin Joseph

WHITTINGTONS
Chartered Accountants
1 High Street
Guildford
Surrey
GU2 4HP

23 January 2025

**Statement of Financial Activities
for the Year Ended 31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		7,725	(1)	7,724	2,999
Charitable activities					
Surrey Heath		-	1,284	1,284	10,000
Other		17,333	23,797	41,130	6,984
Tea room - Rainbow Cafe		-	-	-	1,000
Visiting Service		-	-	-	20,000
Organisers salaries and pension contributions		-	-	-	-
Other trading activities	2	41,526	-	41,526	24,884
Investment income	3	286	-	286	145
Total		66,870	25,080	91,950	66,012
EXPENDITURE ON					
Raising funds		2,435	2,567	5,002	-
Charitable activities					
Other		195	-	195	4,745
Tea room - Rainbow Cafe		16,011	1,706	17,717	33,990
Visiting Service		732	-	732	17,130
Organisers salaries and pension contributions		46,286	22,317	68,603	21,587
Administration costs		10,995	592	11,587	13,433
Total		76,654	27,182	103,836	90,885
NET INCOME/(EXPENDITURE)		(9,784)	(2,102)	(11,886)	(24,873)
RECONCILIATION OF FUNDS					
Total funds brought forward		7,774	48,901	56,675	81,548
TOTAL FUNDS CARRIED FORWARD		(2,010)	46,799	44,789	56,675

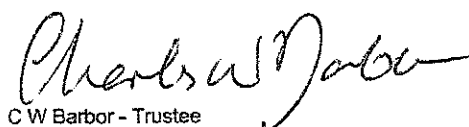
The notes form part of these financial statements

Surrey Heath Age Concern CIO

Balance Sheet
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	31.3.24 Total funds £	31.3.23 Total funds £
CURRENT ASSETS					
Cash at bank and in hand		900	46,799	47,699	58,739
CREDITORS					
Amounts falling due within one year	7	(2,910)	-	(2,910)	(2,064)
NET CURRENT ASSETS/(LIABILITIES)		<u>(2,010)</u>	<u>46,799</u>	<u>44,789</u>	<u>56,675</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>(2,010)</u>	<u>46,799</u>	<u>44,789</u>	<u>56,675</u>
NET ASSETS		<u>(2,010)</u>	<u>46,799</u>	<u>44,789</u>	<u>56,675</u>
FUNDS	8				
Unrestricted funds				(2,010)	7,774
Restricted funds				<u>46,799</u>	<u>48,901</u>
TOTAL FUNDS				<u>44,789</u>	<u>56,675</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 23 January 2025 and were signed on its behalf by:


C W Barbor - Trustee

**Notes to the Financial Statements
for the Year Ended 31 March 2024**

1. ACCOUNTING POLICIES**Basis of preparing the financial statements**

The financial statements of the charity, 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 Charities Act 2011. 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.

Taxation

The charity is exempt from 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.

2. OTHER TRADING ACTIVITIES

	31.3.24	31.3.23
	£	£
Fundraising events	10,833	7,227
Tea Room - Princess Way	30,693	17,657
	<u>41,526</u>	<u>24,884</u>

3. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Interest receivable - trading	286	145
	<u>286</u>	<u>145</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

5. STAFF CHANGES

We only ran with one month with the extra overhead of the fundraiser. We shifted Paul's salary to fund the extra hours in the Cafe during the year .. Sally took on the Fundraising role for Feb March at the lesser rate and Nicola came in just for March.

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	2,999	-	2,999
Charitable activities			
Surrey Heath	10,000	-	10,000
Other	4,500	2,484	6,984
Tea room - Rainbow Cafe	-	1,000	1,000
Visiting Service	10,000	10,000	20,000
Organisers salaries and pension contributions	(2,490)	2,490	-
Other trading activities	24,884	-	24,884
Investment income	145	-	145
Total	<u>50,038</u>	<u>15,974</u>	<u>66,012</u>
EXPENDITURE ON			
Charitable activities			
Other	4,745	-	4,745
Tea room - Rainbow Cafe	33,990	-	33,990
Visiting Service	15,696	1,434	17,130
Organisers salaries and pension contributions	21,831	(244)	21,587
Administration costs	14,623	(1,190)	13,433
Total	<u>90,885</u>	<u>-</u>	<u>90,885</u>
NET INCOME/(EXPENDITURE)	(40,847)	15,974	(24,873)
RECONCILIATION OF FUNDS			
Total funds brought forward	48,621	32,927	81,548
TOTAL FUNDS CARRIED FORWARD	<u><u>7,774</u></u>	<u><u>48,901</u></u>	<u><u>56,675</u></u>

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	1,080	595
Taxation and social security	583	389
Other creditors	1,247	1,080
	<u>2,910</u>	<u>2,064</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

8. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	7,774	(9,784)	(2,010)
Restricted funds			
Restricted	20,401	(2,102)	18,299
Contingency Fund	28,500	-	28,500
	<u>48,901</u>	<u>(2,102)</u>	<u>46,799</u>
TOTAL FUNDS	<u><u>56,675</u></u>	<u><u>(11,886)</u></u>	<u><u>44,789</u></u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	66,870	(76,654)	(9,784)
Restricted funds			
Restricted	25,080	(27,182)	(2,102)
	<u>91,950</u>	<u>(103,836)</u>	<u>(11,886)</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	48,621	(40,847)	7,774
Restricted funds			
Restricted	9,927	10,474	20,401
Contingency Fund	23,000	5,500	28,500
	<u>32,927</u>	<u>15,974</u>	<u>48,901</u>
TOTAL FUNDS	<u><u>81,548</u></u>	<u><u>(24,873)</u></u>	<u><u>56,675</u></u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

8. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	50,038	(90,885)	(40,847)
Restricted funds			
Restricted	10,474	-	10,474
Contingency Fund	5,500	-	5,500
	<u>15,974</u>	<u>-</u>	<u>15,974</u>
TOTAL FUNDS	<u>66,012</u>	<u>(90,885)</u>	<u>(24,873)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	48,621	(50,631)	(2,010)
Restricted funds			
Restricted	9,927	8,372	18,299
Contingency Fund	23,000	5,500	28,500
	<u>32,927</u>	<u>13,872</u>	<u>46,799</u>
TOTAL FUNDS	<u>81,548</u>	<u>(36,759)</u>	<u>44,789</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	116,908	(167,539)	(50,631)
Restricted funds			
Restricted	35,554	(27,182)	8,372
Contingency Fund	5,500	-	5,500
	<u>41,054</u>	<u>(27,182)</u>	<u>13,872</u>
TOTAL FUNDS	<u>157,962</u>	<u>(194,721)</u>	<u>(36,759)</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

