

# AGE CONCERN WINDSOR

England & Wales · Charity number 1177688

## Details

---

**Status** Registered

**Legal form** CIO

**Registered** 2018-03-26

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

## Contact

---

**Address** Age Concern Windsor  
The Spencer Denney Centre  
Park Corner  
Windsor  
Berkshire  
SL4 4EB

**Phone** 01753860685

**Email** [administrator@ageconcernwindsor.org.uk](mailto:administrator@ageconcernwindsor.org.uk)

**Website** [ageconcernwindsor.org.uk](http://ageconcernwindsor.org.uk)

## Activities

---

**Objects:** THE OBJECT OF THE CHARITY SHALL BE TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW IS OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND DEDWORTH, WINDSOR (HEREINAFTER CALLED "THE AREA OF BENEFIT").

**Activities:** The charity promotes the relief and well being of elderly people in and around Dedworth, Windsor in the county of Berkshire.

## Classification

---

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

## Geography

---

- Windsor And Maidenhead

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£134,183	£133,863	-	-
2024-03-31	£137,502	£123,872	-	-
2023-03-31	£128,458	£141,916	-	-
2022-03-31	£91,134	£103,157	-	-
2021-03-31	£120,249	£83,648	-	-

## Trustees

Name	Role	Appointed
Dominic Charles Paris Bransden		2023-05-25
Fiona PRICE		2020-03-26
MICHELE BENNETT		2018-04-01
Matthew Schofield		2026-01-01

**AGE CONCERN WINDSOR**

England & Wales - Charity number 1177688

---

# Accounts

---



# Trustees' Annual Report for the period

<b>From</b>	Period start date			<b>To</b>	Period end date		
	1st	April	2024		31st	March	2025

## Section A Reference and administration details

**Charity name**

Age Concern Windsor (ACW)

**Other names charity is known by**

**Registered charity number (if any)**

1177688

**Charity's principal address**

Spencer Denney Centre
Park Corner
Windsor
<b>Postcode</b> SL4 4EB

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stephen Gill	Chair		
2	Michele Bennett	Treasurer		
3	Fiona Price			
4	Dominic Bransden	Vice Chair		
5	Amy Lawrence		Resigned 31 March 2025	
6				

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

### Name of chief executive or names of senior staff members (Optional information)

Rachel Harvey, Chief Officer, joined ACW in July 2017.

## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Constitution of a Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	<p>The Chair was re-elected for a 4 year term in April 2022. The Treasurer was re-elected in April 2024 for a further 3 year term.</p> <p>The other Trustees are appointed for a term of two years, by a resolution passed at a properly convened meeting of the Charity Trustees, with annual re-election.</p> <p>We are sad to announce that Amy Lawrence resigned as Trustee on 31<sup>st</sup> March 2025.</p>

### Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The executive committee of the Trustees is responsible for the day to day administration of the charity. Age UK Berkshire (AUKB) and the Royal Borough of Windsor & Maidenhead (RBWM) are eligible to attend properly convened meetings of the Charity Trustees.

Our services run with four part-time members of staff. We had 40 volunteers at the end of March 2025 who all gave their time freely to help run our services and support our clients. Our Trustees give their time voluntarily and receive no remuneration or other benefits. They are eligible to have a refund of expenses while carrying out their duties as Trustees.

We have policies and procedures in place for the induction, and training of our Staff, Volunteers, and Trustees.

We have a Safeguarding policy in place. We also complete a Disclosure and Barring Service (DBS) check for all our Trustees, staff and volunteers where appropriate. These checks are carried out in line with statutory requirements.

We have policies in place to protect both our people and our clients, while in the Centre and outside, when making home visits and excursions. We also complete a risk assessment for each activity and trip we organise for our clients.

Our fire procedures and health and safety checks are reviewed by RBWM and the local fire brigade. Our kitchen is inspected regularly by Environmental Health and we are proud to say that we have maintained a 5 excellent rating.

We have a Risk Register and Business Continuity Plan for the Charity to identify the potential risks financial and otherwise to the future of the Charity. These are diarised under a forward plan and reviewed regularly.

We have several links with local organisations, either in recent years or in the past, who have assisted us either financially, or provided Christmas

gifts, items for our raffles, and events. They have also provided us with volunteers who have helped with the gardening, painting, and providing the entertainment or activities for a day.

We are extremely grateful for their support. See List Appendix 1.

## Section C

## Objectives and activities

### Summary of the objects of the charity set out in its governing document

Age Concern Windsor is a local charity dedicated to supporting older people and their carers through tailored services, social activities, and well-being programs. Helping seniors live independently, stay connected, and feel valued in the community.

We do this by:-

- reducing isolation and supporting independence and wellbeing in older people
- championing the rights of older people
- providing trusted and quality services that enrich the lives of older people
- supporting those who care for older people

Our aim is to provide a safe and friendly place for the elderly that meets their individual needs. We help older people live independently, enjoyable, and fulfilling lives no matter what their circumstances.

We provide the following Services:

Day Service (DS): 3 days per week, Wednesday to Friday.

Meals on Wheels (MOW): 4 days per week, Tuesday to Friday.

Tuesday Social Group Activities: weekly on Tuesdays.

Monthly Sunday Lunch Club (SLC): one Sunday per month.

Befriending Services: 1:1 support on the telephone for those unable to leave the house independently.

# Main Activities of the Charity

## Declaration

Throughout 2024-2025 the trustees have had regard to the guidance issued by the Charity Commission on public benefit.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

### Day Service



### Day Service

This service provides group and individual activities to stimulate the mind and body. We offer a hot nutritious three-course meal, and daily activities that are all tailored to meet the needs of our clients.

The service attracts people over 70. They have additional care needs due to mobility/dementia or frailty, who live alone or with a Carer. Attending the Centre gives the clients the opportunity to socialise and partake in a variety of different activities to help with their mental and physical wellbeing.

The service also provides a break for the live-in Carers who are in need of some respite.

We provide door to door transport for those that wish to attend who are unable to transport themselves to the Centre.

We also offer Carers Support groups.

### Monthly Sunday Lunch Club



### Monthly Sunday Lunch Club

We offer three course roast dinner usually on the 2<sup>nd</sup> Sunday of the month providing a friendly social environment with a hot nutritious meal at a weekend when our clients wouldn't normally cook.

It caters mainly for clients who usually live alone and like to have social contact at weekends.

### Telephone Befriending

### Befriending Service

Matches clients with volunteers for a regular one to one support, Caters to support the elderly who are unable to get out much. At the same time we like to use this service to encourage individuals who are potentially more able to come to our



social events and make friends.

### Meals on Wheels



### Meals on Wheels

This is a bespoke Service taking individual dietary requirements into consideration. It supports a wider audience of vulnerable people who are unable to get out, and those who can't or don't wish to cook. It also caters for those recovering from illness, hospital stays and to individuals who would like to have a hot meal during the day so that they do not have to cook in the evening.

### Tuesday Lunch & Entertainment



These Clubs are aimed at our more-able clients. Lunch is provided on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month, followed by quizzes and/or bingo.



On the 4<sup>th</sup> Tuesday of the month we have afternoon tea with entertainment which is very popular.

### Garden & Cooking Clubs



During 2023-2024 we started some additional social group activities. We continued to offer these activities during the spring and summer of 2024. Both activities were very popular with our keen gardeners and budding cooks. It is designed for those who need to learn how to cook for one, after losing a loved one, or who find themselves now living alone.

We re-introduced our cooking sessions in March 2025 and once again the course is attracting a lot of interest.

## Additional details of objectives and activities (Optional information)

### Grants & Financial Support for Services during 2024-2025

We wish to thank the following organisations who provided financial support for our core services without whose financial assistance and help we would not have been able to continue to run our Services.

Age UK Berkshire  
Centrica  
Heathrow Community Trust  
Louis Baylis Charitable Trust  
RBWM  
Neighbourly Charitable Trust.  
Slough Borough Council  
Tesco

### Volunteers and Staff

The families have entrusted their loved ones into our care and it is extremely important that they have an enjoyable time with us. This could not be achieved if it wasn't for the time given by our staff and volunteers.

The Trustees are extremely grateful for the many hours that our volunteers and staff invest in the Charity. They are key in ensuring that the Charity continues to deliver its aims and goals. We were sad to say 'goodbye' to two long standing members of staff during 2024. They both contributed an enormous amount to the Charity and will be missed. We have however been very fortunate and have been able to replace them with two very keen members of staff. A new chef and new activity manager. We welcome both to our small team.

Also a big thank you to those who help deliver our meals, rain or shine, directly to the doors of our clients. We also thank our befrienders who make regular phone calls to those who are unable to get out of the house and those who have been in hospital and need a friendly voice to talk to.

Not all volunteers are customer facing and we also wish to thank the volunteers who work in the background on administration, websites, and those who give their time to tidy up the office and storerooms.

Our local connections to business and other charities has ensured a steady flow of support and help. We are extremely grateful to the numbers of employer supported volunteers and groups such as Abri, GoodGym and Centrica who come and help tidy our gardens and paint our walls, making the Centre more inviting and welcoming.

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

## Fund Raising

It is crucial that we continue to fund raise on a regular basis and the wish to express our gratitude for the time and commitment from our staff and volunteers who have organised events throughout the year that are both financially beneficial to the charity but also personally rewarding to all involved.

A special thank you to the members of the Soroptimist International of Slough Windsor & Maidenhead who give their time freely on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays of the month, and who also help run and organise fund raising activities such as making teas, manning the tombola, and bottle stalls.

Tesco Dedworth Road: increasing awareness



Wreath making at Christmas



**Summary of the main achievements of the charity during the year**

The Day Service (DS) attracts people over 70, who have additional care needs due to mobility/dementia or frailty, who live alone or with a Carer. Attending the Centre gives the clients the opportunity to socialise and partake in a variety of different activities to help with their mental and physical wellbeing. The service also provides a break for the live-in Carers who are in need of some respite.

We cater to those who have extra care needs and/or those with early stage dementia that benefit from the social interaction and activities we provide. Clients are supported and cared for in a friendly environment by our staff and volunteers. While we look after the most vulnerable in our society we also provide well needed respite to their Carers.

We organise physical activities that focus on maintaining core strength and fitness to help reduce falls, improve balance, and help the clients stay fitter and healthier for longer. Everyone is encouraged to participate at their own level. Daily exercises help to ensure that our clients are able to maintain independent living in their own home.

The focus of our daily activities is on reducing the feelings of isolation, increasing participation, building a sense of achievement and purpose for each client. The activities include arts and craft, quizzes, puzzles, colouring books, reflecting on current affairs.

**Our Activities and Celebrations during the year**

## Halloween Activities



We encourage interaction with younger adults including placements from Eton College and Berkshire College of Agriculture Health and Social Care NVQ to achieve the same results of interaction with younger adults.

The communication through body language, facial expressions, gestures and tone of voice between the participants, and the buzz of the interaction between the older and younger generations shows the effect this has on the thoughts feelings, and attitudes of, and even behaviour of, those attending this group.

We also bring into the Centre professional entertainers to many of our social activities. This provides fun days of interaction with entertainers that are welcomed by both clients and the Carers.

## Arts & Crafts & Games



## **Fund Raising Activities and Fun at Christmas**

In December we started the party early on the 3rd December by having the U3A Ukulele band entertaining us with Christmas tunes, and songs. Our DS clientele sang along to Elvis.

Friday the 6th December and on Sunday the 8th December everyone enjoyed a full Christmas Sunday Lunch.

On Tuesday 10th we all enjoyed a Brass Band ensemble playing Christmas Carols. We also served mince pies, nibbles with a Sherry for the non-drivers. On 17th December we had another social lunch with a Christmas Quiz.

Finally on Friday 20th December we entertained, clients, carers, and guests, with a three course Christmas roast Turkey Dinner and all the trimmings, followed by Christmas entertainment in the afternoon. This was topped by visit from The Mayor of Windsor.

## **Xmas Carols Music and dancing**



We encourage all clients and their Carers and friends who would like to join in the fun.

Our Social Clubs are managed by a member of staff and run by a team of volunteers. These activities are in shorter 1-3 hour sessions at an affordable price so that we remain inclusive to all in the area. We aim at attracting more able older people who are on their own and who need to interact and socialise more.

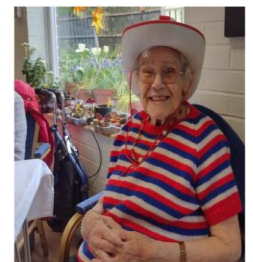
Our Tuesday Lunch Club is open twice a month. It is a bespoke service that is tailored towards the needs of the clientele, as some of our attendees have special dietary needs, making this service unique in the area. We follow lunch with either a quiz or bingo session. In addition once a month we provide afternoon tea with tunes. This is very popular now attracting an audience wider afield than Windsor.

ACW encourage independent living but this means that the elderly can become lonely if they live alone. They need to socialise more. Our Social group activities attract older people who may be isolated, living alone, or who only have a small social network. It also attracts those in need of support.

Attendees are looking for company and someone to share experiences with. They find it difficult to get out and meet people and so we provide a safe environment for them to mix with other people.

We encourage anyone in the area to come to our Centre to meet and have fun. To drop in for tea, cakes, lunch and a chat. This Group helps people make friends and helps them to talk to others in a similar situation to themselves. We have volunteers who come along to mix, to listen, to sing along with our entertainers, and to facilitate conversation, with the overall aim of promoting friendship and support networks in the local area.

Our Centre has now become a hub for those who want to socialise and meet others in a friendly and safe environment.



We celebrated St Georges Day, waving flags, and Ascot week by sharing a PIMS and eating strawberries. We love to have entertainers come and sing old favourites to us where we can dance along. We also celebrated Valentine's Day with entertainment followed by a special lunch.

We had a couple of special outings to brighten up a gloomy start to 2025 where we enjoyed an afternoon tea, in February, curtesy of InterSystems in Windsor; and we decided one Tuesday afternoon, when the sun was shining, to have an outing on the bus and take the ladies out for coffee and cake in Windsor.



Afternoon Tea with InterSystems in Windsor, Valentine's Day with entertainment,  
Trips into Windsor for a coffee and cake



### **Cooking For One course.**

We realised that since many of our clients are living alone, and some recently bereaved, we decided to introduce a six week cooking course 'Cooking for One' in January 2024 and continued throughout the summer of 2024. This was organised in conjunction with Adult Learning. The course covered topics such as portion sizing, adapting recipes for one, money saving ideas as well as helping you cook six different healthy two

course meals that the participants enjoyed eating together at the end of the session.

During the sessions there was plenty of time to talk about ways to make cooking easier. We teach how to chop vegetables safely, and if our clients are unable to chop vegetables then we explain how frozen is as good as fresh. The participants were taught how to batch cook and how to utilize their freezers. They also had an opportunity to take recipes home.

This course was very popular and so we have now introduced a new activity on a Tuesday 'Cooking with Trevor' our new chef.



### **Tabletop Gardening**

Another initiative during the year was to introduce tabletop gardening for those less mobile. Gardening is so good for your emotional well-being. Getting in touch with the living world can feel great. The gardening group was held on the 2nd Tuesday of each month. It was open to anyone over 55 who loves gardening. It is based on tables. No bending, kneeling or lifting and participants grow plants from seed, they plant bulbs in pots, re-pot plants, make bee and insect hotels and discuss other gardening related projects as a group.



### **Sunday Lunch**

We continue to offer our monthly Sunday Lunch which is very popular. It is open to anyone over 55 and their Carers. We serve a three course roast dinner.

Sunday Lunch Club attracts people who are living alone, many who do not have family living close by. Most who attend say they are looking for company and a good proportion have some health conditions that mean they struggle to get out and see people. Many would also not cook a roast dinner for themselves at the weekend.

We are extremely grateful to our volunteers who provide transport to and from the Centre on Sundays as it means that more elderly people can now come along to this popular activity and socialise at the weekend when they are normally at home alone.

Four days a week we provide a fresh cooked, hot, two course meal to local residents of Windsor and the surrounding area. The contact with our friendly volunteers is seen as a bonus by clients who say how helpful, kind and considerate they are. It is delivered by a team of 16 dedicated volunteers managed by our Deputy Manager.

The service supports clients who can't or won't cook for themselves, those coming out of hospital and those with short term illness/ infirmity as it is an easy way to get a healthy balanced meal. Many have very specific dietary requirements and so we have designed this service to be a bespoke service that is tailored to the individual needs. It especially helps support the more fussy eaters. The wholesome food has been seen to improve the diet.

This service can be set up by the clients but it is more common to be requested, set up by family members who feel that it would be helpful for their loved ones to have a hot meal delivered during the week. They are concerned that their family member isn't eating properly during the week, or has a poor or limited diet due to their inability to cook.

MOW provides a welcome face to face contact on a regular basis for older people who do not get out much. We are there to provide support for any help that is needed. We carry out a visual health check at the front door and monitor the clients' physical wellbeing, and their mental attitude. When we feel that further more professional help is needed we notify the relevant authorities such as Social Services or the GP if we feel that there are issues in the household. The service also helps reduce the stress on the Carers and potentially reduces the amount of worry about whether their loved ones are eating well and looking after themselves.

We encourage independent living however this means that our clients are frequently on their own and have few opportunities for social

engagement.

The Befriending Service is offered to older people and their Carers regardless of age although we primarily deal with those who are over 55.

The weekly contact enables the volunteers to encourage and support as well as notice any changes that might be cause for concern.

We currently support long term clients who do not have the ability to get out and see friends and family.

We monitor the health and wellbeing of the clients, both physical, and mental. We are able to determine if there is a change in behaviour. If we identify a problem in the household we notify the relevant authorities.

We provide support and offer a hand of friendship and help reduce feelings of isolation.

The feedback we have received is that our clients are happier and more active and feel better from talking about things.

**Brief statement of the charity's policy on reserves**

The Trustees maintain three separate reserves for the future benefit of the Charity:-

1. Repairs and Maintenance Reserve of £5,388 to cover unexpected capital expenditure on the upkeep and replacement of the internal and external fixtures and fittings in the Spencer Denney Centre (SDC).
2. Minivan Fund of £27,108 which will be added to annually from fund raising activities in order to replace our 17 year old minivan which we estimate will cost £65,000.
3. Business Continuity Reserve of £35,000 to cover at least three months costs.

It is our intention to use these reserves for unexpected and also planned expenditure throughout the year if and when required. We also intend to build upon the reserves as and when activities allow.

**Details of any funds materially in deficit**

Not applicable

**Further financial review details (Optional information)**

In order to provide our services in the local community we relied heavily on a contract from RBWM Council. This provided some financial stability and helped us with the planning of our future. This contract wasn't renewed in April 2024 due to the financial position of the Council. We have always been aware that the council may withdraw support and so we established a contingency fund of £35,000 to provide financial stability to cover such an eventuality.

We are pleased to announce that with effect from 1<sup>st</sup> September 2024 ACW entered into a 3 year memorandum of Understanding (MOU) with Age UK Berkshire (AUKB) under which AUKB will provide funding to replace the shortfall resulting from withdrawal of the RBWM Service Contract. This enabled us to continue providing the essential services for the elderly in the Windsor area.

Our clients pay a daily fee which covers some of the daily costs to run the Centre. We continue to keep the fees low to remain inclusive so that more elderly people can attend our activities. We introduced low cost activities to help support those on lower incomes. RBWM paid us a small grant to administer the household support fund to encourage those who are really struggling to get financial help.

