

**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.
Elecservice 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').

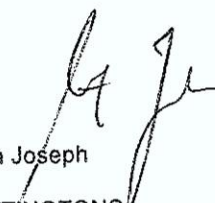
I report in respect of my examination of the Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

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

		Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
	Notes				
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		