9. RELATED PARTY DISCLOSURES

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

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2024**

	31.3.24 £	31.3.23 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts	-	(1)
Donations	7,724	2,880
Legacies	-	120
	<u>7,724</u>	<u>2,999</u>
Other trading activities		
Fundraising events	10,833	7,227
Tea Room - Princess Way	30,693	17,657
	<u>41,526</u>	<u>24,884</u>
Investment income		
Interest receivable - trading	286	145
Charitable activities		
Grants	42,414	37,984
Total incoming resources	<u>91,950</u>	<u>66,012</u>
EXPENDITURE		
Charitable activities		
Wages	68,603	59,106
Insurance	1,411	1,384
Tea room - Rainbow caft	17,717	15,532
Visiting Service	732	1,188
Advertising & marketing cost	391	-
Sundries	24	-
Office Rent	3,562	-
	<u>92,440</u>	<u>77,210</u>
Support costs		
Management		
Office fundraising and sundry expenditure	8,180	12,595
Governance costs		
Auditors' remuneration for non audit work	1,337	1,080
Professional & bookkeeping fee	1,879	-
	<u>3,216</u>	<u>1,080</u>
Total resources expended	<u>103,836</u>	<u>90,885</u>
Net expenditure	<u>(11,886)</u>	<u>(24,873)</u>

Accounts

**Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2023
for
Surrey Heath Age Concern CIO**

WHITTINGTONS
Chartered Accountants
1 High Street
Guildford
Surrey
GU2 4HP

**Contents of the Financial Statements
for the Year Ended 31 March 2023**

	Page
Report of the Trustees	1 to 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8
Notes to the Financial Statements	9 to 13
Detailed Statement of Financial Activities	14

**Report of the Trustees
for the Year Ended 31 March 2023**

The trustees present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**Report of the Trustees
for the Year Ended 31 March 2023**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Overview

The Trustees' policy is to provide a variety of high-quality services within the financial resources generated by and available to the Charity. The generous legacy of Mrs Dinmore received in December 2011 has been used to supplement income from grants and donations and is now largely exhausted.

Surrey Heath Borough Council (SHBC) has provided a grant for the provision of its services of £10,500 in 2022/23.

Notable support from several other organisations: -

National Lottery - £10,000 to support the Visiting and Befriending service.
Albert Hunt Grant - £2000 and Local Giving Magic Giving £500 to support our weekly Tea and Memory events
Mytchett Ministries - Grants £3000 for Charity operation and Café equipment.
Community Foundation Surrey - Grant to support the Visiting and Befriending service.
Sports England /Active Surrey Grant £14000 to support the Agility programme.
Surrey County Council awarded us a grant of £400 towards computer tuition.
Surrey Heath Ward Councillor Community Fund awarded us a grant of £500 towards café decoration and publications costs.
Eleceserve donated £1000 for the Volunteers Xmas party.

Awareness and Community Fundraising programme

We continued with a number of fundraising activities and promotional events to raise the profile of the charity and raise cash. The Community Fundraising committee set a target of building up to a regular income of circa 10k pa in the coming three years.

Activities included the following:-

Monthly evening Curry Club, and Quiz occasional Comedy Evening and trialed Circo Dance evening - raising our profile to attract supporters and income from across the age range in the Borough
Camberley Improvement District - taking part in a range of high profile town events and business breakfast networking with leading local business people.
Mounting a prominent sponsorship event to attract funding and appeal to wide range of local people - 'Walk on the Wildside for Surrey Heath Age Concern'

New Digital Services

The Charity moved its telecoms to a cloud based service to improve inbound contact and achieved a small cost reduction.

The Charity introduced Quickbooks on line accounting package for book keeping and to run the payroll in house. The new system would help to reduce the effort in monitoring restricted funds for specific projects.
Unexpected staff changes interrupted the smooth adoption of the new system into the new financial year.

Income Generation

After the first quarter close monitoring of income generation against the forecast budget warned of the risk of a considerable shortfall by year end. The key risk was around the reliance on a small number of Grants and the intense competition for funding across the Charity sector. In addition the Café revenues had not performed as expected.

It was agreed that the Charity needed to ramp up its income generation effort and it was agreed at an Emergency Trustee Meeting in September that a part time Fund raiser should be employed.

Delays in locating and appointing staff meant the benefit of this extra boost to fund raising was not achieved during the financial year.

Reserves Policy

Note 3 to the financial statements summarises the year's movements on each fund.

The Charity Commissioners require organisations to establish reserves to cover the eventuality of the Charity ceasing to operate. The Charity has contingent liabilities in respect of employment costs and expenses upon cessation. The Trustees would like to hold sufficient free reserves to be able to cover the potential redundancy costs and up to three months' normal operation expenditure.

The Termination and Operations Reserve at 31 March 2023 is £28000. In previous years this reserve was included within the general Unrestricted Reserves figure.

Services review

New partners

SHAC has developed new relationships with local Residential care homes - Camberley Heights of the Avery group and latterly Corrina Lodge of Barchester Group and is delighted to join in with their out-reach community events.

Rainbow Café Reaching out - and being relevant

**Report of the Trustees
for the Year Ended 31 March 2023**

The aim of the Rainbow Café is to provide a meeting place for the elderly and all members of our community with low-cost refreshments in a warm and welcoming atmosphere. The growing number of the lonely elderly living in the area significantly increased and the Rainbow Café acts as an important opening for new residents to be welcomed into the town.

The Rainbow team offer signposting information to local residents and informal weekly one to one sessions have been established employing a knowledgeable volunteer.

We continue to attract families and their older relatives to such an extent that we have had to acquire highchairs for grand and great grandchildren.

The café offers a warm welcome to all and with its supportive and patient staff attracts visits by carers looking after people living with dementia and other severe difficulties.

Our volunteers range from 18 to 80 plus, women and men that freely give their time to the community and occasionally work experience teenagers. They all claim to be richer for the experience and wealth of new friends and contacts they enjoy.

Using our assets - social and fund raising events for the lonely

The Rainbow Café doubles as our venue for the weekly 'Tea & Memories' event, a weekly Vintage tea party providing high tea at a minimal cost. This event fills the Café with up to 25 elderly people who for the most part live alone, some walk from homes in the town, others use a volunteer taxi service and or lifts from friends coming in from all over the Borough.

The Café is used for occasional events such as our Volunteer annual team meetings, partner events with other related charities.

We use the Rainbow Café every month for an evening Quiz night to help raise income for the charity.

Monthly Tea and Chatter

The service continued through out the year - providing an accompanied local trip out and fresh company for these frail people.

Visiting & Befriending Service

The Visiting & Befriending Service continues to provide vital support to many lonely and isolated older people in the borough, many of whom are housebound or find it difficult to get out on a regular basis. This service has continued to recover from the impact of COVID.

Information Signposting & Support Service

We had many people during the year contact the organisation for information on a wide range of topics related to older people. SHAC staff members have therefore continued to provide this service focusing particularly on local information and signposting enquirers on to specialist agencies when appropriate.

SHAC pays tribute to the large number of volunteers - some 100 - who give so generously of their valuable time and expertise. Without their support SHAC would not be able to offer the level of service provided. The Trustees also wish to thank the staff, Sally Mills who left the charity in March 23 year and the staff team, Angela McCulloch, Ruth Godfrey and Lisa Bennett and Tracey Enfield for their hard work and commitment to the work of the charity.

4. Challenges for the Future

- a. To maintain a viable financial future through a robust, wide-ranging fundraising campaign.
- b. To continue to broaden the volunteer base vital to SHAC.
- c. To expand and develop each project to reach as many older people as possible.
- d. To continue to seek partnership opportunities to strengthen the organisation.
- e. To maintain 'Tea & Chatter' groups and 'Tea & Memories' groups.
- f. To continue to develop the business case with local partners and Surrey Heath Borough Council to move to larger premises to encompass the existing café, admin office and space to deliver additional services to further help the elderly.
- g. To increase the number of men we reach with our services

5. Conclusion

Risk Assessment

We need to carefully assess the ability we will have to generate income from fundraising, donations, events and the Café against expected outgoings.