In the past the Trustees, the staff and the volunteers, have all introduced ways to raise funds through table top sales, selling items on social websites, quiz nights, and on-line donations/giving.

The Trustees are extremely grateful to the generous donations, and legacies, from our supporters and Grantees this year. We are also extremely grateful to the organisations for their time and generosity in helping the Centre.

**Programme for the upkeep of the facilities and building:**

The SDC is owned by the Council but it is the responsibility of the Trustees to maintain the building under the terms of a 15 year peppercorn lease expiring on 17th October 2037. The Trustees have agreed on a rolling programme to improve the facilities over the next five years through fund raising, corporate partnership, and volunteers. This programme is reviewed regularly at our monthly Trustee meetings.

Our rental income helps towards minor repairs that can assist us in the maintenance and upkeep of the building. We rely heavily on the support of local organisations to help with the upkeep of the building.

For larger projects we look towards obtaining capital Grants. We continually review the health and safety aspects of the building and the site. We look at ways to improve the energy efficiency of the building and ways to modernise both internally and externally. Our next phase is to ensure that disabled access and facilities, which are key to the needs of our clients, are improved, modernised and fit for purpose.

We can only continue running our services with the help of other organisations, through Grants, donations, or volunteer work.

**Future plans:****Additional services:**

With a growing number of older people living alone in our area we continually review the services that are available in Windsor and surrounding towns. We canvas older people to give us input to the types of service they are seeking. We introduced new groups in 2024 such as 'cooking for one' courses, with the help of Slough Borough Council, and our own initiative the 'gardening club'. We have decided to restart the cooking for one classes with our new chef leading the way.

We have a few fund raisers organised for 2025/2026: Saturday Bruch commencing in May, Quiz Nights, Christmas Carols and Wreath making. We wish to advertise our new chef and introduce special afternoon teas.

We are planning to create a café in our lounge to have regular people drop-in for a coffee and run activities such as knit and natter, crochet, painting, play board games and just chat.

**Local trips and theatre trips:**

We had several trips outside the centre during 2024-2025 which were enjoyed immensely by our clients. We will continue to look to find suitable outside events, and trips, such as the afternoon tea hosted by InterSystems at Windsor Racecourse this year.

We wish to have more trips to the theatre or shopping. To do this we hope to link up with groups of volunteers to give one to one support to our clients and make use of local community transport providers People2Places who were instrumental in providing additional transport.

**MOW and Befriending:**

The Trustees feel that these services have been very successful since their introduction. We plan to continue to provide both services for the foreseeable future.

**Social Groups & Other Services:**

We are considering introductions to new services with an emphasis on men's groups and ethnic minorities. We wish to expand upon our Social activities by providing additional services such as providing information, scam awareness, online safety, fire awareness, and also other activities

suggested from our client base or from the general public. We have partnered with Age UK Berkshire to provide this support.

We experimented with a Saturday brunch in May 2025 that was extremely well received.

**Handyperson Service:**

We introduced a handyperson service in April 2025 with the help of Age UK Berkshire who are currently managing the administration of the service. This service gives us an insight as to what is available to the local elderly community and how we can assist and tailor future activities to meet the need in the area.

**Volunteer / Staff Training:**

The Trustees are always looking at ways to upskill the staff and volunteers and ourselves to ensure that the services we provide will meet the needs of the local community. This will be delivered through making use of the websites and training material that is provided by relevant external organisations. We will also use Age UK Berkshire to assist in providing suitable guidance on available courses.

**New Minibus:**

The Charity desperately need to replace our minivan, which is now 17 years old. It has broken down several times during 2024-2025. We need to raise capital to do this and so we are actively looking at funding through grants and fund raising activities.

**Trustees:**

Amy Lawrence decided to step down as Trustee in March 2025 for personal reasons. We thank her for her time and support. We will be looking to replace Amy in the coming year. We have always considered having six Trustees with relevant skills to help run the Charity.

**Section G Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

<b>Signature(s)</b>	S Gill	M Bennett
<b>Full name(s)</b>	Stephen Gill	Michele Bennett
<b>Position (eg Secretary, Chair, etc)</b>	Chair	

**Date** 30 October 2025

# Comments from some of our clients or Carers about our Services during 2024-2025

*"Thank you for a lovely afternoon you always go to a lot of effort to make it look nice" Afternoon tea*

*" Thanks so much it was so wonderful to receive some gifts" Christmas presents*

*"Another lovely day I always look forward to a Thursday" Day Service*

*"Excellent as always thank you" Sunday lunch*

*"I love coming here, this group is so friendly and the food is good too" Day Service*

*"I am so impressed with the service and my parents love the meals". NOW*

*"Another lovely meal. Thank you" - NOW*

*"Thank you for a lovely day and the meal was excellent" Day Service.*

*"You have set the standard so high we will definitely come back again" Afternoon tea.*

*"That was a wonderful meal" Tuesday Lunch.*

*"Thanks for you and all the team does to help" - Day Service*

*"Dad really enjoys the meals. We really appreciate all you do". NOW*

*"The ladies look after us so well, we do lots of things every time" Day Service.*

*"Mum is loving her meals. Thank you so much. May I take this opportunity to thank you and your team for taking such special care of mum, I am so, so, great-full to you all! I hope you all have a very well deserved Christmas break" - NOW*

## Appendix 1:

### List Local Organisations

We have several links with local organisations listed below, either currently or in the past, who have assisted us either financially, with monetary donations or provided Christmas gifts, items for our raffles, and events. They have also provided us with volunteers who have helped with the garden, painting the centre, helping and providing the entertainment or activities for a day.

AbbVie  
Abri  
Alzheimer Dementia Support  
Age UK Berkshire (AUKB)  
Albert Hunt Trust  
Berkshire Community Foundation (BCF)  
Berkshire College of Agriculture  
Bucks Mind  
Centrica  
Datchet Golf Course  
Eton College  
Fare Share  
Get Berkshire Active  
Girdlers Foundation Trust  
GoodGym  
Government Kickstarter Programme  
Heathrow Community Trust  
InterSystems Windsor  
Lavender Green Flowers  
Louis Baylis Charitable Trust  
Microsoft  
Mobbs Memorial Trust  
Percy Bilton Foundation  
Price Phillip Trust  
Rotary Club Windsor St George  
Royal Borough Windsor and Maidenhead (RBWM)  
Scots Fish and Chips  
Slough CVS  
SSP Foundation Trust  
Soroptimist International Slough, Windsor and Maidenhead  
Shanley Foundation  
Syder Foundation  
Tesco Community Grants  
The Runneymede Hotel  
The Reception Team, Tor Building, Maidenhead,  
The Windsor Chapel  
The Windsor Community Defibrillator Partnership  
Thames Valley Police  
Vanilla Cakes  
Waitrose Community Matters  
WAM Get Involved  
Windsor & Maidenhead Primary Care Trust  
Windsor Race Course  
Wolfson Foundation



WINDSOR

## Charity No 1177688

The Spencer Denney Centre,  
Park Corner, Windsor, Berkshire. SL4 4EB

[info@ageconcernwindsor.org.uk](mailto:info@ageconcernwindsor.org.uk)

[www.ageconcernwindsor.org.uk](http://www.ageconcernwindsor.org.uk)

Tel: 01753 860685.



**Age Concern Windsor**  
**Registered Charity Number 1177688**

**Receipts and Payments Account**

**Year ended 31st March**

Receipts	Note	2025 £	2024 £
Grants & Donations & Other Receipts	3	52,680	48,468
Restricted Grants for Services	5	16,841	21,999
Restricted Capital Grants	4	441	7,969
Day Service & Social Group Activity		29,853	31,055
Transport		7,105	8,245
Fundraising		2,436	2,354
Meals On Wheels Income		19,701	13,630
Hall Letting		3,553	2,978
Bank Interest		1,573	804
<b>Total receipts</b>		<b>134,183</b>	<b>137,502</b>
<b>Payments</b>			
Total Staff Costs inc expenses, Tax, NI		96,705	82,430
Premises Costs	6	15,551	17,632
Supplies Food		8,006	6,985
Activity Costs		3,106	4,319
Vehicle Costs		3,019	3,060
Office Expenditure	7	3,169	3,478
Insurance & Public Liability		1,621	1,311
Accountancy		171	1,680
Meals on Wheels & Befriending Direct Costs		1,769	1,784
Miscellaneous Expenditure incl Training		746	1,193
		<b>133,863</b>	<b>123,872</b>
<b>Net of receipts/(payments)</b>		<b>320</b>	<b>13,630</b>
<b>Cash fund at 1st April</b>		<b>102,629</b>	<b>88,999</b>
<b>Cash fund at 31st March</b>		<b>102,949</b>	<b>102,629</b>


**Statement of assets and liabilities at the end of the period**

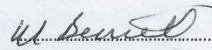
**Year ended 31st March**

	2025	2024
<b>Cash funds</b>		
Bank Account Current	14,275	55,247
Bank Account Deposit	88,629	47,336
Cash	45	46
	<b>102,949</b>	<b>102,629</b>
<b>Other Monetary Assets</b>		
RBW Contract for Services	-	8,750
Prepayment	-	92
	<b>-</b>	<b>8,842</b>
<b>Liabilities</b>		
<u>Less sundry creditors</u>	-	-
	<b>-</b>	<b>-</b>
<b>Net asset value at 31st March</b>	<b>102,949</b>	<b>111,471</b>

Approved by the trustees on

and signed on behalf of all the trustees:

  
..... Trustee  
**STEPHEN GILL**  
Chairman

  
..... Trustee  
**MICHELLE BENNETT**  
TREASURER

30th Oct. 2025

**Managing the Spencer Denney Centre for Older People**

**Age Concern Windsor**

Notes to the Receipts and Payments accounts

Year ended 31st March

**1. Basis of preparation**

These accounts have been prepared as Receipts and Payments Accounts under S.133 of the Charities Act 2011

**2. Accounting policies**

**2.1 Fund accounting**

The charity maintains various types of funds as follows @ 31 March

	<u>2025</u>	<u>2024</u>
	£	£
Building & Maintenance Reserves	5,388	4,300
Replacement Minivan	26,667	26,667
Restricted Grant for Services	4,166	1,447
Restricted Capital Grants	5,989	5,548
Contingency Reserve	35,000	35,000
	<u>77,210</u>	<u>72,962</u>

**2.2 Unrestricted funds: represent resources which are expendable at the discretion of the Trustees**

Represent resources which are expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

	<u>2025</u>	<u>2024</u>
	£	£
<b>3. Contract For Services &amp; Donations &amp; Other Receipts</b>		
Royal Borough Windsor & Maidenhead	17,500	35,000
Age UK Berkshire	26,250	-
RBWM Household Support Fund/Workforce Grant	5,000	4,772
Neighbourly Charitable Trust	2,000	-
Legacies	633	5,050
Other Income	1,297	3,646
	<u>52,680</u>	<u>48,468</u>

**4. Capital Restricted Grants**

	£	£
Royal Windsor Chapel	441	-
Percy Bilton	-	3,469
Syder Foundation	-	2,000
Shanly Foundation	-	2,500
	<u>441</u>	<u>7,969</u>

**5. Restricted Grants To Provide Services**

	£	£
Tesco	1,125	-
Louis Baylis Charitable Trust	2,500	2,000
Heathrow Community Trust	10,499	-
Slough Borough Council	337	-
National Lottery	-	9,999
Charles Haywood	-	5,000
Albert Hunt	-	3,000
Centrica	2,380	2,000
	<u>16,841</u>	<u>21,999</u>

<u>6. Premises Costs</u>	£	£
Utilities	4,024	2,722
Security	1,336	1,016
Cleaning	6,153	5,830
Repairs & Maintenance	4,038	8,064
	<u>15,551</u>	<u>17,632</u>

<u>7. Office Expenses</u>	£	£
Stationery & Office Supplies	413	703
Telephone & Postage	1,557	2,148
Computer Costs	1,199	627
	<u>3,169</u>	<u>3,478</u>

8. Notes on Future Funding

RBWM Contract for Services Income was payable quarterly in arrears. This contract was not renewed on 1 April 2024 due to the financial position of the council at the end of the financial year 31 March 2024. In April 2024 the council made a further contribution for the period April to June 2024.

With effect from the 1st September 2024 ACW entered into a three year Memorandum of Understanding (MOU) with Age UK Berkshire (AUKB) under which AUKB will provide funding to replace the shortfall resulting from the withdrawal of the RBWM funds. This cements the existing strong working relationship between ACW and AUKB.

9. Restricted and Unrestricted Funds of the Charity

Unrestricted and designated funds of the Charity are available to spend on activities that further the purpose of the Charity.

Restricted Funds are donations and Grants which the donor has specified are to be used solely used for a specific activity or project being undertaken by Charity

10. Grants

Grants and other Income is recognised in full in the Statement of Financial Assets & Liabilities in the year in which the Charity has the full entitlement to the income and the amount of income can usually be measured reliably and there is a probability of receipt.



Section A Independent Examiner's Report

Report to the trustees/ members of	AGE CONCERN WINDSOR		
On accounts for the year ended	31 MARCH 2025	Charity no (if any)	1177688
Set out on pages	21 & 22		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

**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 2011 Act and in carrying out my examination, I have followed the 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 (~~other than that disclosed below~~ \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

\* Please delete the words in the brackets if they do not apply.

Signed:		Date:	29 <sup>th</sup> September 2025
---------	--	-------	---------------------------------

Name: THOMAS JOSEPH CONLIN

Relevant professional qualification(s) or body: ACIB (ASSOCIATE OF THE CHARTERED INSTITUTE OF BANKERS)

Address:

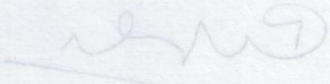
9 THE HAWTHORNS  
 CHARVIL, READING  
 BERKSHIRE RG10 9TS

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

	Charity no (if any)	31 MARCH 2025	Report to the trustees members of
1177888			On accounts for the year ended
		21 & 22	Set out on pages
<p>I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.</p> <p>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").</p> <p>I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(2)(b) of the Act.</p> <p>I have completed my examination. I confirm that no material matters have come to my attention (other than first disclosed below *) in connection with the examination which gives me cause to believe that in any material respect:</p> <ul style="list-style-type: none"> <li>the accounts do not accord with the accounting records</li> <li>accounting records were not kept in accordance with section 130 of the Act or</li> </ul> <p>I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable proper understanding of the accounts to be reached.</p> <p>* Please delete the words in the brackets if they do not apply.</p>			<p>Responsibilities and basis of report</p> <p>Independent examiner's statement</p>
Date: 29 <sup>th</sup> September 2025			Signed:
	THOMAS JOSEPH CONLIN		Name:
	ACIB (ASSOCIATE OF THE CHARTERED INSTITUTE OF BANKERS)		Relevant professional qualification(s) or body
	9 THE HAWTHORNS		Address:
	CHARVIL READING		
	BERKSHIRE RG10 9TS		



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Age Concern Windsor		
Charity Number 1177688		
	1st April 2024	31st March 2025

CC16  
a

**Section Cash Flow**

	Unrestricted Funds	Restricted Funds	Designated Funds	Total 2024-2025	Actual 2023-2024
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Donations & Other Receipts	52,680	-	-	52,680	54,768
Restricted Grants for Providing Services	-	16,841	-	16,841	21,999
Restricted Capital Grants & Insurance Claims	-	441	-	441	7,969
Day Service & Social Groups & Transport	36,958	-	-	36,958	33,000
Letting	-	-	3,553	3,553	2,978
Fundraising	2,436	-	-	2,436	2,354
Meals On Wheels Income	19,701	-	-	19,701	13,630
Bank Interest	-	-	1,573	1,573	804
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>111,775</b>	<b>17,282</b>	<b>5,126</b>	<b>134,183</b>	<b>137,602</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>111,775</b>	<b>17,282</b>	<b>5,126</b>	<b>134,183</b>	<b>137,502</b>
<b>A3 Payments</b>					
Total Staff Costs	88,840	7,865	-	96,705	82,430
Premises Costs	10,821	691	4,039	15,551	17,631
Vehicle Costs	2,782	227	-	3,019	3,060
Supplies - Food	5,839	2,067	-	8,006	6,985
Office Costs	3,002	167	-	3,169	3,478
Activities - Entertainers	0	3,108	-	3,106	4,319
Insurances - Building and Public Liability	1,821	-	-	1,821	1,311
Accountancy	171	-	-	171	1,880
Meals on Wheels & Befriending Costs	1,769	-	-	1,769	1,784
Miscellaneous Expenses incl Training	746	-	-	746	1,184
	-	-	-	-	-
<b>Sub total</b>	<b>115,701</b>	<b>14,123</b>	<b>4,039</b>	<b>133,863</b>	<b>123,872</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>115,701</b>	<b>14,123</b>	<b>4,039</b>	<b>133,863</b>	<b>123,872</b>
<b>Net of receipts/(payments)</b>	<b>- 3,927</b>	<b>3,160</b>	<b>1,087</b>	<b>320</b>	<b>13,630</b>
<b>A5 Transfers between funds</b>					
<b>A6 Cash funds last year end</b>	<b>29,666</b>	<b>7,995</b>	<b>64,968</b>	<b>102,629</b>	<b>88,999</b>
<b>Cash funds this year end</b>	<b>25,739</b>	<b>11,155</b>	<b>66,055</b>	<b>102,949</b>	<b>102,629</b>





Section A Independent Examiner's Report

Report to the trustees/ members of	AGE CONCERN WINDSOR		
On accounts for the year ended	31 MARCH 2025	Charity no (if any)	1177688
	Set out on pages		
	21 & 22		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

**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 2011 Act and in carrying out my examination, I have followed the 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 (~~other than that disclosed below~~ \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

\* Please delete the words in the brackets if they do not apply.

Signed:		Date:	29 <sup>th</sup> September 2025
	Name:		
THOMAS JOSEPH CONLIN			

Relevant professional qualification(s) or body	ACIB (ASSOCIATE OF THE CHARTERED INSTITUTE OF BANKERS)
--	--

Address:	9 THE HAWTHORNS
	CHARVIL, READING
	BERKSHIRE RG10 9TS

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

AGE CONCERN WINDSOR	Report to the trustees members of
31 MARCH 2025 Charity no (if any) 1177888	On accounts for the year ended
21 & 22	Set out on pages
<p>I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.</p> <p>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").</p> <p>I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charities Commission under section 145(2)(b) of the Act.</p> <p>I have completed my examination. I confirm that no material matters have come to my attention (other than first disclosed below) in connection with the examination which gives me cause to believe that in any material respect:</p> <ul style="list-style-type: none"><li>the accounts do not accord with the accounting records</li><li>accounting records were not kept in accordance with section 150 of the Act or</li></ul> <p>I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable proper understanding of the accounts to be reached.</p> <p>* Please delete the words in the brackets if they do not apply.</p>	Responsibilities and basis of report 2011 ("the Act").
Date: 28 <sup>th</sup> September 2025	Independent examiner's statement
THOMAS JOSEPH CONLIN	Signed:
ACIB (ASSOCIATE OF THE CHARTERED INSTITUTE OF BANKERS)	Name:
8 THE HAWTHORNS CHARVIL READING BERKSHIRE RG10 9TS	Relevant professional qualification(s) or body
Address:	

**AGE CONCERN WINDSOR**

England & Wales - Charity number 1177688

---

# Accounts

---



# Trustees' Annual Report for the period

<b>From</b>	Period start date			<b>To</b>	Period end date		
	1st	April	2023		31st	March	2024

## Section A Reference and administration details

Charity name

Age Concern Windsor (ACW)

Other names charity is known by

Registered charity number (if any)

1177688

Charity's principal address

Spencer Denney Centre  
 Park Corner  
 Windsor  
 Postcode SL4 4EB

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stephen Gill	Chair		
2	Michele Bennett	Treasurer		
3	Fiona Price			
4	Laura Godsell		Resigned 31 March 2024	
5	Dominic Bransden	Vice Chair	Appointed 31 May 2023	
6	Amy Lawrence		Appointed 31 May 2023	

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

## Name of chief executive or names of senior staff members (Optional information)

Rachel Harvey, Chief Officer, joined ACW in July 2017.

## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Constitution of a Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	<p>The Chair was re-elected for a 4 year term in April 2022. The Treasurer was re-elected in April 2024 for a further 3 year term.</p> <p>The other Trustees are appointed for a term of two years, by a resolution passed at a properly convened meeting of the Charity Trustees, with annual re-election.</p> <p>We are pleased to announce two additional Trustees were elected and joined our team in May 2023.</p>

## Additional governance issues (Optional information)

**You may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees; □ the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The executive committee of the Trustees is responsible for the day to day administration of the charity. Age UK Berkshire and the Royal Borough of Windsor & Maidenhead (RBWM) are eligible to attend properly convened meetings of the Charity Trustees.

We operated with a full complement of staff throughout 2023-2024. We had 40 volunteers at the end of March 2024, all gave their time freely to help run our services and support our clients.

All our Trustees give their time voluntarily and receive no remuneration or other benefits. They are eligible to have a refund of expenses while carrying out their duties as Trustees.

We have policies and procedures in place for the induction, and training of our Staff, Volunteers, and Trustees. Our new Trustees have taken advantage of this training.

We have a Safeguarding policy in place. We also complete a Disclosure and Barring Service (DBS) check for all our Trustees, staff and volunteers where appropriate. These checks are carried out in line with statutory requirements.

We have policies in place to protect both our people and our clients, while in the Centre and outside, when making home visits and excursions.

Our fire procedures and health and safety checks are reviewed by RBWM and the local fire brigade. Our kitchen is inspected regularly by Environmental Health and we are proud to say that we have maintained a 5 excellent rating.

We have a Risk Register and Business Continuity Plan for the Charity to identify the potential risks financial and otherwise to the future of the Charity. These are diarised under a forward plan and reviewed regularly.

We have several links with local organisations, either in recent years or in the past, who have assisted us either financially, or provided Christmas gifts, items for our raffles, and events. They have also provided us with volunteers who have helped with the gardening, painting, and providing the entertainment or activities for a day.

We are extremely grateful for all their help. See attached list Appendix1.

**Summary of the objects of the charity set out in its governing document**

We are a small independent Charity providing Services for the over 55s in Windsor and the surrounding area. However due to the reduced services in local towns provided by councils or charities we have seen throughout 2023-2024 an increase in enquiries and requests for our support from further afield such as Ascot, Slough, and Maidenhead.

Our aim is to provide a safe and friendly place for our clients that meets their individual needs. We help older people live enjoyable and fulfilling lives no matter what their circumstances.

Our services include:-

**Day Service open Wednesday - Friday.**

This service provides group and individual activities to stimulate the mind and body. We offer a hot nutritious three- course meal, and daily activities that are all tailored to meet the needs of our clients.

The service attracts people over 70, who have additional care needs due to mobility/dementia or frailty, who live alone or with a Carer. Attending the Centre gives the clients the opportunity to socialise and partake in a variety of different activities to help with their mental and physical wellbeing. The service also provides a break for the live-in Carers who are in need of some respite.

We provide door to door transport for those that wish to attend who are unable to transport themselves to the Centre.

We also offer Carers Support groups.

**Tuesday Lunch & Entertainment & Coffee Clubs**

These Clubs are aimed at our more able clients who come along for a chat, lunch, and some entertainment. We provide a Lunch on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month, followed by quizzes or bingo, and on the 4<sup>th</sup> Tuesday of the month we have afternoon tea with entertainment which is very popular.

**Garden & Cooking Clubs**

During 2023-2024 we started some additional social group activities. One for our keen gardeners and another activity for those who need to learn how to cook for one, after losing a loved one, or who find themselves now living alone. These have been extremely popular and the take-up and enquiries are increasing.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

### **Monthly Sunday Lunch Club**

Our Sunday lunches remain very popular and we have a regular clientele. We offer three course roast dinner usually on the 2<sup>nd</sup> Sunday of the month providing a friendly social environment providing a hot nutritious meal at a weekend when our clients wouldn't normally cook. It caters mainly for clients who usually live alone and like to have social contact at weekends.

### **Telephone Befriending Service**

Befriending Service: matches clients with volunteers for a regular one to one support, we continue to support the elderly who are unable to get out much. At the same time we like to use this service to encourage them to come to our social events.

### **Meals on Wheels (MOW) operates Tuesday - Friday**

This is a bespoke Service taking individual dietary requirements into consideration. It supports a wider audience of vulnerable people who are unable to get out, and those who can't or don't wish to cook. It also caters for those recovering from illness, hospital stays and individuals who would like to have a hot meal during the day so that they do not have to cook in the evening.

### **Declaration**

Throughout 2023-2024 the trustees have had regard to the guidance issued by the Charity Commission on public benefit.

## **Additional details of objectives and activities (Optional information)**

### **Other Support from external parties & groups**

The Centre is open to other Groups and Clubs when the Day Service is not using the premises. The income arising from rentals is very useful to ensure the upkeep of the building.

We have a refurbishment programme that is regularly reviewed to ensure that the building we use is kept up to date with building standards and regulations.

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

## **Grants & Financial Support for Services during 2023-2024**

Despite the rising costs of the organisation, the Trustees made a decision once again not to increase our prices during 2023-2024. We are dealing with the most vulnerable adults in our society, many clients are on benefits, and many are struggling with the cost of living crisis. We turned towards obtaining Grants to support us.

Grants have enabled us to maintain our Services and help maintain our financial stability throughout the year.

We wish to thank the following organisations who provided financial support for our core services without whose financial assistance and help we would not have been able to continue to run our Services.

Albert Hunt Charitable Trust  
Centrica  
Charles Haywood Foundation  
Louis Baylis Charitable Trust  
National Lottery

## **Volunteers & Staff**

The families have entrusted their loved ones into our care and it is extremely important that they have an enjoyable time with us. This could not be achieved if it wasn't for the time given by our staff and volunteers.

We are extremely grateful to all our volunteers who help distribute our meals, rain or shine, directly to the front doors of our clients; to our Befrienders who call our clients who are unable to get out of the house, and those who have been in hospital and just need a person to talk to.

A big thankyou to all our volunteers who come in to the SDC to help with the Day Service, Social Groups and Sunday Lunches. Our volunteers and staff have continued helping our clients enjoy the activities and also enjoy the days with us. Carers have also been supported by us throughout the year.

The Trustees are extremely grateful for the many hours that our volunteers and staff have invested into the Centre and how they have been key in organising activities; listening and talking to our clients, and making phone calls.

Not all the volunteers are client facing and so we also would like to thank those volunteers who have been helping with the background work such as invoicing and administrative tasks.

We are grateful to the large number of employer supported volunteers such as the GoodGym and Centrica who come to help us with gardening and painting and the maintenance of the building.



### **Fund raising**

The Trustees are also very grateful for the amount of time that our staff and volunteers have given to organising and taking part in the fund raising activities, without which the Centre would not be able to operate.

A special thank you to the members of Soroptimist International of Slough Windsor & Maidenhead who volunteer on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesdays of the month, and also help in organising and running some of the stalls at the ACW Summer Fete and Christmas Fayre.

Summary of the main achievements of the charity during the year

## Day Service (DS)



For three days of the week Wednesday – Friday we cater to those who have extra care needs and/or those with dementia that benefit from the social interaction and activities we provide. Clients are supported and cared for in a friendly environment. While we look after the most vulnerable in our society we provide well needed respite to their Carers.

We organise physical activities that focus on maintaining core strength and fitness to help reduce falls, improve balance, and help the clients stay fitter and healthier for longer. Everyone is encouraged to participate at their own level. Daily exercises help to ensure that our clients are able to maintain independent living in their own home.

### Our Activities and Celebrations during the year

Once again another year has passed and we have really enjoyed looking after our clients. We have all had an immense amount of fun and plenty of laughter.

The focus of our daily activities is on reducing the feelings of isolation, increasing participation, building a sense of achievement and purpose for each client. The activities include arts and craft, quizzes, puzzles, colouring books, reflecting on current affairs.



In July we set up a morning activity with a local nursey with a view to them coming on a monthly basis to visit our Wednesday group. The first sessions have gone extremely well and the clients have really enjoyed having them. The aim is to continue doing this as having bright and playful children around lifts the spirits of our clients. They engage in an activity together and the ladies and gents really enjoy this.

We have also encouraged interaction with younger adults including placements from Eton College and Berkshire College of Agriculture Health and Social Care NVQ to achieve the same results of interaction with younger adults.

The communication through body language, facial expressions, gestures and tone of voice between the participants, and the buzz of the interaction between the older and younger generations shows the affect this has on the thoughts feelings, and attitudes of, and even behaviour of, those attending this group.

We also bring into the Centre professional entertainers to many of our social activities. This provides fun days of interaction with entertainers that are welcomed by both clients and the Carers.



## King Charles & Camilla Coronation Tea at Windsor

We were invited to the big party at Windsor & Eton Riverside Train Station to celebrate the Coronation of King Charles III and Queen Camilla.



## A visit to Ascot Race Course

We went along for afternoon tea at Ascot Race course.



## Lots of Fun at Christmas



## Distributing Christmas parcels and Donations



# Social Clubs

Our Social Clubs are managed by a member of staff and run by a team of volunteers.

These activities are in shorter 1-3 hour sessions at an affordable price so that we remain inclusive to all in the area. We aim at attracting more able older people who are on their own and who need to interact and socialise more.

Our Tuesday Lunch Club is open twice a month. It is a bespoke service that is tailored towards the needs of the clientele, as some of our attendees have special dietary needs, making this service unique in the area. We follow lunch with either a quiz or bingo session. In addition once a month we provide afternoon tea with tunes. This is very popular now attracting an audience wider afield than Windsor.

ACW encourage independent living but this means that the elderly can become lonely if they live alone. They need to socialise more. Our Social group activities attract older people who may be isolated, living alone, or who only have a small social network. It also attracts those in need of support.

Attendees are looking for company and someone to share experiences with. They find it difficult to get out and meet people and so we provide a safe environment for them to mix with other people.

We encourage anyone in the area to come to our Centre to meet and have fun. To drop in for tea, cakes, lunch and a chat. This Group helps people make friends and helps them to talk to others in a similar situation to themselves. We have volunteers who come along to mix, to listen, to sing along with our entertainers, and to facilitate conversation, with the overall aim of promoting friendship and support networks in the local area.

Our Centre has now become a hub for those who want to socialise and meet others in a friendly and safe environment.



## **Cooking For One course.**

We realised that since many of our clients are living alone, and some recently bereaved, we decided to introduce a six week cooking course 'Cooking for One' in January 2024. This was organised in conjunction with Adult Learning. The course covered topics such as portion sizing, adapting recipes for one, money saving ideas as well as helping you cook six different healthy two course meals that the participants enjoyed eating together at the end of the session.

During the sessions there is plenty of time to talk about ways to make cooking easier. We teach how to chop vegetables safely, and if our clients are unable to chop vegetables then we explain how frozen is as good as fresh. The participants were taught how to batch cook and how to utilize their freezers. They also had an opportunity to take recipes home. This course was very popular and so we anticipate doing it on a regular basis.

### **Tabletop Gardening**

Another initiative during the year was to introduce tabletop gardening for those less mobile. Gardening is so good for your emotional well-being. Getting in touch with the living world can feel great. The gardening group is held on the 2nd Tuesday of each month. It is open to anyone over 55 who likes gardening. It is based on tables. No bending, kneeling or lifting and participants grow plants from seed, they plant bulbs in pots, re-pot plants, make bee and insect hotels and discuss other gardening related projects as a group.



### **Sunday Lunch**

We continue to offer our monthly Sunday Lunch which is very popular. It is open to anyone over 55 and their Carers. We serve a three course roast dinner.

Sunday Lunch Club attracts people who are living alone, many who do not have family living close by. Most who attend say they are looking for company and a good proportion have some health conditions that mean they struggle to get out and see people. Many would also not cook a roast dinner for themselves at the weekend.

During 2023-2024 we were very pleased to have two new volunteers who were happy to use our minibus and provide transport to and from the Centre. We are very grateful to the volunteers as it means that more elderly people can now come along to this popular activity.

# Meals on Wheels (MOW)

Four days a week we provide a fresh cooked, hot, two course meal to local residents of Windsor and the surrounding area. The contact with our friendly volunteers is seen as a bonus by clients who say how helpful, kind and considerate they are. It is delivered by a team of 16 dedicated volunteers managed by our Deputy Manager.

The service supports clients who can't or won't cook for themselves, those coming out of hospital and those with short term illness/ infirmity as it is an easy way to get a healthy balanced meal. Many have very specific dietary requirements and so we have designed this service to be a bespoke service that is tailored to the individual needs. It especially helps support the more fussy eaters. The wholesome food has been seen to improve the diet.

This service can be set up by the clients but it is more common to be requested, set up by family members who feel that it would be helpful for their loved ones to have a hot meal delivered during the week. They are concerned that their family member isn't eating properly during the week, or has a poor or limited diet due to their inability to cook.

MOW provides a welcome face to face contact on a regular basis for older people who do not get out much. We are there to provide support for any help that is needed. We carry out a visual health check at the front door and monitor the clients' physical wellbeing, and their mental attitude. When we feel that further more professional help is needed we notify the relevant authorities such as Social Services or the GP if we feel that there are issues in the household. The service also helps reduce the stress on the Carers and potentially reduces the amount of worry about whether their loved ones are eating well and looking after themselves.

# Befriending (BF)

We encourage independent living however this means that our clients are frequently on their own and have few opportunities for social engagement.

The Befriending Service is offered to older people and their Carers regardless of age although we primarily deal with those who are over 55.

The weekly contact enables the volunteers to encourage and support as well as notice any changes that might be cause for concern.

We currently support long term clients who do not have the ability to get out and see friends and family.

We monitor the health and wellbeing of the clients, both physical, and mental. We are able to determine if there is a change in behaviour. If we identify a problem in the household we notify the relevant authorities.

We provide support and offer a hand of friendship and help reduce feelings of isolation.

The feedback we have received is that our clients are happier and more active and feel better from talking about things.

## Comments from some of our clients or Carers about our Services during 2023–2024

### **Sunday Lunch**

*Another lovely meal, one of the best you've cooked.*

*I love coming here, this group is so friendly and the food is good too.*

*What a lovely meal and the table looks Beautiful*

*Up to your usual standard, delicious, especially the ginger cake*

*Thank you for a lovely dinner, it was really delicious*

*My presents are absolutely marvellous, thank you to the person who donated it. It's really kind of you.*

### **Tuesday Social Groups**

*The meat was so tender and tasty*

*Thanks for another lovely lunch. I really enjoyed coming here*

*Thank you that was a lovely meal today*

*Thank you so much for putting these events on for us, the centre always looks so lovely, you all do such a good job*

*Thank you so much for the gifts, what a fantastic cheer up*

*Please pass on my thanks to all the staff at ACW for all that they have done for us this year.*

*Thank you so much for all you do for us and all the wonderful things you put on.*

### **Day Service**

*I had a wonderful time and can't wait to come again*

*I think you are all lovely ladies and I love Wednesdays.*

*The ladies look after us so well, we do lots of things every time.*

*I had a lovely afternoon, I even had a dance.*

*Thank you again for all you're ongoing support*

*It's the best day I've had in ages. I've not danced so much in years!*

*It's been such a good day I don't want to go home*

*A big thank you to you all, you have no idea what those Friday morning breaks meant to me. I never went anywhere but I felt free for the first time in 2 years.*

*That was a fantastic lunch very tasty. Thank you.*

*Well done for all that you do and thanks it's so good for older people.*

*OH you so good at what you do, everything is so well thought out, it's amazing, everybody feels so relaxed and at home*

*Your staff are so good.*

### **Meals on Wheels and Befriending**

*Thank you so much for the goodies. Sorry I haven't been out much but with the heart appointments and now my eye. hope to be back in the New Year, once again. Thank you very much for the gift bag,*

*Thanks for all you and the team does to help.*

*Thanks from me and my mum, to everyone involved and their hard work, really appreciated that this service is available.*

*Another delicious meal, we really appreciate all you do, it gives us something to look forward to*

*Thank you so much for the gifts, what a fantastic cheer up.*

*Thank you so much for the lovely parcel, we can't believe how much we received*

*Thank you so much for the lovely presents, there is such a lovely selection of goodies. I am going to keep one to open on Christmas day.*

*I would like to thank you all for the thoughtfulness and kindness for giving us a gift for Christmas, such a lovely surprise and very much appreciated. We wish you all a Very Merry Christmas and a Happy new year for 2024*

**Brief statement of the charity's policy on reserves**

The Trustees maintain three separate reserves for the future benefit of the Charity:-

1. Repairs and Maintenance Reserve of £4,300 to cover unexpected capital expenditure on the upkeep and replacement of the internal and external fixtures and fittings in the Spencer Denney Centre (SDC).
2. Minivan Fund of £26,667 which will be added to annually from fund raising activities in order to replace our 16 year old minivan which we estimate will cost £65,000.
3. Business Continuity Reserve of £35,000 to cover at least three months costs.

It is our intention to use these reserves for unexpected and also planned expenditure throughout the year if and when required. We also intend to build upon the reserves as and when activities allow.

**Details of any funds materially in deficit**

Not applicable

**Further financial review details (Optional information)**

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

In order to provide our services in the local community we rely heavily on a contract from RBWM Council. This provides some financial stability and has helped us with the planning of our future. The contract with RBWM finished in March 2024 and wasn't renewed due to the financial position of the Council. We are continuing discussions with them so that when the Council's financial position improves we may be able to obtain renewed funding.

We have always been aware that the council may withdraw support and so we established a contingency fund of £35,000 to provide financial stability to cover such an eventuality. We will endeavour to find an alternative source of funding for the future to replace the lost funding from RBWM. We rely heavily on the generosity of donations and Grants from other sources.

Our clients pay a daily fee which covers some of the daily costs to run the Centre. The cost of living crisis has meant that many of our clients on fixed incomes are suffering. The Trustees decided not to increase our prices during 2023-2024 as we wished to remain inclusive so that more elderly people can attend our activities. We also introduced low cost activities to help support those on lower incomes. We also continued to administer the household support fund for RBWM to encourage those who are really struggling to get financial help.

In the past the Trustees, the staff and the volunteers, have all introduced ways to raise funds through table top sales, selling items on social websites, quiz nights, and on-line donations/giving.

The Trustees are extremely grateful to the generous donations, and legacies, from our supporters and Grantees this year. We are also extremely grateful to the organisations for their time and generosity in helping the Centre.

