

SURREY HEATH AGE CONCERN CIO

Registered Charity No. 1175933

Annual Report and Financial Statements

Year ended 31 March 2022

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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.

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'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.

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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.

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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.

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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.

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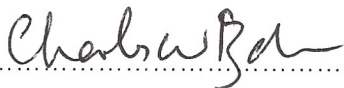
Independent Examiner

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: 

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



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.


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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.