**Report of the Trustees
for the Year Ended 31 March 2023**

The Trustees recognise that any major risks to which SHAC is exposed need to be reviewed on a regular basis and that the systems in place should mitigate against these risks. SHAC has the relevant policies in place which are reviewed annually by the Trustees and a rolling risk register which is reviewed each Trustee Board meeting.

Statement of Trustees Responsibilities in Respect of Accounts

The Trustees prepare the accounts each financial year giving a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. They are also responsible for the safeguarding of the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The object of the Charity is to promote and enhance the welfare of older people in any way which is deemed by law to be charitable, within the Borough of Surrey Heath.

Emphasis is placed on supporting those living alone and with few family members, and SHAC endeavours to improve their quality of life and the degree of independence that they can continue to enjoy in their lives. In April 2019, the Trustees agreed the aim for the organisation:

'Making life better for older people in Surrey Heath'

During the year, these services included:

- a. Visiting & Befriending Service providing friendship, companionship, and support for isolated, lonely people, particularly those confined to their homes and who may have mobility problems.
- b. The Rainbow Cafe in Camberley Town Centre which provides low-cost refreshments and a warm and welcoming meeting place for all members of our community.
- c. 'Tea and Memories' Vintage tea parties held every week at the Rainbow Cafe. These parties are full every week and highlight the need of social interaction of many elderly people living in our community.
- d. 'Tea and Chatter' parties held on a Sunday once a month at various volunteer homes across the Surrey Heath area escorted by volunteer drivers.
- e. The provision of an 'Information Signposting and Support Service' for older people and their families and friends which provided help and guidance for hundreds of local residents during the period.
- f. The provision of drop in Agility exercise class encompassing the OTGO falls prevention programme

**Report of the Trustees
for the Year Ended 31 March 2023**

REFERENCE AND ADMINISTRATIVE DETAILS

SHAC (Surrey Heath Age Concern CIO), is registered with the Charity Commissioners, (Reg No. 1175933) and has its main office based at Upper Floor, 20 Salisbury Grove, Mytchett, GU16 6BP and is managed and operated within a constitution as last amended on 1st April 2018. Trustees were supported by the Charity's Manager, Sally Mills up to November 2022 and following her resignation, by Nicola Astill on the 1st March 23, both were supported by a small team of part-time paid staff.

Trustees who have served Surrey Heath Age Concern CIO are:

Officers

Mr Charles Barbor - Chair of Trustees

Mrs Christina Sell appointed Deputy Chair of Trustees April resigned January 2023

Executive Committee Members

Mr Denis Fuller - Trustee until April 2024

Mr Charles Barbor - Trustee until April 2024

Mr Peter Greatbatch - Trustee until April 2024

Mr Douglas Price - Trustee until April 2024

Mr David Lewis - Trustee until Jan 2026

Mr Jonathan Lytle - Trustee until May 2026

Mrs Sarah Jane Croke - Trustee until July 2023 (resigned)

Non-Trustee Officers

Miss Sandra Jennings took over as a volunteer Treasurer in August 2020.

Key Staff changes

Sally Mills Charity Manager resigned as Charity Manager in November 22 due to challenging family caring needs and took the new post of Fundraiser.

The post of Charity Manager took 3 months to fill and Nicola Astill was appointed in March 2023

Approved by order of the board of trustees on 24 January 2024 and signed on its behalf by:



C W Barbor - Trustee

**Independent Examiner's Report to the Trustees of
Surrey Heath Age Concern CIO**

Independent examiner's report to the trustees of Surrey Heath Age Concern CIO

I report to the charity trustees on my examination of the accounts of Surrey Heath Age Concern CIO (the Trust) for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

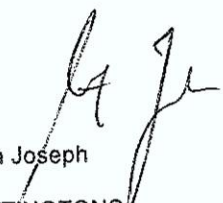
I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Martin Joseph

WHITTINGTONS
Chartered Accountants
1 High Street
Guildford
Surrey
GU2 4HP

24 January 2024

**Statement of Financial Activities
for the Year Ended 31 March 2023**

		Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies		2,999	-	2,999	4,649
Charitable activities					
Surrey Heath		10,000	-	10,000	19,500
Novacyt Achievement grant		-	-	-	10,000
Other		4,500	2,484	6,984	1,900
Covid grant		-	-	-	8,000
Coronavirus Job Retention Scheme Grant		-	-	-	2,589
Tea room - Rainbow Cafe		-	1,000	1,000	-
Visiting Service		10,000	10,000	20,000	-
Organisers salaries and pension contributions		(2,490)	2,490	-	-
Other trading activities	2	24,884	-	24,884	14,253
Investment income	3	145	-	145	73
Total		50,038	15,974	66,012	60,964
EXPENDITURE ON					
Charitable activities					
Other		4,745	-	4,745	-
Tea room - Rainbow Cafe		33,990	-	33,990	17,770
Visiting Service		15,696	1,434	17,130	14,225
Organisers salaries and pension contributions		21,831	(244)	21,587	9,276
Administration costs		14,623	(1,190)	13,433	18,212
Other		-	-	-	5,586
Total		90,885	-	90,885	65,069
NET INCOME/(EXPENDITURE)		(40,847)	15,974	(24,873)	(4,105)
RECONCILIATION OF FUNDS					
Total funds brought forward		48,621	32,927	81,548	85,653
TOTAL FUNDS CARRIED FORWARD		7,774	48,901	56,675	81,548

Balance Sheet
31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
CURRENT ASSETS					
Cash at bank and in hand		9,838	48,901	58,739	82,983
CREDITORS					
Amounts falling due within one year	7	(2,064)	-	(2,064)	(1,435)
NET CURRENT ASSETS		<u>7,774</u>	<u>48,901</u>	<u>56,675</u>	<u>81,548</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>7,774</u>	<u>48,901</u>	<u>56,675</u>	<u>81,548</u>
NET ASSETS		<u><u>7,774</u></u>	<u><u>48,901</u></u>	<u><u>56,675</u></u>	<u><u>81,548</u></u>
FUNDS	8				
Unrestricted funds				7,774	48,621
Restricted funds				<u>48,901</u>	<u>32,927</u>
TOTAL FUNDS				<u><u>56,675</u></u>	<u><u>81,548</u></u>

The financial statements were approved by the Board of Trustees and authorised for issue on 24 January 2024 and were signed on its behalf by:



C W Barbor - Trustee

**Notes to the Financial Statements
for the Year Ended 31 March 2023**

1. ACCOUNTING POLICIES**Basis of preparing the financial statements**

The financial statements of the charity, 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 Charities Act 2011. 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.

Taxation

The charity is exempt from 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.