**Programme for the upkeep of the facilities and building:**

The SDC is owned by the Council but it is the responsibility of the Trustees to maintain the building under the terms of a 15 year peppercorn lease expiring on 17th October 2037. The Trustees have agreed on a rolling programme to improve the facilities over the next five years through fund raising, corporate partnership, and volunteers. This programme is reviewed regularly at our monthly Trustee meetings.

We monitor the building and the repair work that is needed. Income from our rents help towards minor repairs that can assist us in the maintenance and upkeep of the building. We rely heavily on the support of organisations such as GoodGym and Centrica to help us, they repaint the building and tidy our gardens.

For larger projects we look towards obtaining capital Grants. We continually review the health and safety aspects of the building and the site. We look at ways to improve the energy efficiency of the building and ways to modernise both internally and externally. Our next phase is to ensure that disabled access and facilities, which are key to the needs of our clients, are improved, modernised and fit for purpose. We are extremely grateful that during 2023-2024 we have received grants from Syder Foundation and the Shanley Foundation that will go towards replacing the toilets that need to be upgraded in-line with current building regulations for the disabled. We hope to start this project during 2024 however this depends on obtaining additional grants to do this.

During 2023-2024 we replaced some of our old kitchen equipment and once again very thankful to the support from the Mobbs Memorial Trust and Percy Bilton Charity for their contribution towards this.

We can only continue running our services with the help of other organisations, through Grants, donations, or volunteer work.

**Future plans:****Additional services:**

With a growing number of older people living alone in our area we have introduced new groups this year such as the cooking for one courses and the gardening club. We will continue to seek support and input from our elderly community to introduce other activities to support older people.

**Local trips and theatre trips:**

We continue to look to find suitable outside events, and trips, such as the afternoon tea at Ascot, that are suitable for our clients. This will include theatre groups or shopping trips. To do this we hope to link up with groups of volunteers to give one to one support to our clients and make use of local community transport providers People2Places who were instrumental in providing additional transport when we visited Ascot Race Course and the Kings Coronation Big Party.

**MOW and Befriending:**

The Trustees feel that these services have been very successful since the introduction of these services during the Covid-19 pandemic. We plan to continue to provide both services for the foreseeable future. We will, due to the loss of the council support for 2024-2025, review our resources and sources of funding as it has only been possible to provide these services in the past with the help of generous additional Grants.

**Social Groups & Other Services:**

We are considering introductions to new services with an emphasis on men's groups and ethnic minorities. We wish to expand upon our Social activities by providing additional services such as providing information, scam awareness, online safety, fire awareness, and also other activities suggested from our client base or from the general public. We are also considering the introduction of a handyperson in the area, and the provision of information services, with the help of Age UK Berkshire.

**Volunteer / Staff Training:**

The Trustees are always looking at ways to upskill the staff and volunteers and ourselves to ensure that the services we provide will meet the needs of the local community. This will be delivered through making use of the websites and training material that is provided by relevant external organisations. We will also use Age UK Berkshire to assist in providing suitable guidance on available courses.

**New Minibus:**

The Charity desperately need to replace our minivan, which is now 16 years old. It has broken down several times during 2023-2024. We need to raise capital to do this and so we are actively looking at funding through grants and fund raising activities.

**Trustees:**

We increased our Trustees to six in May 2023 however Laura Godsell resigned as Trustee in March 2024 due to personal reasons. She will however continue to work with ACW in the capacity of a volunteer HR consultant. We thank her for her continued support.

**POST-BALANCE SHEET EVENT**

With effect from 1<sup>st</sup> September 2024 ACW entered into a 3 year memorandum of Understanding (MOU) with Age UK Berkshire (AUKB) under which AUKB will provide funding of up to £35,000 pa to replace the shortfall resulting from withdrawal of the RBWM Service Contract. AUKB will also provide additional funding of up to £25,000 pa to assist with the development of additional ACW services. This MOU further cements the existing strong working relationship between ACW and AUKB.

## Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

<b>Signature(s)</b>	S Gill	M Bennett
<b>Full name(s)</b>	Stephen Gill	Michele Bennett
<b>Position (eg Secretary, Chair, etc)</b>	Chair	Treasurer

**Date** 30 August 2024

## Appendix 1: List Local Organisations

We have several links with local organisations listed below, either currently or in the past, who have assisted us either financially, with monetary donations or provided Christmas gifts, items for our raffles, and events. They have also provided us with volunteers who have helped with the garden, painting the centre, helping and providing the entertainment or activities for a day.

AbbVie  
Abri  
Alzheimer Dementia Support  
Age UK Berkshire (AUKB)  
Albert Hunt Trust  
Berkshire Community Foundation (BCF)  
Berkshire College of Agriculture  
Bucks Mind  
Centrica  
Datchet Golf Course  
Eton College  
Fare Share  
Get Berkshire Active  
Girdlers Foundation Trust  
GoodGym  
Government Kickstarter Programme  
Lavender Green Flowers  
Louis Baylis Charitable Trust  
Microsoft  
Mobbs Memorial Trust  
Percy Bilton Foundation  
Price Phillip Trust  
Rotary Club Windsor St George  
Royal Borough Windsor and Maidenhead (RBWM)  
Scots Fish and Chips  
Slough CVS  
SSP Foundation Trust  
Soroptimist International Slough, Windsor and Maidenhead  
Shanley Foundation  
Syder Foundation  
Tesco Community Grants  
The Runnymede Hotel  
The Reception Team, Tor Building, Maidenhead,  
The Windsor Community Defibrillator Partnership  
Thames Valley Police  
Vanilla Cakes  
Waitrose Community Matters  
WAM Get Involved  
Windsor & Maidenhead Primary Care Trust  
Windsor Race Course  
Wolfson Foundation

## Age Concern Windsor Registered Charity No 1177688

### Receipts and Payments Account

Year ended 31st March

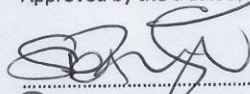
<b>Receipts</b>	<b>Note</b>	<b>2024</b>	<b>2023</b>
Grants & Donations & Other Receipts	3	54,768	49,325
Restricted Grants for Services	5	21,999	9,500
Restricted Capital Grants & Insurance Claims	4	7,969	29,900
Meals (Day Charges)		24,755	20,540
Transport		8,245	5,220
Fundraising		2,354	1,563
Meals On Wheels Income		13,630	10,501
Hall Letting inc IT room		2,978	1,735
Bank Interest		804	174
<b>Total receipts</b>		<b>137,502</b>	<b>128,458</b>
<b>Payments</b>			
Total Staff Costs inc expenses, Tax, NI		82,430	71,079
Premises Costs	6	17,632	48,413
Supplies Food		6,985	5,233
Activity Costs		4,319	2,766
Vehicle Costs		3,060	2,616
Office Expenditure	7	3,478	3,070
Insurance & Public Liability		1,311	1,314
Accountancy		1,680	2,310
Meals on Wheels & Befriending Direct Costs		1,784	2,423
Miscellaneous Expenditure incl Training		1,193	2,692
		<b>123,872</b>	<b>141,916</b>
<b>Net of receipts/(payments)</b>		<b>13,630</b>	<b>(13,458)</b>
<b>Cash fund at 1st April</b>		<b>88,999</b>	<b>102,457</b>
<b>Cash fund at 31st March</b>		<b>102,629</b>	<b>88,999</b>

### Statement of assets and liabilities

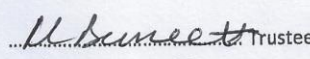
Year ended 31st March

	<b>2024</b>	<b>2023</b>
<b>Cash funds</b>		
Petty Cash	46	-
Bank Account Current	55,247	42,467
Bank Account Deposit	47,336	46,532
	<b>102,629</b>	<b>88,999</b>
<b>Other Monetary Assets</b>		
RBW Contract for Services	8,750	8,750
National Lottery	-	9,999
Prepayment	92	-
	<b>8,842</b>	<b>18,749</b>
M.P. Vehicle value at 1st of April	195	260
Liabilities	-	-
<b>Net asset value at 31st March</b>	<b>111,666</b>	<b>108,008</b>

Approved by the trustees on

  
 ..... Trustee  
 STEPHEN HILL  
 CHAIR

and signed on behalf of all the trustees:

 Trustee  
 MICHELE BENNETT  
 TREASURER  
 30.8.24

## Age Concern Windsor

### Notes to the Receipts and Payments accounts

Year ended 31st March 2024

#### 1. Basis of preparation

These accounts have been prepared as Receipts and Payments Accounts under S.133 of the Charities Act 2011

#### 2. Accounting policies

##### 2.1 Fund accounting

The charity maintains various types of funds as follows @ 31 March

	<u>2024</u>	<u>2023</u>
	£	£
Buidling & Maintenance Reserves	4,300	6,443
Replacement Minivan	26,667	26,667
Restricted Grant for Services	1,447	2,089
Restricted Capital Grants	5,548	3,500
Contingency Reserve	35,000	35,000
	<u>72,962</u>	<u>73,699</u>

##### 2.2 Unrestricted funds: represent resources which are expendable at the discretion of the Trustees

Represent resources which are expendable at the discretion of the Trustees

in the furtherance of the objects of the charity.

	<u>2024</u>	<u>2023</u>
	£	£
<b>3. Donations &amp; Other Receipts</b>		
Royal Borough Windsor & Maidenhead	35,000	35,000
RBWM Household Support Fund/Workforce Grant	4,772	2,500
Legcay	5,050	1,000
RBWM/NHS Frimley Innovation Fund		5,000
Other Income	9,946	5,825
	<u>54,768</u>	<u>49,325</u>

##### 4. Capital Restricted Grants

	£	£
Wolfson Trust		20,000
Bernard Sunley		5,000
McCarthy & Stone		400
Mobbs Memorial Trust		3,500
Taft MPV fund		1,000
Percy Bilton Charity -	3,469	
Syder Foundation	2,000	
Shanley Foundation	2,500	
	<u>7,969</u>	<u>29,900</u>

##### 5. Restricted Grants To Provide Services

	£	£
Tesco		1,500
Louis Baylis Charitable Trust	2,000	
Prince Phillip Trust		2,000
Allen Lane		5,000
ABRI		500
Little Magic Grant		500
National Lottery	9,999	
Charles Haywood Foundation	5,000	
Albert Hunt Charitable Trust	3,000	
Centrica	2,000	
	<u>21,999</u>	<u>9,500</u>

##### 6. Premises Costs

	£	£
Utilities	2,722	3,752
Security	1,016	1,533
Cleaning	5,830	6,233
Repairs & Maintenance	8,064	1,303
New Boiler Radiator Pipes	-	8,429
New Ceiling	-	27,163
	<u>17,632</u>	<u>48,413</u>

	<u>2,024</u>	<u>2,023</u>
<b>7. Office Expenses</b>	£	
Stationery & Office Supplies	703	674
Telephone & Postage	2,148	1,849
Computer Costs	627	547
	<u>3,478</u>	<u>3,070</u>

**8. Notes to the Bank Accounts**

RBWM Contract for Services Income is payable quarterly in arrears. ACW received payment for January - March 2024 in April 2024. This contract was not renewed on 31 March 2024 due to the financial position of the council at the of the financial year 31st March 2024 . In April 2024 the council did make a further payment of £8750 for the period April - June 2024. The non continuance of the contract means that we will endeavour to find an alternative source of income. We have £35000 contingency reserve to help with cash flow for 2024-2025.

**9. Notes on Reserves**

Building maintenance : This reserve is to cover unexpected building costs & repairs.  
 Minibus replacement: £1000 was donated during 2022-2023 and a new restricted fund created  
 The cost of replacing the minivan is in the region of £65000. We hope to raise this capital by specific fund raising activities and appeals.

**10. Restricted and Unrestricted Funds of the Charity**

Unrestricted and designated funds of the Charity are available to spend on activities that further the purpose of the Charity.  
 Restricted Funds are donations and Grants which the donor has specified are to be used solely used for a specific activity or project being undertaken by Charity

**11. Grants**

Grants and other Income is recognised in full in the Statement of Financial Activities in the year in which the Charity has the full entitlement to the income and the amount of income can usually be measured reliably and there is a probability of receipt.



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Age Concern Windsor				CC16a
Charity Number 1177688				
	1st April 2023	31st March 2024		

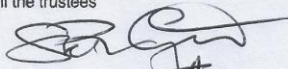
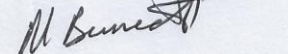
### Section Cash Flow

	Unrestricted Funds	Restricted Funds	Designated Funds	Total 2023-2024	Actual 2022-2023
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Donations & Other Receipts	54,768	-	-	54,768	49,325
Restricted Grants for Providing Services	-	21,999	-	21,999	9,500
Restricted Capital Grants & Insurance Claims	-	7,969	-	7,969	29,900
Day Charges & Meals & Transport	33,000	-	-	33,000	25,760
Letting	2,978	-	-	2,978	1,563
Fundraising	2,354	-	-	2,354	10,501
Meals On Wheels Income	13,630	-	-	13,630	1,735
Bank Interest	804	-	-	804	174
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>107,534</b>	<b>29,968</b>	<b>-</b>	<b>137,502</b>	<b>128,458</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>107,534</b>	<b>29,968</b>	<b>-</b>	<b>137,502</b>	<b>128,458</b>
<b>A3 Payments</b>					
Total Staff Costs	66635	15795	-	82430	71079
Premises Costs	7339	8150	2142	17631	48413
Vehicle Costs	3060	-	-	3060	2616
Supplies - Food	6098	887	-	6985	5233
Office Costs	2944	534	-	3478	3070
Activities - Entertainers	2565	1754	-	4319	2766
Insurances - Building and Public Liability	1064	247	-	1311	1314
Accountancy	1680	-	-	1680	2310
Meals on Wheels & Befriending Costs	588	1196	-	1784	2423
Micellaneous Expenses incl Training	1194	-	-	1194	2692
	-	-	-	0	0
<b>Sub total</b>	<b>93167</b>	<b>28563</b>	<b>2142</b>	<b>123872</b>	<b>141916</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>93,167</b>	<b>28,563</b>	<b>2,142</b>	<b>123,872</b>	<b>141,916</b>
<b>Net of receipts/(payments)</b>	<b>14,367</b>	<b>1,405</b>	<b>- 2,142</b>	<b>13,630</b>	<b>- 13,458</b>
<b>A5 Transfers between funds</b>					
<b>A6 Cash funds last year end</b>	<b>15,300</b>	<b>6,589</b>	<b>67,110</b>	<b>88,999</b>	<b>102,457</b>
<b>Cash funds this year end</b>	<b>29,667</b>	<b>7,994</b>	<b>64,968</b>	<b>102,629</b>	<b>88,999</b>

**Section B Statement of assets and liabilities at the end of the period**

Categories		Unrestricted funds to nearest £	Restricted funds to nearest £	Designated Funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>		29,667	7,994	64,968	-
		-	-	-	-
		-	-	-	-
		29,667	7,994	64,968	-
<b>B2 Other monetary assets</b>	<b>RBWM Prepayment</b>	8,750		-	-
		92	-	-	-
		-	-	-	-
		-	-	-	-
		-	-	-	-
		-	-	-	-
<b>B3 Investment assets</b>		Fund to which asset belongs	Fund to which asset belongs	Cost (optional)	Current value (optional)
				-	-
				-	-
				-	-
				-	-
				-	-
<b>B4 Assets retained for the charity's own use</b>	<b>MPV</b>	Fund to which asset belongs	Fund to which asset belongs	Cost (optional)	Current value (optional)
				-	195
				-	-
				-	-
				-	-
				-	-
				-	-
				-	-
				-	-
<b>B5 Liabilities</b>		Fund to which liability relates	Fund to which liability relates	Amount due (optional)	When due (optional)
	<b>Total</b>				

Signed by one or two trustees on behalf of all the trustees

Print Name

STEPHEN GILL  
 MICHAEL BENNETT

Date of approval

30/08/24  
 30/08/24



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

AGE CONCERN WINDSOR

**On accounts for the year  
ended**

31 MARCH 2024

**Charity no  
(if any)**

1177688

**Set out on pages**

19 & 20

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

**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 2011 Act and in carrying out my examination, I have followed the 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 (~~other than that disclosed below~~ \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

*\* Please delete the words in the brackets if they do not apply.*

**Signed:**

**Date:**

30 August 2024

**Name:**

THOMAS JOSEPH CONLIN

**Relevant professional  
qualification(s) or body**

ACIB (ASSOCIATE OF THE CHARTERED INSTITUTE OF BANKERS)

**Address:**

9 THE HAWTHORNS

CHARVIL, READING

BERKSHIRE RG10 9TS

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**

**AGE CONCERN WINDSOR**

England & Wales - Charity number 1177688

---

# Accounts

---



# Trustees' Annual Report for the period

		Period start date		Period end date			
<b>From</b>	1st	April	2022	<b>To</b>	31st	March	2023

## Section A Reference and administration details

Charity name

Age Concern Windsor (ACW)

Other names charity is known by

Registered charity number (if any)

1177688

Charity's principal address

Spencer Denney Centre  
 Park Corner  
 Windsor  
**Postcode** SL4 4EB

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stephen Gill	Chair		
2	Richard Beckingsale	Vice Chair and Secretary	1 April 2022 – 26 May 2022	
3	Michele Bennett	Treasurer		
4	Fiona Price			
5	Laura Godsell			

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

### Name of chief executive or names of senior staff members (Optional information)

Rachel Harvey, Chief Officer, joined ACW in July 2017.

## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Constitution of a Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	<p>The Chair was re-elected for a 4 year term in April 2022. The Treasurer was re-elected in April 2021 for a 3 year term.</p> <p>The Vice Chair having been re-elected for a 2 year term in April 2022 decided on reflection after 18 years of being associated with Age Concern Windsor, as either as a volunteer, treasurer, and Trustee, due to ill-health to tender his resignation as a Trustee. His last Trustee meeting was on the 26<sup>th</sup> May 2022. He will be sorely missed for his council, his continuity, and his 'institutional memory' of the organisation.</p> <p>The other Trustees are appointed for a term of two years, by a resolution passed at a properly convened meeting of the Charity Trustees, with annual re-election.</p>

### Additional governance issues (Optional information)

u **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

<p>The executive committee of the Trustees is responsible for the day to day administration of the charity. Age UK Berkshire and the Royal Borough of Windsor &amp; Maidenhead (RBWM) are eligible to attend properly convened meetings of the Charity Trustees.</p> <p>At the beginning of 2022-2023 we had three part time staff employed by the Charity. We were happy to announce that a fourth member of the team joined us in April 2022 however it is with great sadness that our new recruit Sarah McIntyre who was recruited as our Driver Care Assistant on the 12<sup>th</sup> April 2022 passed away on the 10<sup>th</sup> July 2022. She will be sorely missed even though her time with us was short. We have been fortunate to recruit again and so at the end of the year we were back to a full complement of staff.</p> <p>During 2022-2023 our volunteers, who numbered 40 at the end of March 2023, gave their time freely to help run our services and support our clients.</p> <p>All our Trustees give their time voluntarily and have received no remuneration or other benefits with the exception that they are eligible to have a refund of expenses while carrying out their duties as Trustees.</p> <p>We have policies and procedures in place for the induction, and training of our Staff, Volunteers, and Trustees.</p> <p>We have a Safeguarding policy in place. We also complete a Disclosure and Barring Service (DBS) check for all our Trustees, Staff and Volunteers where appropriate. These checks are carried out in line within statutory requirements.</p> <p>We also have policies in place to protect both our people and our clients while in the Centre and also outside the Centre when making home visits and excursions.</p>
---

Our fire procedures and health and safety checks are reviewed by RBWM and the local fire brigade. Our kitchen is also inspected regularly by Environmental Health.

