

SURREY HEATH AGE CONCERN CIO

Registered Charity No. 1175933

Annual Report and Financial Statements

Year ended 31 March 2021

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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.

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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.

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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.

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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.

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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	64,688 =====	13,500 =====	78,188 =====
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
	32,306	12,868	45,174
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
	10,740	-	10,740
Total Payments	43,046	12,868	55,914
(Deficit)/Surplus for the year	21,642	632	22,274
Cash and bank balances at 1 st April 2020	57,045	6,334	63,379
Cash and bank balances at 31st March 2021	78,687 =====	6,966 =====	85,653 =====

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

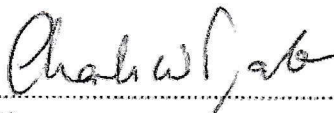
	£
	<u>2021</u>
<u>Current Assets</u>	
Prepayments	-
<u>Monetary Assets</u>	
Bank and cash balances	87,174

	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.


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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.