2. OTHER TRADING ACTIVITIES

	31.3.23	31.3.22
	£	£
Fundraising events	7,227	3,596
Tea Room - Princess Way	17,657	10,657
	<u>24,884</u>	<u>14,253</u>

3. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Interest receivable - trading	145	73
	<u>145</u>	<u>73</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

5. STAFF CHANGES

We only ran with one month with the extra overhead of the fundraiser. We shifted Paul's salary to fund the extra hours in the Cafe during the year .. Sally took on the Fundraising role for Feb March at the lesser rate and Nicola came in just for March.

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	4,649	-	4,649
Charitable activities			
Surrey Heath	12,500	7,000	19,500
Novacyt Achievement grant	10,000	-	10,000
Other	-	1,900	1,900
Covid grant	-	8,000	8,000
Coronavirus Job Retention Scheme Grant	2,589	-	2,589
Other trading activities	14,253	-	14,253
Investment income	73	-	73
Total	44,064	16,900	60,964
EXPENDITURE ON			
Charitable activities			
Tea room - Rainbow Cafe	13,421	4,349	17,770
Visiting Service	13,085	1,140	14,225
Organisers salaries and pension contributions	4,810	4,466	9,276
Administration costs	18,212	-	18,212
Other	1,602	3,984	5,586
Total	51,130	13,939	65,069
NET INCOME/(EXPENDITURE)	(7,066)	2,961	(4,105)
RECONCILIATION OF FUNDS			
Total funds brought forward	55,687	29,966	85,653
TOTAL FUNDS CARRIED FORWARD	48,621	32,927	81,548

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23 £	31.3.22 £
Trade creditors	595	301
Taxation and social security	389	(419)
Other creditors	1,080	1,553
	<u>2,064</u>	<u>1,435</u>

8. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	48,621	(40,847)	7,774
Restricted funds			
Restricted	9,927	10,474	20,401
Contingency Fund	23,000	5,500	28,500
	<u>32,927</u>	<u>15,974</u>	<u>48,901</u>
TOTAL FUNDS	<u>81,548</u>	<u>(24,873)</u>	<u>56,675</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	50,038	(90,885)	(40,847)
Restricted funds			
Restricted	10,474	-	10,474
Contingency Fund	5,500	-	5,500
	<u>15,974</u>	<u>-</u>	<u>15,974</u>
TOTAL FUNDS	<u>66,012</u>	<u>(90,885)</u>	<u>(24,873)</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	55,687	(7,066)	48,621
Restricted funds			
Restricted	6,966	2,961	9,927
Contingency Fund	23,000	-	23,000
	<u>29,966</u>	<u>2,961</u>	<u>32,927</u>
TOTAL FUNDS	<u>85,653</u>	<u>(4,105)</u>	<u>81,548</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

8. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	44,064	(51,130)	(7,066)
Restricted funds			
Restricted	16,900	(13,939)	2,961
TOTAL FUNDS	<u>60,964</u>	<u>(65,069)</u>	<u>(4,105)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	55,687	(47,913)	7,774
Restricted funds			
Restricted	6,966	13,435	20,401
Contingency Fund	23,000	5,500	28,500
	<u>29,966</u>	<u>18,935</u>	<u>48,901</u>
TOTAL FUNDS	<u>85,653</u>	<u>(28,978)</u>	<u>56,675</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	94,102	(142,015)	(47,913)
Restricted funds			
Restricted	27,374	(13,939)	13,435
Contingency Fund	5,500	-	5,500
	<u>32,874</u>	<u>(13,939)</u>	<u>18,935</u>
TOTAL FUNDS	<u>126,976</u>	<u>(155,954)</u>	<u>(28,978)</u>

9. RELATED PARTY DISCLOSURES

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

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2023**

	31.3.23 £	31.3.22 £
INCOME AND ENDOWMENTS		
Donations and legacies	(1)	-
Gifts	2,880	4,649
Donations	120	-
Legacies	<u>2,999</u>	<u>4,649</u>
 Other trading activities	 7,227	 3,596
Fundraising events	17,657	10,657
Tea Room - Princess Way	<u>24,884</u>	<u>14,253</u>
 Investment income	 145	 73
Interest receivable - trading		
 Charitable activities	 37,984	 41,989
Grants	<u>66,012</u>	<u>60,964</u>
Total incoming resources		
 EXPENDITURE		
Charitable activities	59,106	44,523
Wages	1,384	1,344
Insurance	15,532	7,580
Tea room - Rainbow caft	1,188	1,666
Visiting Service	<u>77,210</u>	<u>55,113</u>
 Support costs		
Management	12,595	8,486
Office fundraising and sundry expenditure		
 Governance costs	 1,080	 1,470
Auditors' remuneration for non audit work	<u>90,885</u>	<u>65,069</u>
Total resources expended	<u>(24,873)</u>	<u>(4,105)</u>
Net expenditure		

Accounts

SURREY HEATH AGE CONCERN CIO

Registered Charity No. 1175933

Annual Report and Financial Statements

Year ended 31 March 2022

I N D E X

Trustees Annual Report	1 - 6
Independent Examiner's Report	7
Statement of Financial Activities	8
Statement of Assets and Liabilities	9
Notes to the Accounts	10

SURREY HEATH AGE CONCERN CIO
Registered Charity No 1175933
Annual Report Year Ended 31 March 2022

1. Reference and Administration Details

SHAC (Surrey Heath Age Concern CIO), is registered with the Charity Commissioners, (Reg No 1175933) and has its main office based at Upper Floor, 20 Salisbury Grove, Mytchett, GU16 6BP and is managed and operated within a constitution as last amended on 1st April 2018.

Trustees were supported by the Charity's Manager, Mrs Tracy Hiney, up to November 2021 and following her resignation, by Miss Sally Mills, both are supported by a small team of paid staff.

Trustees who have served Surrey Heath Age Concern CIO are:

Officers

Mrs Gwen McClafferty - Chair appointed December 2019. (Retired in April 2022 from Chairmanship).

Mr Charles Barbor – Vice Chair appointed December 2019. Became Chair of Trustees in April 2022.

Mrs Christina Sell appointed Deputy Chair of Trustees April 2022.

Executive Committee Members

Mrs Gwen McClafferty- Trustee till April 2023

Mr Denis Fuller - Trustee till April 2024

Mr Charles Barbor - Trustee till April 2024

Mr Peter Greatbatch - Trustee till April 2024

Mr Douglas Price - Trustee till April 2024

Mr David Lewis - Trustee till Jan 2023

Mr Jonathan Lytle - Trustee till May 2023

Mrs Sarah Jane Croke - Trustee till July 2023

Mrs Christina Sell – Trustee till 2025

Non-Trustee Officers

Miss Sandra Jennings took over as a volunteer Treasurer in August 2020.

Major Staff issue – COVID impact

In October, we had both of our key members of staff resign, needing to take a break from the charity operations following the COVID overload.

These key players, who had stepped forward so courageously, had become deeply involved in giving support directly to people often going through extraordinarily difficult life events and now had to re-establish a more sustainable relationship whilst dealing with the impacts on their own wellbeing and family life.

In short order, we were able to recruit a new Charity Manager supported by an Events Coordinator and a replacement Visiting Befriending Coordinator. The new posts were all part-time within similar paid hours.

2. Structure and Governance

The object of the Charity is to promote and enhance the welfare of older people in any way which is deemed by law to be charitable, within the Borough of Surrey Heath. Emphasis is placed on supporting those living alone and with few family members, and SHAC endeavours to improve their quality of life and the degree of independence that they can continue to enjoy in their lives.