We have a Risk Register and Business Continuity Plan for the Charity to identify the potential risks financial and otherwise to the future of the Charity. These are diarised under a forward plan and reviewed regularly.

We have several links with local organisations listed below who have assisted us financially or with volunteers either in recent years or in the past.

Abb Vie  
Abri  
Alzheimer Dementia Support  
Age UK Berkshire  
Albert Hunt Trust  
Berkshire Community Foundation (BCF)  
Berkshire College of Agriculture  
Bucks Mind  
Datchet Golf Course  
Eton College  
Fare Share  
Get Berkshire Active  
Girdlers Foundation Trust  
GoodGym  
Government Kickstarter Programme  
Lavender Green Flowers  
Louis Baylis Charitable Trust  
Microsoft  
Price Phillip Trust  
Rotary Club Windsor St George  
Royal Borough Windsor and Maidenhead (RBWM)  
Scots Fish and Chips  
Slough CVS  
SSP Foundation Trust  
Soroptimist International Slough, Windsor and Maidenhead  
Tesco Community Grants  
The Runneymede Hotel  
The Reception Team, Tor Building, Maidenhead,  
The Windsor Community Defibrillator Partnership  
Thames Valley Police  
Vanilla Cakes  
Waitrose Community Matters  
WAM Get Involved  
Windsor & Maidenhead Primary Care Trust  
Windsor Race Course  
Wolfson Foundation

**Summary of the objects of the charity set out in its governing document**

The objective of the Charity is to promote the relief and well-being of elderly people in any manner which now is or hereafter may be deemed by law to be charitable in and around Dedworth, Windsor and in particular to help make their lives a more fulfilling and enjoyable experience.

- By reducing isolation and supporting independence and wellbeing in older people
- By championing the rights of older people
- By providing trusted and quality services that enrich the lives of older people
- By supporting those who care for older people

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

We are a small independent Charity providing Services for the over 55s in Windsor and the surrounding area.

Our aim is to provide a safe and friendly place for our clients that meets their individual needs. We help older people live enjoyable and fulfilling lives no matter what their circumstances.

Our services include:-

**Day Service open Wednesday - Friday.**

This service provides group and individual activities to stimulate the mind and body. We offer a hot nutritious three- course meal, and daily activities that are all tailored to meet the needs of our clients.

The service attracts people over 70, who have additional care needs due to mobility/dementia or frailty, who live alone or with a Carer. Attending the Centre gives the clients the opportunity to socialise and partake in a variety of different activities to help with their mental and physical wellbeing. The service also provides a break for the live-in Carers who are in need of some respite.

We provide door to door transport for those that wish to attend who are unable to transport themselves to the Centre. We also offer Carers Support groups.

**Tuesday Lunch & Entertainment & Coffee Clubs**

These Clubs are aimed at our more able clients who come along for a chat, lunch, and entertainment. We started to promote our Tuesday Club throughout 2022-2023 after establishing that elderly people were not socialising or getting out much after the Covid-19 pandemic.

We provide a Lunch on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month, followed by quizzes or bingo, and on the 4<sup>th</sup> Tuesday of the month we have afternoon tea with entertainment.

Even though numbers vary weekly we are now averaging 25-30 per session. We feel that this is a vital service that is needed in the area. We intend to expand on these type of Social Activities during 2023-2024.

### **Monthly Sunday Lunch Club**

This Club offers a three course roast dinner within a friendly social environment providing a hot nutritious meal at a weekend when our clients wouldn't normally cook. Also caters for clients who usually live alone and like to have social contact at weekends.

### **Befriending**

Befriending Service: matches clients with volunteers for a regular one to one support.

### **Meals on Wheels (MOW) operates Tuesday - Friday**

This is a bespoke Service taking individual dietary requirements into consideration. It supports a wider audience of vulnerable people who cannot get out, and those who can't or don't wish to cook, it also caters for those recovering from illness, hospital stays and those looking after their partners.

### **Declaration**

Throughout 2022-2023 the trustees have had regard to the guidance issued by the Charity Commission on public benefit.

### **Additional details of objectives and activities (Optional information)**

#### **Grants & Financial Support during 2022-2023**

Grants have enabled us to re-open Day Service and help maintain our financial stability throughout the year. We have had continued financial support from RBWM via our Contract with them to deliver services for the RBWM. A new contract was renegotiated in March 2022 for a further two years.

We wish to thank the following organisations who provided financial support during the year without whose financial assistance and help we would not have been able to run our Services.

ABRI  
Allen Lane Foundation  
Prince Phillip Trust  
Tesco Community Fund  
Magic Little Grant  
Frimley Innovation Trust

This year our boiler unexpectedly broke and necessitated a full replacement along with replacement plumbing and radiators. We wish to acknowledge the timely help of the McCarthy Stone Foundation sourcing a boiler, supplied at trade price, saving us around £1000 and also with financial assistance with the refit. It enabled us to stay open and replace the heating system quickly during a very cold winter.

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

We would also wish to thank Bernard Sunley Foundation, and Wolfson Foundation for providing us with grants that has enabled us to replace our aged and partially non-functional lighting, and also enabled us to lower and replace our ceilings. We included insulation above the ceiling helping to make the building more energy efficient which has enabled us to reduce our costs.

### **Other Support**

The Centre is open to other Groups and Clubs when the Day Service is not using the premises. The income arising from rentals is very useful to ensure the upkeep of the building.

### **Volunteers & Staff**

We are extremely grateful to all our volunteers who help distribute our meals directly to the front doors of our clients, to our Befrienders who call our clients who are unable to get out of the house, those who have been in hospital. A big thankyou to our volunteers who have helped with the Day Service, Sunday Club and help with the opening of a new Club on Tuesdays.

The Trustees are extremely grateful for the many hours that our volunteers and staff have invested into the Centre and how they have been key in organising activities; listening and talking to our clients, and making phone calls.

Our volunteers and staff have continued helping our clients enjoy the activities and also enjoy the days with us. This has meant that the Carers have also been able to have support throughout the year.

The families have entrusted their loved ones into our care and it is extremely important that they have an enjoyable time with us. This could not be achieved if it wasn't for the time given by our staff and volunteers.

Not all the volunteers are client facing and so we also would like to thank those volunteers who have been helping with the background work such as invoicing and administrative tasks, craft preparation and delivery of gifts to clients, gardening and painting. We are grateful to the large number of employer supported volunteers and the GoodGym who have helped us maintain the garden and building.

### **Fund raising**

The Trustees are also very grateful for the amount of time that our staff and volunteers have given to organising and taking part in the fund raising activities, without which the Centre would not be able to operate.

A special thank you to the members of Soroptimist International of Slough Windsor & Maidenhead who volunteer to help run the Tuesday Lunch Club and also for their help in organising and running the ACW Christmas Fayre. The first fundraising event the Charity has been able to do for several years due to the pandemic.

**Summary of the main achievements of the charity during the year****Day Service (DS)**

The Day Service is open to people who have found themselves isolated because they find it difficult to get out of their homes due to physical and/or mental health issues.

Our clients are particularly vulnerable as currently they are all aged over 70, often have a variety of underlying health problems, including physical mobility issues, sensory impairment and mental health issues such as dementia, they also frequently live alone. Attending the Day Service gives the clients the opportunity to socialise and partake in a variety of different activities to help with their mental and physical wellbeing.

We cater to those who have extra care needs and/or those with dementia that benefit from the social interaction and activities we provide. Clients are supported and cared for in a friendly environment, while giving respite to their Carers.

We also organise physical activities that focus on maintaining core strength and fitness to help reduce falls, improve balance, and help the clients stay fitter and healthier for longer. Everyone is encouraged to participate at their own level. Daily exercises help to ensure that our clients are able to maintain independent living in their own home.

**Our Activities and Celebrations during the year**

We like to celebrate at every opportunity and so we arrange parties and activities to stimulate the mind and body.

The focus of our daily activities is on reducing the feelings of isolation, increasing participation, building a sense of achievement and purpose for each client. The activities include arts and craft, quizzes, puzzles, colouring books, reflecting on current affairs.



Ascot week meant that we made our hats.



During Wimbledon week we all celebrated by playing indoor tennis.



We have a local preschool nursery visit us regularly to meet our day Service clients. The communication through body language, facial expressions, gestures and tone of voice between the participants, and the buzz of the interaction between the older and younger generations shows the affect this has on the thoughts feelings, and attitudes of, and even behaviour of, those attending this group.

We have encouraged interaction with younger adults including placements from Eton College and Berkshire College of Agriculture Health and Social Care NVQ to achieve the same results of interaction with younger adults.

Covid19 has meant that a lot of our activities were curtailed but we have now reintroduced having professional entertainers at many of our weekly meetings and gatherings to provide additional fun days and this been welcomed by both clients and the Carers.

Afternoon singing and dancing.



### **Tuesday Lunch & Entertainment Clubs**

In October 2022 we created our Tuesday Club to complement and enhance our then existing Coffee Club. The idea is to offer appropriate activities, in shorter 1-3 hour sessions at an affordable price. It was aimed at attracting more able older people. Initially focussing on afternoon tea with entertainment once a month. This became extremely popular and so we decided to expand and open a Tuesday Lunch Club.

Tuesday Lunch Club now operates twice a month. It is a bespoke service that is tailored towards the needs of the clientele, as some of our attendees have special dietary needs, making this service unique in the area. We follow lunch with either a quiz or bingo session.

These groups attract older people who may be isolated, living alone with a small social network and those in need of support. Attendees are looking for company and someone to share experiences with. They find it difficult to get out and meet people and so we provide a safe environment for them to mix with other people.

We encourage anyone in the area to come to our Centre to meet and have fun. To drop in for tea, cakes, lunch and a chat. This Group helps people make friends and helps them to talk to others in a similar situation to themselves. We have volunteers who come along to mix, to listen, to sing along with our entertainers, and to facilitate conversation, with the overall aim of promoting friendship and support networks in the local area.

Our Centre has now become a hub for those who want to socialise and meet others in a friendly and safe environment.

Our Tuesday Social Clubs are managed by a member of staff and run by a team of volunteers.

### Christmas Entertainment



December 6<sup>th</sup> saw a Christmas Panto put on by the RARA Theatre Group and below afternoon tea and entertainment with Sarah Martin singing well known songs and entertaining the Tuesday Club on the 20<sup>th</sup> December.



We also had some time free in November to do some fund raising at the Christmas Fayre with Santa coming along too.



### Sunday Lunch

We continue to offer our monthly Sunday Lunch which is very popular. It is open to anyone over 55 and their Carers. We serve a three course Roast dinner and we have 15-20 people regularly attending.

Sunday Lunch Club attracts people who are living alone, many who do not have family living close by. Most who attend say they are looking for company and a good proportion have some health conditions that mean they struggle to get out and see people. They would also not cook a roast dinner for themselves.

### Meals on Wheels (MOW)

During the pandemic we started delivering a fresh cooked, hot, two course meal four days a week to local residents of Windsor and the surrounding area. We have continued this service post pandemic and our Chef now produces over 50 hot, fresh cooked, healthy, meals per week on a regular basis. The contact with our friendly volunteers is seen as a bonus by clients who say how helpful, kind and considerate they are. It is delivered by a team of 16 volunteers managed by our Deputy Manager.



The service supports clients who can't or won't cook for themselves, those coming out of hospital and those with short term illness/ infirmity as it is an easy way to get a healthy balanced meal. Many have very specific dietary requirements and so we have designed this service to be a bespoke service that's tailored to the individual needs. It especially helps support the more fussy eaters. The wholesome food has been seen to improve the diet. This service can be set up by the clients but it is more common to be requested, set up and paid for by a family member who feel that it would be helpful for them, due to a poor diet or limited diet due to their inability to cook. Feedback from us regarding the client's health and mental well-being can be very valuable if Carers are away or live at a distance.

MOW provides a welcome face to face contact on a regular basis for older people who do not get out much. We are there to provide support for any help that is needed. We carry out a visual health check at the front door and monitor the clients' physical wellbeing, and their mental attitude. When we feel that further more professional help is needed we notify the relevant authorities such as Social Services or the GP if we feel that there are issues in the household.

We have a variety of nutritional menus suitable for a delivery service. Proper nutrition is beneficial for the heart, lowers the risk of heart disease, helps keep bones and teeth strong and helps blood flow to the brain helping to maintain mental agility. It is also important in maintaining a healthy weight, reducing clogged arteries, and helping control type 2 diabetes. It will also help them stay healthy and fight infection. Thus by providing this service we provide the right food 4 days a week.

The service also helps reduce the stress on the Carers and potentially reduces the amount of worry about whether their loved ones are eating well and looking after themselves.

### **Befriending (BF)**

We encourage independent living however this means that our clients are frequently on their own and have few opportunities for social engagement.

The Befriending Service is offered to older people and their Carers regardless of age although we primarily deal with those who are over 55.

The weekly contact enables the volunteers to encourage and support as well as notice any changes that might be cause for concern and help us refer to the appropriate services.

We currently support long term clients who cannot improve their ability to get out and see friends and family.

We monitor the health and wellbeing of the clients, both physical, and mental. We are able to determine if there is a change in behaviour. If we identify a problem in the household we notify the relevant authorities.

We provide support and offer a hand of friendship and help reduce feelings of isolation.

The feedback we have received is that our clients are happier and more active and feel better from talking about things.

*Comments from some of our clients or Carers about our Services*

*"Yeah, I've really enjoyed it. The food was cooked here it was good. "First day for a new client.*

*"I much prefer this club. What I like about it is, you know when you come in and have coffee but there's things on the table, you know newspapers and things you can just do."*

*"That was absolutely perfect. Thank you"*

*"I enjoyed that. It was lovely."*

*"I just wanted to say I had a super duper day. It was really nice"*

*"I look forward to my meals on wheels. I wish you did them at the weekend"*

*"I nearly cried on the way home I was so happy, It was just perfect with the entertainment on Friday."*

*"I didn't think he'd enjoy it, but he really loves it here. I think he does so well because he's still doing so much. It keeps him going" from the wife and carer of one of our clients*

*"I really love coming here, its like we are all family"*

*"I only come here for the dinners."*

*"Compared to other places I have visited, we do lots of lovely things here."*

*"I haven't danced in years. I had such a lovely time"*

*"Thank you so much for taking care of me when I wasn't feeling well and for taking me home."*

*"Thank you so much for everyone you do for him. We really appreciate it. Many Thanks." From a carer and daughter of one of our clients.*

*I had an extra dinner delivered for a friend last week and she really enjoyed it. She said it's a shame you don't deliver to Staines.*

*"I'm enjoying the meals, they've been a Godsend really. Really lovely and nutritious, it's be great thank you." This client was receiving meals as she convalesced from an operation*

*I wish you did meals on wheels on Sunday, your meals are so delicious and I love the traditional puddings*

*What a lovely Meal, I haven't had Lamb for ages, so delicious.*

*Thank you for another lovely Sunday Lunch, it was a treat to have Lamb Lovely Meal, all of it was lovely*

*Splendid!*

*"Best Pudding Ever" was the response of this client to her requested favourite pudding.*

*"This has been the best day ever! It brought back so many lovely memories" as the response to whether this lady had enjoyed the Tea party hosted by the local railway*

*"I have really enjoyed today, listening to all the songs from years ago" A client talking about the entertainer who had sang at the Tea party hosted by the local railway.*

*"That was the best lunch I have had, she is a very good cook. Tell her Thank you" a client's response to her requested menu choices.*

**Brief statement of the charity's policy on reserves**

The Trustees maintain three separate reserves for the future benefit of the Charity:-

1. Repairs and Maintenance Reserve of £6,443 to cover unexpected capital expenditure on the upkeep and replacement of the internal and external fixtures and fittings in the Spencer Denney Centre (SDC).
2. Minivan Fund of £26,667 which will be added to annually from fund raising activities in order to replace our 16 year old minivan within the next 3-5 years which we estimate will cost £65,000.
3. Business Continuity Reserve of £35,000 to cover at least three months costs.

It is our intention to use these reserves for unexpected and also planned expenditure throughout the year if and when required. We also intend to build upon the reserves as and when activities allow.

**Details of any funds materially in deficit**

Not applicable

**Further financial review details (Optional information)**

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

In order to provide the service in the local community we rely heavily on a contract from RBWM This provides some financial stability and will help with the planning of our future. We also rely on the generosity of donations and Grants from other sources.

Our clients pay a daily fee which covers some of the daily costs to run the Centre. Numbers attending are now back to pre-pandemic levels. The cost of living crisis affected everyone however the low incomes of our client base meant it was even more difficult to afford even the basics let alone the cost of care and support many of them need. The Trustees decided not to increase prices for 2022-2023 financial year, to be more inclusive, and enable more people to attend. Throughout the year we introduced a number of groups at lower cost to help support those on lower incomes. We also helped administer the household support fund for RBWM to encourage those who are really struggling to get financial help.

Fund raising will be more prolific during 2023-2024. In the past the Trustees, the staff and the volunteers, have all introduced ways to raise funds through garage sales, selling items on social websites, quiz nights, and on-line donations/giving.

The Trustees are extremely grateful to the generous donations from our supporters and Grantees this year. We are also extremely grateful to the organisations for their time and generosity in helping the Centre.

**Programme for the upkeep of the facilities and building:**

The SDC is owned by the Council but it is the responsibility of the Trustees to maintain the building and we have agreed on a rolling programme to improve the facilities over the next five years through fund raising, corporate partnership, and volunteers. This programme is reviewed regularly.

We monitor the building and the repair work that is needed, and look for capital Grants that can assist us in the maintenance and upkeep of the building. We are continually reviewing the health and safety aspects of the building and the site. We look at ways to improve the energy efficiency of the building and ways to modernise both internally and externally. Our next phase is to ensure that disabled access and facilities, which are key to the needs of our clients, are improved, modernised and fit for purpose.

We can only do this and continue running our services with the help of other organisations, through Grants, donations, or volunteer work.

**Building & Maintenance Reserves**

In May 2022 the boiler in the kitchen failed its' annual service and we were advised to have a new one installed. We used our repair and maintenance fund to pay for a new boiler, new radiators, and new pipes; and through the generosity of McCarthy & Stone, and Cllr Bowden of RBWM we were able to reduce the cost to a net payment of £7,278. Our cash accounts show a cash loss of £13,458 for 2022-2023 which includes the cost of the boiler.

It is our intention that we will replace the cash in the Building and maintenance reserve as soon as circumstances dictate.

It is also our intention to replace some of our kitchen equipment during 2023- 2024. We have already had Grant funding approved and agreed for this.

**Future plans:****Additional services:**

With a growing number of older people living alone in our area we were looking at groups to support older people with emphasis on men's groups and ethnic minorities.

**Local trips and theatre:**

We will look to restart and continue providing trips that are suitable for our clients. This will include theatre groups or shopping trips. To do this we hope to link up with groups of volunteers to give one to one support to our clients and make use of local community transport providers People2 Places.