SURREY HEATH AGE CONCERN CIO
Registered Charity No 1175933
Annual Report Year Ended 31 March 2022

'Making life better for older people in Surrey Heath'

During the year, these services included:

- a. Visiting & Befriending Service providing friendship, companionship, and support for isolated, lonely people, particularly those confined to their homes and who may have mobility problems.
- b. The Rainbow Cafe in Camberley Town Centre which provides low-cost refreshments and a warm and welcoming meeting place for all members of our community.
- c. 'Tea and Memories' Vintage tea parties held every week at the Rainbow Cafe. These parties are full every week and highlight the need of many lonely people living in our community and were reinstated in August after Covid regulations were lifted.
- d. 'Tea and Chatter' parties held on a Sunday once a month at various volunteer homes across the Surrey Heath area escorted by volunteer drivers. These events were suspended due to COVID restrictions, being reinstated on 5th September 2021.
- e. The provision of an 'Information Signposting and Support Service' for older people and their families and friends which provided help and guidance for hundreds of local residents during the period.

3. Achievements, Performances, Reserves Policy and Services review

Overview

The Trustees' policy is to provide a variety of high-quality services within the financial resources generated by and available to the Charity. The generous legacy of Mrs Dinmore received in December 2011 has been used to supplement income from grants and donations and is now largely exhausted. Activities to address this situation through fundraising and promotional activities were stunted due to Covid. However, the Charity received some very welcome extra grant support to see it through the COVID period and help to rekindle its services following the lifting of restrictions and uncertainties.

Surrey Heath Borough Council (SHBC) has provided a grant for the provision of its services of £12,500 in 2021/22.

SHBC has also supported the charity during the year in the form of a COVID related grant of £8,000 re café re-opening costs and a grant of £7,000 for specific IT projects and events.

HMG Job Retention Scheme helped cover 80% of Ruth Godfrey's salary when she was on furlough during the second lockdown from November 2020 through to the middle of July 2021.

During 2021/22 Surrey Heath Age Concern also had support from a number of other organisations: -

Novacyt awarded us an unrestricted achievement grant of £10,000.

Surrey County Council awarded us a grant of £400 towards computer tuition.

Surrey Heath Ward Councillor Community Fund awarded us a grant of £500 towards café decoration and publications costs.

Tesco Groundwork Community Grants awarded us a grant of £1,000 towards befrienders and volunteers costs.

Awareness and Community Fundraising programme

We continued with a number of fundraising activities and promotional events to raise the profile of the charity and raise cash. The Community Fundraising committee set a target of building up to a regular income of circa 10k pa in the coming three years.

SURREY HEATH AGE CONCERN CIO

Registered Charity No 1175933

Annual Report Year Ended 31 March 2022 (cont'd)

Activities included the following:-

Monthly evening Curry Club – raising our profile to attract supporters and income

Camberley Improvement District – taking part in a range of high profile town events and business breakfast networking with leading local business people.

Mounting a prominent sponsorship event to attract funding and appeal to wide range of local people – ‘Walk on the Wildside for Surrey Heath Age Concern’

Monthly Quiz nights using the Rainbow Café.

New Digital Administration

During the year the Charity took advantage of the Microsoft's non-profits discount offer and took on Microsoft Business 365 and implemented the remote management Teams applications throughout staff and (Executive) Trustees.

Reserves Policy

Note 3 to the Accounts details the Charity's unrestricted and restricted funds.

The Charity Commissioners require organisations to establish reserves to cover the eventuality of the Charity ceasing to operate. The Charity has contingent liabilities in respect of employment costs and expenses upon cessation. The Trustees would like to hold sufficient free reserves to be able to cover the potential redundancy costs and up to three months' normal operation expenditure.

The Termination and Operations Reserve at 31 March 2022 is £23,000. In previous years this reserve was included within the general Unrestricted Reserves figure.

Services Review

Rainbow Café – and it's recovery from the impact of COVID

The aim of the Rainbow Café is to provide a meeting place for the elderly and all members of our community with low-cost refreshments in a warm and welcoming atmosphere. The growing number of the lonely elderly living in the immediate town has significantly increased and the Rainbow Café acts as an important opening for new residents to be welcomed into the town.

Unlike other charity operations in the town centre, the prime objective of the Rainbow Café is not to generate surplus cash for charitable causes but to deliver a service.

Re-opened for service

Due to COVID restrictions the service had remained closed from January 20th until July 2021. Our long-standing customers were desperate for the service to be reopened and for normal life to resume. They were quick to call in to re establish contact. It was a period of joy, tinged with sadness as the inevitable roll call of old friends and volunteers revealed the losses of the last two years.

The impact of COVID had reduced the capability of our volunteer force, so the opening days were reduced to 5 days per week, this meant that our paid Café Manager could be present every open day to support volunteers and ensure safe and efficient operation.

We received grants to help with the rebooting of our services, which were of great help but the loss of volunteers cannot be replaced through cash alone – it is a slow job requiring persistence and patience to build up the capacity and the required skill base, this work continues into our new financial year.

SURREY HEATH AGE CONCERN CIO

Registered Charity No 1175933

Annual Report Year Ended 31 March 2022 (cont'd)

Reaching out – and being relevant

The café was repainted and improved internally to offer a fresher, modern environment and signal we were open for service.

We invested further in our outside table area and succeeded in establishing a 'permanent' pavement licence and worked hard on external promotions to reach out to the whole community.

We now attract families and their older relatives to such an extent that we have had to acquire highchairs for grand and great grandchildren.

The café offers a warm welcome to all and with its supportive and patient staff attracts visits by carers looking after dementia sufferers and other severe difficulties.

Our volunteers range from 18 to 80 plus, women and men that freely give their time to the community. They all claim to be richer for the experience and wealth of new friends and contacts they enjoy.

Using our assets – social and fundraising events for the lonely

The Rainbow Café doubles as our venue for the weekly 'Tea & Memories' event, a weekly Vintage tea party providing high tea at a minimal cost. It is now held on Mondays when the Café is closed to the public.

The events fills the Café with up to 25 elderly people who for the most part live alone, some walk from homes in the town, others use a volunteer taxi service and/or lifts from friends coming in from all over the Borough.

Tea & Memories continues to be very popular with our older guests giving them the opportunity to socialise and generally have a good time with their peers.

We piloted IT training classes on a Monday morning when the café was closed.

We use the Rainbow Café every month for an evening Quiz night to help raise income for the charity.

Monthly Tea and Chatter afternoons restarted on 3 September 2021

Initially with one host family and reduced numbers of guests from 20 down to 10. The service volume has gradually built up by year end but lack of volunteer hosts is still holding it back and some of our previous guests remained too nervous to attend or had been lost.

Visiting & Befriending Service – life after COVID and its human cost

The Visiting & Befriending Service continues to provide vital support to many lonely and isolated older people in the borough, many of whom are housebound or find it difficult to get out on a regular basis.

Pre COVID restrictions, the service provided weekly home visits by volunteers to nearly 60 people across the Borough and remains an integral part of the Borough's social prescribing services.

The ending of the COVID restrictions was very welcome and meant the organisation could gently dismantle the emergency operation and attempt to get volunteer befrienders and their befriendees back to face to face meetings.

Many volunteers had, for many good reasons, stepped away from the service and many befriendees had become quite reclusive and wary of home calls and some had slipped away.

SURREY HEATH AGE CONCERN CIO

Registered Charity No 1175933

Annual Report Year Ended 31 March 2022 (cont'd)

In October, we had both of our key members of staff resign: needing to take a break from the charity operations following the COVID overload.

Building on the good work of their predecessors, the new team have worked very hard to repair the damaged service and by the end of March 2022 most existing relationships were back to face to face visits and we were beginning to attract new volunteers to the service.

Information Signposting & Support Service

We had many people during the year contact the organisation for information on a wide range of topics related to older people. SHAC staff members have therefore continued to provide this service focusing particularly on local information and signposting enquirers on to specialist agencies when appropriate.

SHAC pays tribute to the large number of volunteers – some 100 – who give so generously of their invaluable time and expertise. Without their support SHAC would not be able to offer the level of service provided. Trustees offer their sincere thanks to everyone who continues to volunteer for SHAC and to those who have volunteered in the past.

The Trustees also wish to thank the staff, Tracy Hiney and Angela Harding who left the charity during the year and current staff team, Sally Mills, Angela McCulloch, Ruth Godfrey and Lisa Bennett for their hard work and commitment to the work of the charity.

4. Challenges for the Future

- a. Ensure that SHAC funds are invested wisely to secure as much bank interest as possible.
- b. To maintain a viable financial future through a robust, wide-ranging fundraising campaign.
- c. To continue to broaden the volunteer base vital to SHAC.
- d. To expand and develop each project to reach as many older people as possible.
- e. To continue to seek partnership opportunities to strengthen the organisation.
- f. To maintain 'Tea & Chatter' groups and 'Tea & Memories' groups.
- g. To continue to develop the business case with local partners and Surrey Heath Borough Council to move to larger premises to encompass the existing café, admin office and space to deliver additional services to further help the elderly.
- h. To increase the number of men we reach with our services.

5. Conclusion

Risk Assessment

We need to carefully assess the ability we will have to generate income from fundraising, donations, events and the Café against expected outgoings.

The Trustees recognise that any major risks to which SHAC is exposed need to be reviewed on a regular basis and that the systems in place should mitigate against these risks. SHAC has the relevant policies in place which are reviewed annually by the Trustees and a rolling risk register which is reviewed each Trustee Board meeting.

Statement of Trustees Responsibilities in Respect of Accounts

The Trustees prepare the accounts each financial year giving a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. They are also responsible for the safeguarding of the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

SURREY HEATH AGE CONCERN CIO
Registered Charity No 1175933
Annual Report Year Ended 31 March 2022 (cont'd)

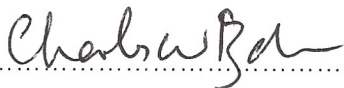
Independent Examiner

The Trustees are responsible for the preparation of the Charity's financial statements. In accordance with section 144 of the Charities Act 2011 the Trustees have elected for independent examination of the financial statements.

The appointment of the independent examiner is confirmed on an annual basis at the AGM. The current independent examiner is Amanda Williams of Porter Garland.

Statement of Disclosure to the Independent Examiner

- So far as the Trustees are aware there is no relevant audit information of which the charity's independent examiner is unaware, and
- They have taken all the necessary steps that they ought to have taken as Trustees to make themselves aware of any audit information and to establish that the charity's independent examiner is aware of that information.

Signature: 

Charles Barbor

Chair

Date:  2022

SURREY HEATH AGE CONCERN CIO

Independent Examiner's Report to the Trustees

Year Ended 31 March 2022

We report on the accounts of the Trust for the year ended 31 March 2022, which are set out on pages 8 to 10.

Respective Responsibilities of the Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:-

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:-

1. Which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 and 131 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Amanda Williams FCA
Independent Examiner
Porter Garland
Chartered Accountants

 2022

Communication House
Victoria Avenue
Camberley
Surrey

SURREY HEATH AGE CONCERN CIO

Statement of Financial Activities

Year Ended 31 March 2022

	Unrestricted funds £	2022 Restricted funds £	Total funds £
Receipts			
Grants			
Surrey Heath Borough Council	12,500	7,000	19,500
Novacyt Achievement Grant	10,000	-	10,000
Other	-	1,900	1,900
Covid grant	-	8,000	8,000
Coronavirus Job Retention Scheme grant	2,589	-	2,589
Donations, Appeals and Legacies			
Legacies	-	-	-
Other	4,649	-	4,649
Income from Centres			
Tea Room – Princess Way	10,657	-	10,657
Bank Interest	73	-	73
Fundraising income and sundries	3,596	-	3,596
Total income	44,064	16,900	60,964
	=====	=====	=====
Expenditure			
Direct Charitable Costs			
Tea room – Rainbow Café	3,231	4,349	7,580
Visiting Service	526	1,140	1,666
Organisers salaries and pension contributions	40,057	4,466	44,523
	43,814	9,955	53,769
Administration Costs			
Office, fundraising and sundry expenditure	4,502	3,984	8,486
Independent Examiners fees	1,470	-	1,470
Insurance	1,344	-	1,344
	7,316	3,984	11,300
Total Payments	51,130	13,939	65,069
	-----	-----	-----
(Deficit)/Surplus for the year	(7,066)	2,961	(4,105)
Cash and bank balances at 1 st April 2021	78,687	6,966	85,653
Cash and bank balances at 31st March 2022	71,621	9,927	81,548
	=====	=====	=====

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

SURREY HEATH AGE CONCERN CIO

Statement of Assets and Liabilities

Year Ended 31 March 2022

	Notes	£
		<u>2022</u>
<u>Current Assets</u>		
Prepayments		419
<u>Monetary Assets</u>		
Bank and cash balances		82,983

		83,402
		=====
<u>Current Liabilities</u>		
Accruals		1,854

Total Net Assets		81,548
		=====
Represented by		
<u>Total Funds</u>	3	
- Unrestricted funds		71,621
- Restricted funds		9,927

		81,548
		=====

The receipts and payments account, statement of assets and liabilities at 31 March 2022 and accompanying notes on page 10 are as approved by the Trustees.


.....
Trustee

Approved on 27/10/2022 2022

SURREY HEATH AGE CONCERN CIO

Notes to the Accounts

Year Ended 31 March 2022

1) Accounting Policies

In the opinion of the Trustees the size and simple structure of the charity is such that preparation of the accounts on a cash-based receipts and payments basis is considered appropriate and in line with the provision of the small non-companies Charities Act.

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for a particular commitment.

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.

2) Trustees Expenses

No Trustee received any reimbursed expenses for travelling and office related expenses.

3) Total Funds

Unrestricted Funds

Bank and cash balances (General)	40,056
Bank and cash balances (Terminal liabilities & operations fund)	23,000
Bank and cash balances (Designated)	10,000
Accruals	(1,854)
Prepayments	419

	71,621
	=====

Restricted Funds

Bank and cash balances	9,927
Other current assets	-
Accruals	-

	9,927
	=====

Purposes of Restricted Funds

Restricted funds relate to monies provided to the Charity for a specific purpose.