**Volunteer / Staff Training:**

The Trustees wish to upskill the staff and volunteers and ourselves to ensure that the services we provide will meet the needs of the local community. This will be delivered through making use of the websites and training material that is provided by relevant external organisations. We will also use Age UK Berkshire to assist in providing suitable guidance on available courses.

**New Minibus:**

The Charity will need to replace the minivan within the next three-five years and so we have agreed to look at fund raising activities to do this.

### **MOW and Befriending:**

The Trustees feel that these services have been very successful over the past three years. We plan to continue to provide them for the foreseeable future but will have to review our resources and sources of funding as it has only been possible to provide these services with the help of generous additional Grants.

### **Social Groups**

We wish to expand upon our Tuesday Club activities and create more half day sessions, starting with a dementia café, opening in April 2023 on the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday of the month, and then looking at providing informational mornings, that would include talks on scams awareness, online safety, fire awareness, and also other activities suggested from our client base or from the general public.

We are also currently looking at completing a feasibility study in conjunction with Age UK Berkshire providing services for older people who have had early onset dementia.

### **Trustees:**

It is our intention to increase the numbers of Trustees to six in total and we are delighted to say that we have recruited two new Trustees in May 2023.

## **Section G Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

<b>Signature(s)</b>	S Gill	M Bennett.
<b>Full name(s)</b>		
<b>Position (eg Secretary, Chair, etc)</b>	CHAIR	TREASURER
<b>Date</b>	26TH OCTOBER 2023	

**Age Concern Windsor Registered Charity No.1177688.**

**Receipts and Payments Account**

**Year ended 31st March**

<b>Receipts</b>	<b>Note</b>	<b>2023</b>	<b>2022</b>
Grants & Donations & Other Receipts	3	49,325	48,394
Restricted Grants for Services	5	9,500	6,387
Restricted Capital Grants & Insurance Claims	4	29,900	930
Day Services & Travel		25,760	19,574
Fundraising		1,563	10
Meals On Wheels Income		10,501	14,134
Hall Letting inc IT room		1,735	1,700
Bank Interest		174	5
		<b>128,458</b>	<b>91,134</b>
<b>Total receipts</b>		<b>128,458</b>	<b>91,134</b>
<b>Payments</b>			
Total Staff Costs inc expenses, Tax, NI		71,079	63,473
Premises Costs	6	48,413	13,857
Vehicle Costs		2,616	2,293
Supplies Food		5,233	4,753
Office Exepnditure	7	3,070	7,216
Activity Costs		2,766	805
Insurance & Public Liability		1,314	1,173
Accountancy		2,310	3,071
Meals on Wheels & Befriending Direct Costs		2,423	5,270
Miscellaneous Expenditure incl Training		2,692	1,246
		<b>141,916</b>	<b>103,157</b>
<b>Net of receipts/(payments)</b>		<b>- 13,458 -</b>	<b>12,023</b>
<b>Cash fund at 1st April</b>		<b>102,457</b>	<b>114,480</b>
<b>Cash fund at 31st March</b>		<b>88,999</b>	<b>102,457</b>

**Statement of assets and liabilities**

**Year ended 31st March**

	<b>2,023</b>	<b>2,022</b>
<b>Cash funds</b>		
Bank Account Current	42,467	46,859
Bank Account Deposit	46,532	55,598
	<b>88,999</b>	<b>102,457</b>
<b>Other Monetary Assets</b>		
RBW Contract for Services	8,750	8,750
National Lottery	9,999	-
Total	<b>18,749</b>	<b>8,750</b>
<b>Investment Assets</b>		
Vehicle	260	347
	<b>260</b>	<b>347</b>
<b>Liabilities</b>		
Cleaners	-	248
<b>Net asset value at 31st March</b>		<b>108,008 111,306</b>

Approved by the trustees on

and signed on behalf of all the trustees:



..... Trustee  
STEPHEN GILL 26/10/23



..... Trustee  
MICHELLE BARNETT

26/10/23

## Age Concern Windsor

### Notes to the Receipts and Payments accounts

Year ended 31st March 2023

#### **1. Basis of preparation**

These accounts have been prepared as Receipts and Payments Accounts under S.133 of the Charities Act 2011.

#### **2. Accounting policies**

##### **2.1 Fund accounting**

The charity maintains various types of funds as follows @ 31 March

	<u>2023</u>	<u>2022</u>
	£	£
Buidling & Maintenance Reserves	6,443	17,188
Replacement Minivan	26,667	25,667
Restricted Grant for Services	2,089	4,355
Restricted Capital Grants	3,500	750
Contingency Reserve	35,000	35,000
	<u>73,699</u>	<u>82,960</u>

##### **2.2 Unrestricted funds: represent resources which are expendable at the discretion of the Trustees**

Represent resources which are expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

	<u>2023</u>	<u>2,022</u>
	£	£
<b><u>3. Donations &amp; Other Receipts</u></b>		
Royal Borough Windsor & Maidenhead	35,000	35,000
RBWM Cost of Living/ Workforce Grant	2,500	6,500
Legacy	1,000	-
RBWM/ NHS Frimley Innovation Fund Project	5,000	-
Other Income	5,825	6,894
	<u>49,325</u>	<u>48,394</u>

##### **4. Capital Restricted Grants & Insurance Claims Received in the year**

	£	£
RBWM	-	750
Insurance Claim		180
Wolfson Foundation	20,000.00	-
Bernard Sunley	5,000.00	-
McCarthy Stone	400.00	-
Mobbs Memorial Trust	3,500.00	-
Taft MPV	1,000.00	-
	<u>29,900.00</u>	<u>930</u>

##### **5. Restricted Grants To Provide Services Received in the Year**

	£	£
Tesco Community Grant	1,500	-
Louis Baylis Charitable Trust	-	1,000
Prince Philip Trust	2,000	2,000
Kickstarter Scheme	-	2,149
Berkshire Get Active	-	1,238
The Allen Lane Foundation	5,000	-
ABRI Community Fund	500	-
Magic Little Grant	500	-
	<u>9,500</u>	<u>6,387</u>

## Age Concern Windsor

### Notes to the Receipts and Payments accounts

Year ended 31st March 2023

	<u>2023</u>	<u>2,022</u>
	£	£
<b>6. Premises Costs</b>		
Utilities	3,752	3,199
Security	1,533	2,134
Cleaning	6,233	5,240
New Ceiling	27,163	-
New Boiler radiator and pipes	8,429	-
Repairs & Maintenance	1,303	3,284
	<u>48,413</u>	<u>13,857</u>

### **7. Office Expenses**

	£	£
Stationery & Office Supplies	674	765
Telephone & Postage	1,849	1,748
Computer Costs	547	4,703
	<u>3,070</u>	<u>7,216</u>

### **8. Notes to the Bank Accounts**

RBWM Contract for Services Income is payable quarterly in arrears.

### **9. Notes on Reserves**

Building maintenance : Our aim is to maintain this reserve at or near £10000 to cover unexpected building costs & repairs when profitability allows it. However we had to replace our boiler which failed its' annual test during 2022 which has reduced our building reserves for the year.

Ceiling Fund : The new ceiling was completed in 2022-2023 and the Grants fully utilised

Minibus replacement: £1000 was donated during 2022-2023 and a new restricted fund created

The cost of replacing the minivan is in the region of £65000

We hope to raise this capital by specific fund raising activities and appeals we intend to transfer £5,000 each year towards this fund annually if possible based on the financial results of the Charity.

Covid 19 pandemic has reduced our ability over the past three years to add to our reserves

### **10. Restricted and Unrestricted Funds of the Charity**

Unrestricted and designated funds of the Charity are available to spend on activities that further the purpose of the Charity.

Restricted Funds are donations and Grants which the donor has specified are to be used solely used for a specific activity or project being undertaken by Charity

### **11. Grants**

Grants and other Income is recognised in full in the Statement of Financial Activities in the year in which the Charity has the full entitlement to the income and the amount of income can usually be measured reliably and there is a probability of receipt.





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Age Concern Windsor				CC16a
Charity Number 1177688				
	1st April 2022	31st March 2023		

## Section Cash Flow

	Unrestricted Funds	Restricted Funds	Designated Funds	Total 2022-2023	Actual 2021-2022
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Donations & Oher Receipts	49,325	-	-	49,325	48,394
Restricted Grants for Providing Services	-	9,500	-	9,500	6,387
Restricted Capital Grants & Insurance Claims	-	29,900	-	29,900	930
Day Charges & Meals & Transport	25,760	-	-	25,760	19,574
Fundraising	1,563	-	-	1,563	10
Meals On Wheels Income	10,501	-	-	10,501	14,134
Letting	1,735	-	-	1,735	1,700
Bank Interest	174	-	-	174	5
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>89,058</b>	<b>39,400</b>	<b>-</b>	<b>128,458</b> v	<b>91,134</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>89,058</b>	<b>39,400</b>	<b>-</b>	<b>128,458</b>	<b>91,134</b>
<b>A3 Payments</b>					
Total Staff Costs	65,006	6,073	-	71,079	63,473
Premises Costs	10,895	26,773	10,745	48,413	13,857
Vehicle Costs	2,616	-	-	2,616	2,293
Supplies - Food	3,733	1,500	-	5,233	4,753
Office Costs	2,831	239	-	3,070	7,216
Activities - Entertainers	- 0	2,766	-	2,766	805
Insurances - Building and Public Liability	1,249	65	-	1,314	1,173
Accountancy	2,310	-	-	2,310	3,071
Meals on Wheels & Befriending Direct Costs	1,923	500	-	2,423	5,270
Micellaneous Expenses incl Training	2,692	-	-	2,692	1,246
	-	-	-	-	-
<b>Sub total</b>	<b>93,255</b>	<b>37,916</b>	<b>10,745</b>	<b>141,916</b>	<b>103,157</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>93,255</b>	<b>37,916</b>	<b>10,745</b>	<b>141,916</b>	<b>103,157</b>
<b>Net of receipts/(payments)</b>	<b>- 4,197</b>	<b>1,484</b>	<b>- 10,745</b>	<b>- 13,458</b>	<b>- 12,023</b>
<b>A5 Transfers between funds</b>				-	-
<b>A6 Cash funds last year end</b>	<b>19,497</b>	<b>5,105</b>	<b>77,855</b>	<b>102,457</b>	<b>114,480</b>
<b>Cash funds this year end</b>	<b>15,300</b>	<b>6,589</b>	<b>67,110</b>	<b>88,999</b>	<b>102,457</b>





**Section A Independent Examiner's Report**

**Report to the trustees/  
members of** AGE CONCERN WINDSOR

**On accounts for the year  
ended** 31 MARCH 2023 **Charity no  
(if any)** 1177688

**Set out on pages** 16 & 17

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021.

**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 2011 Act and in carrying out my examination, I have followed the 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 (~~other than that disclosed below~~ \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

*\* Please delete the words in the brackets if they do not apply.*

**Signed:**

**Date:** 14 September 2023

**Name:** THOMAS JOSEPH CONLIN

**Relevant professional  
qualification(s) or body** ACIB (ASSOCIATE OF THE CHARTERED INSTITUTE OF BANKERS)


**Address:** 9 THE HAWTHORNS  
CHARVIL, READING  
BERKSHIRE RG10 9TS

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**

	Report to the trustees number of
Charity no. 113798 31 MARCH 2018	On accounts for the year ended
10 & 11	Set out on pages
<p>I refer in regard of my examination of the 2017 accounts of the charity to the matters of concern that I have identified in the report to the trustees and in the report to the Charity Commission. I have completed my examination in accordance with the requirements of the Charities Act 2011 and in carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 148(1)(a) of the Act.</p> <p>I have completed my examination. I consider that the material matters have come to my attention (other than those referred to in the report to the trustees) which give rise to concern. I believe that the examination which gives rise to concern is set out in the report to the trustees.</p> <ul style="list-style-type: none"> <li>the accounts do not accord with the accounting records</li> <li>accounting records are not kept in accordance with section 148(1)(a) of the Act or</li> </ul> <p>I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.</p> <p>* Please delete the words in the brackets if they do not apply.</p>	Basis of report Responsibilities and Independent examiner's statement
	Signed Name: THOMAS JOSEPH CONLIN Relevant professional qualification(s) or body

**AGE CONCERN WINDSOR**

England & Wales - Charity number 1177688

---

# Accounts

---



# Trustees' Annual Report for the period

		Period start date			Period end date		
<b>From</b>	1st	April	2021	<b>To</b>	31st	March	2022

## Section A Reference and administration details

**Charity name** Age Concern Windsor (ACW)

**Other names charity is known by**

**Registered charity number (if any)** 1177688

**Charity's principal address** Spencer Denney Centre  
 Park Corner  
 Windsor  
**Postcode** SL4 4EB

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stephen Gill	Chair		
2	Richard Beckingsale	Vice Chair and Secretary		
3	Michele Bennett	Treasurer		
4	Fiona Price			
5	Laura Godsell			
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

**Names of the trustees for the charity, if any, (for example, any custodian trustees)**

Name	Dates acted if not for whole year

**Names and addresses of advisers (Optional information)**

Type of adviser	Name	Address

**Name of chief executive or names of senior staff members (Optional information)**

Rachel Harvey, Chief Officer, joined ACW in July 2017.

**Section B Structure, governance and management**

**Description of the charity's trusts**

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Constitution of a Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	The Chair was elected for a 4 year term in April 2018 and re-elected for a further 4 year term in April 2022. The Treasurer was re-elected in April 2021 for a further 3 year term. The Vice Chair was elected for a 2 year term in April 2020 and for a further 2 year term in April 2022. The other Trustees are appointed for a term of two years, by a resolution passed at a properly convened meeting of the Charity Trustees, with annual re-election.

**Additional governance issues (Optional information)**

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The executive committee of the Trustees is responsible for the day to day administration of the charity. Age UK Berkshire and the Royal Borough of Windsor & Maidenhead (RBWM) are eligible to attend properly convened meetings of the Charity Trustees.

During 2021-2022 we had four part time staff employed by the Charity and around forty volunteers who give their time freely to help run our services and support our clients. All our Trustees give their time voluntarily and have received no remuneration or other benefits except to have a refund of expenses while carrying out their duties as Trustees.

We have policies and procedures in place for the induction, and training of our Staff, Volunteers, and Trustees.

We have a Safeguarding policy in place and we complete a Disclosure and Barring Service (DBS) check for all our Trustees, Staff and Volunteers where appropriate. These checks are carried out in line within statutory requirements.

We also have policies in place to protect both our people and our clients while in the Centre and also outside the Centre when making home visits and for excursions. Our fire procedures and health and safety checks are reviewed by RBWM and the local fire brigade. Our kitchen is also inspected regularly by Environmental Health.

We have a Risk Register and Business Continuity Plan for the Charity to identify the potential risks financial and otherwise to the future of the Charity. These are diarised under a forward plan and reviewed regularly.

We have several links with local organisations listed below who have assisted us in the past.

Alzheimer Dementia Support  
Age UK Berkshire  
Bucks Mind  
Fare Share  
Greggs Foundation Trust  
Microsoft  
Rotary Club Windsor St George  
Royal Borough Windsor and Maidenhead (RBWM)  
Slough CVS  
Signal 4 Carers  
Social Prescribing  
Soroptimist International Slough, Windsor and Maidenhead  
Tesco  
The Windsor Community Defibrillator Partnership  
Thames Valley Police  
Waitrose Community Matters  
WAM Get Involved  
Windsor & Maidenhead Primary Care Trust

### **Financial Support during 2021-2022**

We have had continued financial support from RBWM via our contract with them to deliver services for the Royal Borough. Our contract for two years, with provision to add a third year, ended on the 31<sup>st</sup> March 2022 and we have negotiated a new two year contract ending on 31<sup>st</sup> March 2024.

The continuation of the COVID-19 Pandemic throughout 2021-2022 restricted in-house fundraising and so income from this source has been

limited; however we have received personal contributions and other help for which we are grateful.

We would like to give a special mention to the following organisations that gave us financial help during the pandemic period 2020-2021 and 2021-2022. This has enabled us to continue providing not only our new services, established during lockdown, but has enabled us during 2021-2022 to restart our pre COVID-19 services.

Albert Hunt Trust  
Berkshire Community Foundation (BCF)  
Get Berkshire Active  
Girdlers Foundation Trust  
Government Kickstarter Programme  
Independent Age  
Louis Baylis Charitable Trust  
Price Phillip Trust  
SSP Foundation Trust  
Tesco Bags of Help  
The National Lottery

## **Section C Objectives and activities**

### **Summary of the objects of the charity set out in its governing document**

The objective of the Charity is to promote the relief and well-being of elderly people in any manner which now is or hereafter may be deemed by law to be charitable in and around Dedworth, Windsor and in particular to help make their lives a more fulfilling and enjoyable experience.

- By reducing isolation and supporting independence and wellbeing in older people
- By championing the rights of older people
- By providing trusted and quality services that enrich the lives of older people
- By supporting those who care for older people

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

We are a small independent Charity that provides a Day Service for the over 55s. The aim of the Charity is to provide a safe and friendly place in the local area for our clients that meets their individual needs. We help older people live enjoyable and fulfilling lives no matter what their circumstances.

We initially had a long running Lunch Club, however it became apparent that the area lacked services for those with Dementia and so the Lunch club slowly evolved and expanded into our current Day Service with the addition of appropriate learning and mobility activities, and some entertainment. We have been working with older adults for 37 years and have adapted, changed and developed our services to suit the needs of the local population.

Our services include:-

**Day Service open Wednesday - Friday.**

This service offers group and individual activities to stimulate the mind and body and serves a hot nutritious meal. The service attracts people over 70, who have additional care needs due to mobility/dementia or frailty, who live alone or with a Carer. Attending the Centre gives the clients the opportunity to socialise and partake in a variety of different activities to help with their mental and physical wellbeing. This service is restricted to a maximum capacity of 16 per day. However attendees do not come every day giving us the opportunity to offer the service to a wider audience.

The service also provides a break for the live-in Carers who are in need of some respite.

For those who do not have their own transport we provide a mini-bus service.

We also offer Carers Support groups.

**Tuesday Entertainment & Coffee Club**

These Clubs are aimed at our more able clients who come along for a chat, lunch, and entertainment. Numbers vary weekly but we are now averaging 25-30 per session.

**Monthly Sunday Lunch Club**

Monthly Sunday Lunch Club averaging 15-20 per session. This offers a three course roast dinner within a friendly social environment providing a hot nutritious meal at a weekend when our clients wouldn't normally cook. Also caters for clients who usually live alone and like to have social contact at weekends.

**Befriending**

Befriending Service: matches clients with volunteers for a regular one to one support.

### **Meals on Wheels (MOW) operates Tuesday - Friday**

Meals on Wheels Service runs 4 days/week: Supports a wider audience of vulnerable people who cannot get out, and those who can't or don't wish to cook, it also caters for those recovering from illness, hospital stays and those looking after their partners.

### **Grants**

We are extremely grateful to the organisations who provided financial support during 2020-2021 and also 2021-2022.

Without their financial assistance and help we would not have been able to establish the MOW Service nor create the Befriending Service. The money has enabled our staff to remain employed throughout the pandemic. The Grants have paid for the set up and on-going running costs of the two new services. They have also enabled us to open and close the Day Service throughout 2021-2022 depending on the risk to COVID-19 throughout this period of time and they have ensured and maintained our financial stability throughout 2021-2022.