Accounts

SURREY HEATH AGE CONCERN CIO

Registered Charity No. 1175933

Annual Report and Financial Statements

Year ended 31 March 2021

I N D E X

Trustees Annual Report	1 - 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Statement of Assets and Liabilities	8
Notes to the Accounts	9

SURREY HEATH AGE CONCERN CIO
Registered Charity No 1175933
Annual Report Year Ended 31 March 2021

1. Reference and Administration Details

SHAC (Surrey Heath Age Concern CIO), is registered with the Charity Commissioners, (Reg No. 1175933) and has its main office based at Upper Floor, 20 Salisbury Grove, Mytchett, GU16 6BP and is managed and operated within a constitution as last amended on 1st April 2018. Trustees are supported by the Charity's Manager, Mrs Tracy Hiney and she is supported by a small team of paid staff.

Trustees who have served since the inception of Surrey Heath Age concern CIO are:

Officers

Mrs Gwen McClafferty - Chair appointed December 2019.

Mr Charles Barbor – Vice Chair appointed December 2019.

Executive Committee Members

Mrs Gwen McClafferty- Trustee till April 2023

Mr Denis Fuller - Trustee till April 2024

Mr Charles Barbor - Trustee till April 2024

Mr Simon Elliot - Trustee till April 2021 resigned 10th May 2021

Mr Peter Greatbatch - Trustee till April 2024

Mr Douglas Price - Trustee till April 2024

Mr David Lewis - Trustee till Jan 2023

Mr Jonathan Lytle - Trustee till May 2023

Mrs Sarah Jane Croke - Trustee till July 2023

Non-Trustee Officers

Miss Sandra Jennings took over as a volunteer Treasurer in August 2020.

Mr Alan McClafferty took over as an interim Treasurer and resigned August 2020.

2. Structure and Governance

The object of the Charity is to promote and enhance the welfare of older people in any way which is deemed by law to be charitable within the Borough of Surrey Heath. Emphasis is placed on supporting those living alone and with few family members, and SHAC endeavours to improve their quality of life and the degree of independence that they can continue to enjoy in their lives.

In April 2019 Trustees agreed the aim for the organization:

'Making life better for older people in Surrey Heath'

The Trustees' policy is to provide a variety of high-quality services within the financial resources generated by and available to the Charity. The legacy of Mrs Dinmore, (received in December 2011) continues to allow the organisation to provide its services during a difficult time.

SURREY HEATH AGE CONCERN CIO
Registered Charity No 1175933
Annual Report Year Ended 31 March 2021 (cont'd)

During the year, these services included:

- a. Visiting & Befriending Service providing friendship, companionship, and support for isolated, lonely people, particularly those confined to their homes and who may have mobility problems.
- b. The Rainbow Cafe in Camberley Town Centre which provides low-cost refreshments and a warm and welcoming meeting place for all members of our community.
- c. 'Tea and Memories' Vintage tea parties held every week at the Rainbow Cafe. These parties are full every week and highlight the need of many lonely people living in our community. These events had to be suspended during the Covid 19 Pandemic but have now resumed with the first one being held 2nd August 2021.
- d. 'Tea and Chatter' parties held on a Sunday once a month at various volunteer homes across the Surrey Heath area. This group has grown considerably since its inception in May 2015 and now visits 3 different homes each month allowing around 20 older people and their drivers to enjoy a high tea and companionship. We have had to suspend these events with the first Tea & Chatter being resumed on 5th September 2021.
- e. The provision of an Information Signposting and Support Service for older people and their families and friends which provided help and guidance for hundreds of local residents during the period.

3. Achievements and Performances

General

Surrey Heath Borough Council (SHBC) has provided a grant for the provision of its services of £10,000 in 2020/21.

SHBC has also supported the charity during the year in the form of closure grants and rates rebates of £28,041.93.

HMG Job Retention Scheme helped cover 80% of Ruth Godfrey's salary when she was on furlough during the first lockdown, end of March 2020 through to first week in July 2020, and the second lockdown from the first week of November 2020 through to middle of July 2021.

During 2020/21 Surrey Heath Age Concern also had support from a number of other organisations: -

The Community Foundation awarded us £10,000 towards salaries and £4,875 towards non COVID additional expenses.

The National Lottery awarded us a grant for COVID additional expenses of £10,000.

Frimley Fuel Allotments awarded us a grant of £1,000.

The Wakeham Trust awarded us a grant of £1,500 towards our 'bringing IT to our elderly community' project.

High Cross Church awarded us a grant of £1,200 from their Surrey Heath Prepared Fund.

SC Johnson awarded us a grant of £2,000.

Tesco Groundwork Community Grants awarded us a grant of £500.

On the individual service front:

Rainbow Cafe

The cafe continues to provide a meeting place for all members of our community along with low-cost refreshments in a warm and welcoming atmosphere. The café was repainted and improved to offer a fresher, modern environment. It continues to host 'Tea & Memories', a weekly Vintage tea party providing high tea at a minimal cost served on china plates, teacups and cake stands.

SURREY HEATH AGE CONCERN CIO

Registered Charity No 1175933

Annual Report Year Ended 31 March 2021 (cont'd)

Tea & Memories continues to be very popular with our older guests giving them the opportunity to enjoy themselves, take them back in time, enhance memories and generally have a good time with their peers.

These services unfortunately had to be closed during the first Covid 19 Lockdown as from 26th March 2020. We re-opened Tuesday 14th July 2020 with reduced hours and days i.e. Tuesday to Saturday 10am to 2.30pm. We followed the Covid 19 Government guidelines with hand sanitisers, screens to shield our staff behind the counter, ability to take card machine payments, reduced number of tables and seating and offered waitress service only. We also introduced a new Take-Away service. We then closed down again as from Monday 2 November 2020 when the nation went into the second lockdown. We remained closed until 20th July 2021 with our hours now being Tuesday to Saturday 10am to 3pm.

No Tea and Memories, quiz nights etc and indeed no Tea and Chatter afternoons were held during this time period.

We restarted the Tea and Memories and started our IT training classes on a Monday when the café is closed, the IT classes in the morning with the Tea and Memories in the afternoon.

The monthly Tea and Chatter afternoons restarted on 3 September 2021.

Visiting & Befriending Service

The Visiting & Befriending Service continues to provide vital support to many lonely and isolated older people in the borough, many of whom are housebound or find it difficult to get out on a regular basis. This service has steadily grown and provides a weekly visit to 60 people across the Borough and is an integral part of the Borough's Social Prescribing services.

These services were severely impacted by the Government lockdown guidance when all non-essential businesses, schools, colleges were closed. This meant our offices were closed with Angela, our Visiting and Befriending Co-Ordinator, and Tracy working from their home. The decision was made to offer a lifeline to those elderly befriendees, and volunteers affected and implemented a new Telephone Befriending Service with all of our Befriendees and Volunteers being called at least twice a week to chat and closely monitor their welfare. We also had members of the community passed to us by Surrey Heath Prepared to add to our lists of calls. These friendly calls offered practical help, along with emotional support, with everyday issues i.e. prescription service, shopping, form filling, driving people to necessary appointments with Doctors etc through to helping some of our bereaved through the painful process of navigating through the necessary bureaucracy involved in a beloved one passing on. We also initiated our 24hr Helpline for emergencies.

Information Signposting & Support Service

We had many people during the year contact the organisation for information on a wide range of topics related to older people. SHAC staff members have therefore continued to provide this service focusing particularly on local information and signposting enquirers on to specialist agencies when appropriate.

SHAC pays tribute to the large number of volunteers - some 100 to 120 individuals - who give so generously of their valuable time and expertise. Without their support SHAC would not be able to offer the level of service provided. Trustees offer their sincere thanks to everyone who continues to volunteer for SHAC and to those who have volunteered in the past.

SURREY HEATH AGE CONCERN CIO
Registered Charity No 1175933
Annual Report Year Ended 31 March 2021 (cont'd)

The Trustees also wish to thank the staff, Tracy Hiney, Angela Harding, Paul Batham and Ruth Godfrey for their hard work and commitment during this most difficult year.

4. Challenges for the Future

- a. Ensure that SHAC funds are invested wisely to secure as much bank interest as possible.
- b. To maintain a viable financial future through a robust Fundraising Campaign.
- c. To continue to broaden the volunteer base vital to SHAC.
- d. To expand and develop each project to reach as many older people as possible.
- e. To continue to seek partnership opportunities to strengthen the organisation.
- f. To maintain 'Tea & Chatter' groups and 'Tea & Memories' groups.
- g. To continue to develop the business case with local partners and Surrey Heath Borough Council to move to larger premises to encompass the existing café, admin office and space to deliver additional services to further help the elderly.
- h. To reach out to the surrounding villages to promote our charity and the services we provide and seek to add to our volunteer base.

5. Conclusion

Risk Assessment

With the challenges faced by SHAC in the face of the COVID-19 situation that has lasted more than a year with the ongoing effects on the economy, loss of business and the loss of jobs that has had such an impact on the community, we need to carefully assess the ability we will have to generate income from fundraising, donations, events and the Café against expected outgoings.

The Trustees recognise that any major risks to which SHAC is exposed need to be reviewed on a regular basis and that the systems in place should mitigate against these risks. SHAC has the relevant policies in place which are reviewed annually by the Trustees and a rolling risk register which is reviewed each Trustee Board meeting.

Statement of Trustees Responsibilities in Respect of Accounts

The Trustees prepare the accounts each financial year giving a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. They are also responsible for the safeguarding of the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

SURREY HEATH AGE CONCERN CIO
Registered Charity No 1175933
Annual Report Year Ended 31 March 2021 (cont'd)

Independent Examiner

The Trustees are responsible for the preparation of the Charity's financial statements. In accordance with section 144 of the Charities Act 2011 the Trustees have elected for independent examination of the financial statements.

The appointment of the independent examiner is confirmed on an annual basis at the AGM. The current independent examiner is Amanda Williams of Porter Garland.

Statement of Disclosure to the Independent Examiner

- So far as the Trustees are aware there is no relevant audit information of which the charity's independent examiner is unaware, and
- They have taken all the necessary steps that they ought to have taken as Trustees to make themselves aware of any audit information and to establish that the charity's independent examiner is aware of that information.

Signature:

Gwen McClafferty

Chair

Date: 2021

SURREY HEATH AGE CONCERN CIO

Independent Examiner's Report to the Trustees

Year Ended 31 March 2021

We report on the accounts of the Trust for the year ended 31 March 2021, which are set out on pages 7 to 9.

Respective Responsibilities of the Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:-

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:-

1. Which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 and 131 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A Williams

Amanda Williams FCA
Independent Examiner
Porter Garland
Chartered Accountants

1 November 2021

Communication House
Victoria Avenue
Camberley
Surrey

SURREY HEATH AGE CONCERN CIO

Statement of Financial Activities

Year Ended 31 March 2021

	Unrestricted funds £	2021 Restricted funds £	Total funds £
Receipts			
Grants			
National Lottery Grant	10,000	-	10,000
Surrey Heath Borough Council	13,500	-	13,500
Community Foundation SR CFS	-	10,000	10,000
F/Flow Community FCF	4,875	-	4,875
Other	2,700	3,500	6,200
Covid grant	20,708	-	20,708
Coronavirus Job Retention Scheme grant	6,923	-	6,923
Donations, Appeals and Legacies			
Legacies	-	-	-
Other	1,530	-	1,530
Income from Centres			
Tea Room – Princess Way	3,516	-	3,516
Bank Interest	270	-	270
Sundries	666	-	666
Total income	<u>64,688</u> =====	<u>13,500</u> =====	<u>78,188</u> =====
Expenditure			
Direct Charitable Costs			
Tea room – Rainbow Café	2,443	-	2,443
Visiting Service	721	-	721
Organisers salaries and pension contributions	29,142	12,868	42,010
	<u>32,306</u>	<u>12,868</u>	<u>45,174</u>
Administration Costs			
Office expenditure	5,460	-	5,460
Independent Examiners fees	1,330	-	1,330
Legal and professional fees	2,710	-	2,710
Insurance	1,240	-	1,240
	<u>10,740</u>	<u>-</u>	<u>10,740</u>
Total Payments	<u>43,046</u>	<u>12,868</u>	<u>55,914</u>
(Deficit)/Surplus for the year	<u>21,642</u>	<u>632</u>	<u>22,274</u>
Cash and bank balances at 1 st April 2020	57,045	6,334	63,379
Cash and bank balances at 31st March 2021	<u>78,687</u> =====	<u>6,966</u> =====	<u>85,653</u> =====

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

SURREY HEATH AGE CONCERN CIO

Statement of Assets and Liabilities

Year Ended 31 March 2021

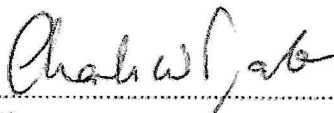
	£
	<u>2021</u>
<u>Current Assets</u>	
Prepayments	-
<u>Monetary Assets</u>	
Bank and cash balances	87,174

	87,174
	=====
<u>Current Liabilities</u>	
Accruals	1,521

Total Net Assets	85,653
	=====
<u>Represented by</u>	
<u>Total Funds</u>	3
- Unrestricted funds	78,687
- Restricted funds	6,966

	85,653
	=====

The receipts and payments account, statement of assets and liabilities at 31 March 2021 and accompanying notes on page 9 are as approved by the Trustees.


.....
Trustee

Approved on 30th October 2021

SURREY HEATH AGE CONCERN CIO

Notes to the Accounts

Year Ended 31 March 2021

1) Accounting Policies

In the opinion of the Trustees the size and simple structure of the charity is such that preparation of the accounts on a cash-based receipts and payments basis is considered appropriate and in line with the provision of the small non-companies Charities Act.

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

2) Trustees Expenses

No Trustee received any reimbursed expenses for travelling and office related expenses.

3) Total Funds

Unrestricted Funds

Bank and cash balances (General)	60,208
Bank and cash balances (Designated)	10,000
Bank and cash balances (Community Foundation Grant Re Salaries)	10,000
Accruals	(1,521)
	78,687
	=====

Restricted Funds

Bank and cash balances	6,966
Other current assets	-
Accruals	-
	6,966
	=====

Purposes of Restricted Funds

National Lottery Grant: This was a grant for our visiting and befriending service. The trustees had agreed the grant will be used to cover the salary of the visiting and befriending officer.