It has meant that we could keep in touch with our existing clients, but also we were able to reach out and help other vulnerable people in the community who were suffering from isolation and loneliness.

### **Declaration**

Throughout 2021-2022 the trustees have had regard to the guidance issued by the Charity Commission on public benefit.

## **Additional details of objectives and activities (Optional information)**

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

### **Other Support**

The Centre is open to other Groups and Clubs when the Day Service is not using the premises. The income arising from rentals is very useful to ensure the upkeep of the building. However we haven't been able to rent the premises for the full year and so income from this source is low for 2021-2022. Rentals should improve now that COVID restrictions have been removed.

### **Volunteers & Staff**

An enormous contribution has been made by our volunteers and staff throughout another very difficult year where we have closed and reopened the Centre on numerous occasions due to the pandemic.

We are extremely grateful to all our volunteers who came forward to help distribute our meals directly to the front doors of our clients, and our Befrienders who help with the telephone calls without whom we couldn't have continued to run the two new services created in 2020-2021. Also a big thankyou to our volunteers who have helped reopen the Day Service, Sunday Club and start a new Club on Tuesdays.

The Trustees are extremely grateful for the many hours that our volunteers and staff have invested into the Centre and how they have adapted to difficult and changing conditions during the COVID-19

pandemic: by organising activities; listening and talking to our clients; by making lunches, distributing, calling, gathering items for the 'boredom buster' packs; re-opening and closing the Centre at short notice based on Government guidelines.

Our volunteers and staff have continued helping our clients enjoy the activities and also enjoy the days with us. This has meant that the Carers have also been able to have support throughout the year.

The families have entrusted their loved ones into our care and it is extremely important that they have an enjoyable time with us. This could not be achieved if it wasn't for the time given by our staff and volunteers.

Not all the volunteers are client facing and so we also would like to thank those volunteers who have been helping with the background work such as invoicing and administrative tasks.

### **Fund raising**

The Trustees are also very grateful for the amount of time that our staff and volunteers have given to organising and taking part in the fund raising activities, without which the Centre would not be able to operate. However during 2021-2022 due to COVID-19 we had limited fund raising activities.

**Summary of the main achievements of the charity during the year****Day Service (DS)**

The Day Service is open to people who have found themselves isolated because they find it difficult to get out of their homes due to physical and/or mental health issues.

Our clients are particularly vulnerable as currently they are all aged over 70, often have a variety of underlying health problems, including physical mobility issues, sensory impairment and mental health issues such as dementia, they also frequently live alone. Attending the Day Service gives the clients the opportunity to socialise and partake in a variety of different activities to help with their mental and physical wellbeing.

We cater to those who have extra care needs and/or those with dementia that benefit from the social interaction and activities laid on. Clients are supported and cared for in a friendly environment, while giving respite to their Carers.

We provide door to door transport for those that wish to attend who are unable to transport themselves to the Centre.

The Day Service provides stimulating exercises for mind and body, carried out by our staff, a three- course meal, and activities that are all tailored to meet the needs of our clients and the changing COVID-19 restrictions.

Throughout 2021-2022 we were operating at a reduced capacity due to COVID-19. We gradually increased attendance in the latter part of the year while maintaining social distancing as our clients are the most vulnerable in our society and are still unsure of mixing.

The focus of our daily activities is on reducing the feelings of isolation, increasing participation, building a sense of achievement and purpose for each client. The activities include arts and craft, quizzes, puzzles, colouring books, reflecting current affairs.

The physical activity focus is on maintaining core strength and fitness to help reduce falls, improve balance, and help the clients stay fitter and healthier for longer. Everyone is encouraged to participate at their own level. Daily exercises help to ensure that our clients are able to maintain independent living in their own home.

We have in the past arranged outings to local places of interest, and also hired professional entertainers at certain times of the year to provide additional fun days. These activities were not suitable in the early part of the year however we did start to introduce them in the latter half of the year when restrictions were lifted and this been welcomed by both clients and the Carers.

We also encourage interaction with younger people and participation of younger volunteers with visits from local schools and the national citizen's advice service to bring more of the outside world into the Centre.

**Tuesday Entertainment**

We reopened our Tuesday Coffee Club in Aug 2021 and realised that several people having had little social contact and interaction for nearly two years even though restrictions were now eased, were still feeling vulnerable and very isolated.

Hence we created and started our Tuesday Entertainment Club to complement and enhance our existing Coffee Club. To attract more able older people. We offer appropriate activities, and entertainment in shorter 1-3 hour sessions. Tuesday club is managed by a member of staff and run by a team of volunteers. It is aimed at older people who may be isolated, living alone with a small social network and those in need of support. Most who attend say they are looking for company and they find it difficult to get out and meet people.

We encourage anyone in the area to come to our Centre to meet and have fun. To drop in for tea, cakes and chat. This Group helps people make friends and helps them to talk to others in a similar situation to themselves. The volunteers are there to listen and to encourage conversation between those who attend with the overall aim of promoting friendship and support networks in the local area.

Our Centre has now become a hub for those who want to socialise and meet others in a friendly and safe environment and we regularly see attendance at 20-30 per session.

**Sunday Lunch**

We have continued our monthly Sunday Lunch, open to anyone over 55. We serve a three course Sunday Roast where we have 15-20 people regularly attending. Should any of our guests need transport this is also arranged.

Sunday Lunch Club attracts people who are living alone, many who do not have family living close by. Most who attend say they are looking for company and a good proportion have some health conditions that mean they struggle to get out and see people and don't normally cook for themselves at weekends.

**Meals on Wheels (MOW)**

We started delivering a fresh cooked, hot, two course meal four days a week to local residents of Windsor and the surrounding area during the Pandemic. We started initially with our own clients and then expanded to include others in the local area. Due to demand this service has continued during 2021-2022. Our chef produces over 100 hot, fresh cooked, healthy, meals per week. The regular contact with our friendly volunteers is seen as a bonus by clients who say how helpful, kind and considerate they are. It is delivered by a team of 16 volunteers managed by our Deputy Manager.

The service supports clients who can't or won't cook for themselves, those coming out of hospital and those with short term illness/ infirmity as it is an easy way to get a healthy balanced meal. Many have very specific dietary requirements and this service is a bespoke service and tailors their meals and especially helps support the more fussy eaters. This service can be set up by the clients but it is more common to be

requested and set up and paid for by a family member. Feedback from us regarding the client's health and mental well-being can be very valuable if Carers are away or live at a distance.

MOW provides a welcome face to face contact on a regular basis for older people who do not get out much. We are there to provide support for any help that is needed. We carry out a visual health check at the front door and monitor the clients' physical wellbeing, and their mental attitude. When we feel that further more professional help is needed we notify the relevant authorities such as Social Services or the GP if we feel that there are issues in the household.

We are the familiar face and contact with the outside world as some of the clients get very confused with strangers.

We have a variety of nutritional menus suitable for a delivery service. Proper nutrition is beneficial for the heart, lowers the risk of heart disease, helps keep bones and teeth strong and helps blood flow to the brain helping to maintain mental agility. It is also important in maintaining a healthy weight, reducing clogged arteries, and helping control type 2 diabetes. Thus by providing this service we provide the right food 4 days a week.

The service also helps reduce the stress on the Carers and potentially reduces the amount of worry about whether their loved ones are eating well and looking after themselves.

### **Befriending (BF)**

We encourage independent living however this means that our clients are frequently on their own and have few opportunities for social engagement.

The Befriending Service is offered to older people and their Carers regardless of age although we primarily deal with those who are over 55.

The weekly contact enables the volunteers to encourage and support as well as notice any changes that might be cause for concern and help us refer to the appropriate services.

We currently support long term clients who cannot improve their ability to get out and see friends and family. However we are now developing the Service to support those who need some short term help.

Additional activities are supplied via 'boredom buster' packs. These packs help to stimulate conversation and ideas for Carers living with Dementia sufferers. We monitor the health and wellbeing of the clients, both physical, and mental. We are able to determine if there is a change in behaviour. If we identify a problem in the household we notify the relevant authorities.

We provide support and offer a hand of friendship and help reduce feelings of isolation.

They like to keep in touch. They feel more connected. Although some clients initially found it difficult to sign up to a regular call the Carers appreciate calls from us to enable them to talk about problems and say that it was good to talk to us.

The feedback we have received is that our clients are happier and more active and feel better from talking about things.

*It's lovely to see all the activities you do. You do so well with all the different things they (the clients) do.*

*Everything is nicely presented, the meat is always soft and the meal is always hot.*

*A big thank you to the staff and all the other team members who have been so kind and supportive over what has been another difficult year.*

*You are all so lovely and thoughtful, thank you for all that you do.*

*Thank you so much for what you do, it's so wonderful and Dad really loves coming.*

*Thank you so much for my Christmas presents. It brought me to tears it was so generous. The Christmas tree was delightful. It's the best Christmas present I've had in a long time.*

*Oh how lovely, I've just got out of hospital so this is so nice.*

*To everybody at Spencer Denney, Age Concern, to thank you all for your amazing caring that you all do so beautifully.*

*Thank you for meals which are produced and delivered with much care.*

*Dear Spencer Denney women and their Thursday clients, thanks so much for treating my Dad so well. He looked forward (when he could remember) to Thursdays and enjoyed your company so much, gràcia mille!*

*Sadly, mum passed away peacefully yesterday morning. I'm so sorry to have to share this very sad news with you but thank you so much for your kindness and always looking after mum so well. Warmest regards to all of you lovely people at Spencer Denney.*

**Brief statement of the charity’s policy on reserves**

The Trustees maintain three separate reserves for the future benefit of the Charity:-

1. Repairs and Maintenance Reserve of £7948 to cover unexpected capital expenditure on the upkeep and replacement of the internal and external fixtures and fittings in the Spencer Denney Centre (SDC).
2. Minivan Fund of £25,667 which will be added to annually from fund raising activities in order to replace our 10 year old minivan within the next 3-5 years which we estimate will cost £55,000.
3. Business Continuity Reserve of £35,000 to cover at least three months costs.

It is our intention to use these reserves for unexpected and also planned expenditure throughout the year if and when required. We also intend to build upon the reserves as and when activities allow.

**Details of any funds materially in deficit**

Not applicable

**Further financial review details (Optional information)**

You **may choose** to include additional information, where relevant about:

- the charity’s principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

In order to provide the service in the local community we rely heavily on a contract from RBWM This provides some financial stability and will help with the planning of our future.

Our clients pay a daily fee which covers some of the daily costs to run the Centre. Due to the pandemic the Day Service has been operating at a reduced capacity. We try to be inclusive to all and offer our services at a cost affordable to all. During 2021-2022 we also relied on the generosity of donations and Grants.

We have received less rental income due to the Pandemic and the forced closure of the building.

In the past the Trustees, the staff and the volunteers have all introduced ways to raise funds through garage sales, selling knitted items, quiz nights, and online giving. We plan to be more proactive and restart these fundraising activities during 2022-23.

The Trustees are extremely grateful to the generous donations from our supporters and Grantees this year. We are also extremely grateful to the organisations for their time and generosity in helping the Centre.

**Programme for the upkeep of the facilities and building:**

The SDC is owned by the Council but it is the responsibility of the Trustees to maintain the building and we have agreed on a programme to improve the facilities over the next five years through fund raising, corporate partnership, and volunteers. This programme is reviewed regularly.

We can only do this and continue running our services with the help of other organisations, through donations, or volunteer work.

We continue to monitor the building and the repair work that is needed. We continue to look for capital Grants that can assist us in the maintenance of the building. We have been successful in obtaining Grants for improving the heating/ radiators and ceilings in the Centre. We expect to start and complete these improvements in 2022.

The Trustees and staff are continuously reviewing the health and safety of the building, minivan and external areas for any maintenance, replacement or modernising that is required.

**Post Balance Sheet Events : Building & Maintenance Reserves**

May 2022 saw the boiler in the kitchen fail its' annual service and we were advised to have a new one installed. Our repair and maintenance fund was used to pay for a new boiler, new radiators, and new pipes. The total work cost £8,308.80 however through the generosity of McCarthy & Stone we were able to reduce this cost with a £400 grant. In addition the restricted capital reserve which was designated to the new boiler has now been fully utilised. The building fund still stands at £9240 and work on the new ceiling is due to commence in September 2022 hence this fund will also be reduced to zero.

**Future plans:****Additional services:**

With a growing number of older people living alone in our area we were looking at groups to support older people with emphasis on men's groups and ethnic minorities.

**Local trips and theatre:**

We will look to restart and continue providing trips that are suitable for our clients. To do this we hope to link up with groups of volunteers to give one to one support to our clients and make use of local community transport providers People2 Places.

**Volunteer / Staff Training:**

The Trustees wish to upskill the staff and volunteers and ourselves to ensure that the services we provide will meet the needs of the local community. This will be delivered through making use of the websites and training material that is provided by relevant external organisations. We will also use Age UK Berkshire to assist in providing suitable guidance on available courses.

**New Minibus:**

The Charity will need to replace the minivan within the next three-five years and so we have agreed to look at fund raising activities to do this. Our first step is to appoint a fund raising Trustee to aid in this venture.

**MOW and Befriending:**

The Trustees feel that these services have been very successful during 2020-2021 and 2021-2022. We plan to continue to provide them in future but will have to review the sources of funding as it has only been possible to provide these services with the help of generous additional Grants.

**New Horizons**

We will be expanding our Tuesday Club by starting a fortnightly Lunch Club and have half day sessions during the morning/ afternoons with activities such as Bingo, quizzes, IT awareness and other activities established through the demand of the clients.

We will build up the number of groups so that there is something arranged for each week. We intend to start eight new groups in the local area creating six in the coming two years and potentially a further two in 2024/2025. These groups will be managed by a member of staff and run by a team of 5-10 volunteers

Clients referred for Befriending will be assessed to see if they will need long term befriending due to their care and mobility needs or if a shorter term intervention will enable them to meet and make friends with local people and build a support network. We match and pair a volunteer with a client. The pairings work towards improving wellbeing by joining groups, attending events and improved knowledge of support services to enable them to meet other people. The aim is to enable clients to improve their social contact and support networks for themselves.

**Trustees:**

It is our intention to increase the numbers of Trustees to six in total.

**Coronavirus / COVID-19:**

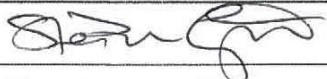
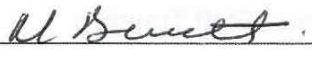
We closed the Centre on 20<sup>th</sup> March 2020 under Government Guidelines on Coronavirus. During 2020 – 2021 we established and ran two new 'Care in the Community' Projects with Grants from Tesco, Berkshire Community Foundation, Independent Age, and The National Lottery. These Grants have enabled us to continue to provide services to our clients during the pandemic and throughout 2021-2022.

We feel that the continuity of all of our services will prevail throughout 2022-2023.

**Section G****Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	STEPHEN GU	MICHELE BENNETT.
Position (eg Secretary, Chair, etc)	CHAIR	TREASURER.
Date	18 <sup>th</sup> AUGUST 2022	

# Age Concern Windsor

## Receipts and Payments Account

Year ended 31st March

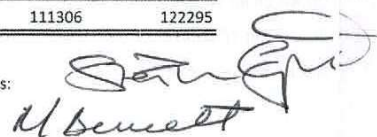
Receipts	Note	2022	2021
		£	£
Grants & Other Receipts	3	48,394	33,859
Restricted Grants for Services	5	6,387	65,956
Restricted Capital Grants & Insurance Claims	4	930	6,775
Day Services & Transport		19,574	5,760
Fundraising		10	427
Meals On Wheels Income		14,134	7,461
Lettings		1,700	-
Bank Interest		5	11
		<hr/>	<hr/>
<b>Total receipts</b>		<b>91,134</b>	<b>120,249</b>
<b>Payments</b>			
Total Staff Costs		63,473	49,929
Premises Costs	6	13,857	17,613
Vehicle Costs		2,293	1,548
Supplies - Food		4,753	4,761
Office Costs	7	7,216	2,800
Activity Costs		805	542
Insurance		1,173	764
Accountancy		3,071	1,718
Meals on Wheels & Befriending Costs		5,270	3,921
Micellaneous Expenses incl Training		1,246	52
		<hr/>	<hr/>
		<b>103,157</b>	<b>83,648</b>
		<hr/>	<hr/>
<b>Net of receipts/(payments)</b>		<b>-12023</b>	<b>36,601</b>
		<hr/>	<hr/>
<b>Cash fund at 1st April</b>		<b>114,480</b>	<b>77,879</b>
		<hr/>	<hr/>
<b>Cash fund at 31st March</b>		<b>102,457</b>	<b>114,480</b>

## Statement of assets and liabilities at the end of the period

Year ended 31st March

	2022	2021
	£	£
<b>Cash funds</b>		
Bank Account Current	46859	58887
Bank Account Deposit	55598	55593
	<hr/>	<hr/>
	102457	114480
<b>Other Monetary Assets</b>		
RBW Contract for Services	8750	8750
<b>Assets retained for the Charities own use</b>		
M P Vehicle Written Down Value	347	462
<b>Liabilities: less sundry creditors</b>		
Cleaners	248	238
Accountancy	-	500
Computers	-	659
	<hr/>	<hr/>
	248	1,397
	<hr/>	<hr/>
<b>Net asset value at 31st March</b>	<b>111306</b>	<b>122295</b>

Approved by the trustees on 18/8/22 and signed on behalf of all the trustees:

  
 U Bennett

# Age Concern Windsor

## Notes to the Receipts and Payments accounts

Year ended 31st March 2022

### **1. Basis of preparation**

These accounts have been prepared as Receipts and Payments Accounts under S.133 of the Charities Act 2011.

### **2. Accounting policies**

#### **2.1 Fund accounting**

The charity maintains various types of funds as follows @ 31 March

	<u>2022</u>	<u>2021</u>
	£	£
Buidling & Maintenance Reserves	17,188	17,240
Replacement Minivan	25,667	20,667
Restricted Grant for Services	4,355	24,918
Restricted Capital Grants	750	1,052
Contingency Reserve	35,000	30,000
	<u>82,960</u>	<u>93,877</u>

#### **2.2 Unrestricted funds:**

Represent resources which are expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

	<u>2022</u>	<u>2021</u>
	£	£
<b><u>3. Donations &amp; Other Receipts</u></b>		
Royal Borough Windsor & Maidenhead	35,000	26,250
RBWM Workforce Grant	6,500	-
Other Income	6,894	7,609
	<u>48,394</u>	<u>33,859</u>

#### **4. Capital Restricted Grants & Insurance Claim**

	£	£
RBWM	750	1,861
Screwfix	-	4,914
Insurance Claim	180	-
	<u>930</u>	<u>6,775</u>

#### **5. Restricted Grants To Provide Services**

	£	£
BCF Meals on Wheels	-	5,000
Independent Age	-	15,000
Tesco Meals on Wheels	-	500
Lottery Meals on Wheels & Befriending	-	39,290
Tesco	-	1,166
Louis Bayliss	1,000	-
BCF Day Care Reopening in April 2021	-	5,000
Prince Philip Trust	2,000	-
Kickstarter Scheme	2,149	-
Get Berkshire Active	1,238	-
	<u>6,387</u>	<u>65,956</u>

<b>6. Premises Costs</b>	£	£
Utilities	3,199	3,169
Security	2,134	1,143
Cleaning	5,240	2,607
Repairs & Maintenance	3,284	10,694
	<b>13,857</b>	<b>17,613</b>

<b>7. Office Expenses</b>	£	£
Stationery & Office Supplies	765	672
Telephone & Postage	1,748	2,030
Computer Costs	4,703	98
	<b>7,216</b>	<b>2,800</b>

#### **8. Notes to the Bank Accounts**

RBWM Contract for Services Income is payable quarterly in arrears.

#### **9. Notes on Reserves**

Building maintenance : Our aim is to maintain this reserve at or near £10000 to cover unexpected building costs & repairs when profitability allows it. This fund includes the ceiling fund

Ceiling Fund : We now have sufficient Grants promised and funding to start this venture in 2022-2023

Minibus replacement: £5000 transferred into the minibus fund based on 2020-2021 results.

The replacement of which is in the region of £55000

We are hoping to raise this capital by specific fund raising activities and appeals we intend to transfer £5,000

each year towards this fund annually if possible based on the financial results of the Charity

Contingency reserve: £5000 was transferred to this reserve based on the results of 2020-2021

#### **10. Restricted and Unrestricted Funds of the Charity**

Unrestricted and designated funds of the Charity are available to spend on activities that further the purpose of the Charity.

Restricted Funds are donations and Grants which the donor has specified are to be used solely used for a specific activity or project being undertaken by Charity.

#### **11. Grants**

Grants and other Income is recognised in full in the Statement of Financial Activities in the year in which the Charity has the full entitlement to the income and the amount of income can usually be measured reliably and there is a probability of receipt.

Grants received during 2019- 2020 and 2020-2021 financial years from Louis Bayliss and Greggs have been retained in the Charity to use following the reopening of the Day Service after the Covid-19 Pandemic.

#### **12. Post Balance Sheet Events Building & Maintenance Reserves**

May 2022 the boiler in the kitchen failed its annual service. Funds were used to pay for a new boiler, new radiators and pipes. The net cost after grants was £7,158.80 hence the R&R fund has been reduced and the restricted capital grant fund is now zero.

£9240 Building fund has been set aside for work on the ceiling project which will commence in September 2022.



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

AGE CONCERN WINDSOR

**On accounts for the year  
ended**

31 MARCH 2022

**Charity no  
(if any)**

1177688

**Set out on pages**

15 & 16

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021.

**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 2011 Act and in carrying out my examination, I have followed the 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 (~~other than that disclosed below~~ \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

*\* Please delete the words in the brackets if they do not apply.*

**Signed:**

**Date:**

8 August 2022

**Name:**

THOMAS JOSEPH CONLIN

**Relevant professional  
qualification(s) or body**

ACIB (ASSOCIATE OF THE CHARTERED INSTITUTE OF BANKERS)

**Address:**

9 THE HAWTHORNS

CHARVIL, READING

BERKSHIRE RG10 9TS

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**

**AGE CONCERN WINDSOR**

England & Wales - Charity number 1177688

---

# Accounts

---



# Trustees' Annual Report for the period

		Period start date			Period end date		
<b>From</b>	1st	April	2020	<b>To</b>	31st	March	2021

## Section A Reference and administration details

**Charity name**

Age Concern Windsor (ACW)

**Other names charity is known by**

**Registered charity number (if any)**

1177688

**Charity's principal address**

Spencer Denney Centre	
Park Corner	
Windsor	
<b>Postcode</b>	<b>SL4 4EB</b>

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stephen Gill	Chair		
2	Richard Beckingsale	Vice Chair and Secretary		
3	Michele Bennett	Treasurer		
4	Fiona Price			
5	Laura Godsell		Appointed Aug 2020	
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

**Names of the trustees for the charity, if any, (for example, any custodian trustees)**

Name	Dates acted if not for whole year

**Names and addresses of advisers (Optional information)**

Type of adviser	Name	Address

**Name of chief executive or names of senior staff members (Optional information)**

Rachel Harvey, Chief Officer, joined ACW in July 2017.

## Section B Structure, governance and management

**Description of the charity's trusts**

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Constitution of a Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	The Chair was elected in April 2018 for a 4 year term. The Treasurer was elected in April 2020 for a further 3 year term. The Vice Chair was elected for a further 2 year term in April 2020. The other Trustees are appointed for a term of two years, by a resolution passed at a properly convened meeting of the Charity Trustees, with annual re-election.

**Additional governance issues (Optional information)**

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system

The executive committee of the Trustees is responsible for the day to day administration of the charity. Age UK Berkshire and the Royal Borough of Windsor & Maidenhead (RBWM) are eligible to attend properly convened meetings of the Charity Trustees.

At full complement we have four part time staff employed by the Charity and around forty volunteers who give their time freely to help run our services and support our clients. During 2020-21 we had three part-time staff, supported by volunteers. All our Trustees give their time voluntarily and have received no remuneration or other benefits except to have a refund of expenses while carrying out their duties as Trustees.

We have policies and procedures in place for the induction, and training of our Staff, Volunteers, and Trustees.

We have a Safeguarding policy in place and we complete a Disclosure and Barring Service (DBS) check for all our Trustees, Staff and Volunteers

and procedures to manage them.

where appropriate These checks are carried out in line with statutory requirements.

We also have policies in place to protect both our people and our clients while in the Centre and also outside the Centre when making home visits and for excursions. Our fire procedures and health and safety checks are reviewed by RBWM and the local fire brigade. Our kitchen is also inspected regularly by Environmental Health.

We have a Risk Register and Business Continuity Plan for the Charity to identify the potential risks financial and otherwise to the future of the Charity. These are diarised under a forward plan and reviewed regularly.

We have several links with local organisations listed below who have assisted us in the past.

Alzheimer Dementia Support  
Age UK Berkshire  
Bucks Mind  
Fare Share  
Greggs Foundation Trust  
Microsoft  
Rotary Club Windsor St George  
Royal Borough Windsor and Maidenhead (RBWM)  
Slough CVS  
Signal 4 Carers  
Social Prescribing  
Soroptimist International Slough, Windsor and Maidenhead  
Tesco  
The Windsor Community Defibrillator Partnership  
Thames Valley Police  
Waitrose Community Matters  
WAM Get Involved  
Windsor & Maidenhead Primary Care Trust

### **Financial Support during 2020-2021**

We have had continued financial support from RBWM via a contract to deliver services for RBWM for the term of two years, with provision to add a third year.

During 2020-2021 due to the COVID-19 Pandemic, in house fundraising has been limited; however we have received personal contributions and other help for which we are grateful.

We would like to give a special mention to the following organisations that have given financial help in 2020-2021 that has enabled us to continue providing our existing services to our clients and also enabled us to start new services in the local Community during this difficult year.

The National Lottery  
Berkshire Community Foundation Trust (BCF)  
Independent Age  
Tesco Bags of Help  
Screwfix Foundation  
Girdlers Foundation Trust  
SSP Foundation Trust

**Summary of the objects of the charity set out in its governing document**

The objective of the Charity is to promote the relief and well-being of elderly people in any manner which now is or hereafter may be deemed by law to be charitable in and around Dedworth, Windsor and in particular to help make their lives a more fulfilling and enjoyable experience.

- By reducing isolation and supporting independence and wellbeing in older people
- By championing the rights of older people
- By providing trusted and quality services that enrich the lives of older people
- By supporting those who care for older people

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

We are a small independent Charity that provides a Day Service for the over 55's. The aim of the Charity is to provide a safe and friendly place in the local area for our clients that meets their individual needs. We have been providing this help since 1984. We help older people live enjoyable and fulfilling lives no matter what their circumstances.

We initially had a long running Lunch Club, however it became apparent that the area lacked services for those with Dementia and so the Lunch club slowly evolved and expanded into our current Day Service with the addition of appropriate learning and mobility activities, and entertainment. We have been working with older adults for over 30 years and have adapted, changed and developed our services to suit the needs of the local population.

In more recent years we have reintroduced services for the more able and independent older people in the Community and now our services include a weekly Coffee Club and a monthly Sunday Lunch Club that target those who may be isolated or in need of support.

In line with Government Guidelines we closed our group services on 20<sup>th</sup> March 2020 due to Covid-19 pandemic.

The Trustees met in March 2020 to discuss if and in what way we could continue to support our clients through this difficult time, we concluded there was a great need for support services locally. Not only for our existing clients but other elderly people in the local community who had to self-isolate.

It was a difficult decision as our income immediately fell by 80% with the closure of our group services and inability to rent out our building and it would mean starting new services that could be delivered during the pandemic. Despite the decrease in income, it was felt that we were in stable financial position to enable us to continue, if there were things that would help to support local older people. The meeting highlighted two areas that we felt we could help with: provision of a hot meal through a Meals on Wheel Service (MOW) and emotional support for those who were isolated via telephone befriending scheme (BF). We therefore decided not to furlough our staff and seek additional funding to start up and run these services.

## **Day Service (DS)**

The Day Service is open to people who have found themselves isolated because they find it difficult to get out of their homes due to physical and/or mental health issues. The Day Service normally ran four days a week however this service closed 20<sup>th</sup> March 2020 due to Covid-19 and did not reopen until government guidelines would allow in September 2020.

Our clients are particularly vulnerable as currently they are all aged over 70, often have a variety of underlying health problems, including physical mobility issues, sensory impairment and mental health issues such as dementia, they also frequently live alone. Attending the Day Service gives the clients the opportunity to socialise and partake in a variety of different activities to help with their mental and physical wellbeing and also to give their carers some respite. As the service reopened with reduced capacity we prioritised a place for the clients and carers who were most in need.

We provide door to door transport for those that wish to attend who are unable to transport themselves to the Centre. The Day Service provides stimulating exercises for mind and body, a three- course meal, and activities that are all tailored to meet the needs of our clients and the changing Covid-19 restrictions. Whilst we normally arrange outings to local places of interest, and also hire professional entertainers at certain times of the year to provide additional fun days we were unable to do this.

The focus of the activities is on reducing the feelings of isolation, increasing participation, building a sense of achievement and purpose for each client. The activities include arts and craft, quizzes, puzzles, colouring books, reflecting current affairs. We also encourage interaction with younger people and participation of younger volunteers with visits from local schools and the national citizen's advice service to bring more of the outside world into the Centre.

The physical activity focus is on maintaining core strength and fitness to help reduce falls, improve balance, and help the clients stay fitter and healthier for longer. Everyone is encouraged to participate at their own level. The daily exercises help to ensure that our clients are able to maintain independent living in their own home.

We encourage independent living however this means that our clients are frequently on their own and have few opportunities for social engagement outside of coming to our Centre. Some have carers who are also over 70 years of age.

## **Tuesday Afternoon Coffee Club**

We encourage anyone in the area to come to our Centre to meet and have fun. The Coffee Club is held every Tuesday 14:00-16:00 for people to drop in for tea, cakes and chat. This Group helps people make friends and helps them to talk to others in a similar situation to themselves. The volunteers are there to listen and to encourage conversation between those who attend with the overall aim of promoting friendship and support networks in the local area. This group was closed due to Government guidelines in March 2020 and reopened August 2020- December 2020 and then reopened 1<sup>st</sup> April 2021 once the level of Covid-19 cases had fallen.

### **Sunday Lunch Club**

We run a Sunday Lunch Club on the 2<sup>nd</sup> Sunday of each month which is open to anyone aged over 55. We serve a three-course Roast Dinner. Should anyone require transport this can also be arranged. This service was open September to December 2020 and then reopened April 2021

### **Other Activities**

Sadly we were unable to rent out the building during 2020-2021 to outside groups.

### **New Horizons & New Ventures due to COVID-19**

We launched two new services to provide support at home on 24<sup>th</sup> April 2020

### **Meals on Wheels (MOW)**

We started delivering a fresh cooked, hot, two course meal four days a week to local residents of Windsor. Starting initially with our own clients and then expanding to include others in the local area. We are now producing over 300 meals a month on a regular basis. The take up of this service has been increasing as word gets around the area.

### **Befriending (BF)**

We established a telephone befriending service to keep in touch with the most vulnerable who were feeling lonely due to the isolation. We also made up and delivered 'boredom buster packs' directly to their homes. These packages are intended to keep minds active and include puzzles, crosswords and colouring books.

### **Grants**

We are extremely grateful to the organisations who provided financial support through Grants during 2020-2021.

Without their financial assistance and help we would not have been able to establish the MOW Service nor create the Befriending Service. The money enabled our staff to remain employed throughout the pandemic and it helped with the set up and also on-going running costs of the two new services.

It has meant that we could keep in touch with our existing clients, but also we were able to reach out and help other vulnerable people in the community who were suffering from isolation and loneliness.

### **Volunteers & Staff**

An enormous contribution has been made by our volunteers and staff throughout a very difficult year. We are extremely grateful to the volunteers who came forward to help distribute the meals and help with the telephone calls while they were furloughed without whom we couldn't have run the two new services.

The Trustees are extremely grateful for the many hours that our volunteers and staff have invested into the Centre and how they have adapted to difficult and changing conditions during the COVID-19 pandemic:- by organising activities, listening and talking to our clients; by making lunches, distributing, calling, gathering items for the 'boredom

buster' packs, re-opening and closing the Centre at short notice based on Government guidelines.

We were able to open the Centre at times when allowed to do so by the Government guidelines, with reduced capacity and maintaining social distancing when other Centres remained closed. Our volunteers and staff have continued helping our clients enjoy the activities and also enjoy the days with us. This has meant that the Carers have also been able to have support throughout this year.

The families have entrusted their loved ones into our care and it is extremely important that they have an enjoyable time with us and this could not be achieved if it wasn't for the time given by our staff and volunteers.

Not all the volunteers are client facing and so we also would like to thank those volunteers who have helping with the background work such as administrative tasks.

### **Fund raising**

The Trustees are also very grateful for the amount of time that our staff have helped, in previous years with organising and taking part in the fund raising activities, without which the Centre would not be able to operate. However, during 2020-21 due to COVID-19 we have been limited in our fund raising activities.

## **Additional details of objectives and activities (Optional information)**

### **Other Support**

We have taken the opportunity while the Centre has been closed to update our kitchen. We would like to thank Screwfix Foundation for providing the funds to do this.

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

### Summary of the main achievements of the charity during the year

Most of our clients are very fragile and vulnerable and come to us with a variety of health issues including, physical mobility, sensory impairment and mental health. Attending the Day Service gives them the opportunity to socialise and to partake in a variety of different activities to help with their mental wellbeing and mobility.

We have a lot of contact with the Carers of our clients and we run events that will include them, but more importantly support them in living their lives as well as caring for their loved one.

The Day Service, weekly Coffee Club and monthly Sunday Lunch Club ceased on the 20th March 2020 when we closed for the first time due to COVID-19 guidelines.

We wanted to continue to support our clients and the wider population of older people in Windsor while they were in lockdown and while they were self-isolating at home. We also knew that Lock down restrictions would isolate them and may mean that an individuals' mental health may deteriorate. We also felt that the welfare of the partners who are also Carers in some instances, may be overlooked and they needed our support throughout this difficult year.

After the closure of our Group services we looked at alternative ways to support our clients, carers and local older people. We established two new Care in the Community projects setting up a Meals on Wheels Service (MOW) and a telephone Befriending Service (BF). We started offering it to our existing client base, and carers initially and once it was established we offered it to the wider population of Windsor and surrounding areas.

#### **Meals On Wheels Service (MOW)**

We knew our clients and many more elderly in the community would benefit from the provision of a regular hot meal as many wouldn't cook for themselves or would struggle to get shopping whilst in Lock Down.

We established a MOW Service. We needed funding to provide this service and this was our first priority. We were able to secure funding for the set up costs from BCF and Tesco. We also had significant funding from the National Lottery that enabled us to provide MOW and to subsidise some of the meals.

This service provided face to face contact on a regular basis. We were there to provide support for any help that was needed as first port of call to alleviate the health service. We were able to carry out a visual health check at the front door and monitor the clients, physical wellbeing, and their mental attitude. When we felt that further more professional help was needed we notified the relevant authorities such as Social Services or the GP if we saw that there were issues in the household as a result of Lock down restrictions.

We were the familiar face and contact with the outside world during this difficult time. This has been a great help as some of the clients get very confused with strangers.

We created a variety of nutritional menus suitable for a delivery service. Proper nutrition is beneficial for the heart, lowers the risk of heart disease, helps keep bones and teeth strong and helps blood flow to the brain helping to maintain mental agility. It is also important in maintaining a healthy weight, reducing clogged arteries, and helping control type 2 diabetes. Thus by providing this service we could provide the right food 4 days a week.

The service also helped reduce the stress on the people who were helping to look after them and potentially reduced the amount of worry about whether they were eating well and looking after themselves.

The MOW service has been very well received. We have continued to provide this service throughout the year even when the Day Service was able to open again between the first, second and third lockdowns.

### **Telephone Befriending Service (BF)**

Our weekly Coffee Club and monthly Sunday Lunch Club attract people who are living alone, many who do not have family living close by. Most who attend say they are looking for company and a good proportion have some health conditions that mean they struggle to get out and see people.

We established this service to provide support to the community during the COVID-19 lockdowns. The BF is offered to older people and their carers regardless of age although we primarily deal with those who are over 55.

Our BF enabled clients, both existing and new, to be provided with help and support. The additional activities we supplied via the 'boredom buster' packs helped to stimulate conversation and ideas for Carers living with Dementia sufferers. Any concerns or increases in support were identified quickly by our staff and volunteers and referrals and extra support were put in place.

The idea was to support local Social Services and stop difficult situations escalating. We continued to monitor the health and wellbeing of the clients, both physical, and mental. We were able to determine if there was a change in behaviour. If we did identify a problem in the household we notified the relevant authorities.

We provided support and offered a hand of friendship and helped reduce feelings of isolation.

The feedback we have received is that our clients feel better from talking about things. They liked to keep in touch with others by hearing about friends from our Centre whom they couldn't see during the pandemic. They felt more connected for knowing what little we could pass on to them about everyone. Although some clients initially found it difficult to sign up to a regular call the Carers appreciate calls from us to enable them to talk about problems and say that it was good to talk to us.

We hope to continue this service however we will need to identify sources of funding to enable us to do so.

**Day Service**

This service has been interrupted throughout 2020-2021 due to the pandemic. When we were open we operated at reduced capacity due to social distancing and we only opened two / three days per week (rather than the usual four days per week). We have not been able to provide external entertainment and so our staff have been trained and have been extremely versatile in organising and carrying out the daily activities.

**External Rentals of the Centre**

Closed throughout 2020-2021 due to COVID-19.

**Brief statement of the charity's policy on reserves**

The Trustees maintain three separate reserves for the future benefit of the Charity:-

1. Repairs and Maintenance Reserve of £10,000 to cover unexpected capital expenditure on the upkeep and replacement of the internal and external fixtures and fittings in the Spencer Denney Centre (SDC).
2. Minivan Fund of £20,667 which will be added to annually from fund raising activities in order to replace our 10 year old minivan within the next 3-5 years which we estimate will cost £45,000.
3. Business Continuity Reserve of £30,000 to cover at least three months costs.

It is our intention to use these reserves for unexpected and also planned expenditure throughout the year if and when required. We also intend to build upon the reserves as and when activities allow.

**Details of any funds materially in deficit**

Not applicable

**Further financial review details (Optional information)**

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

In order to provide the service in the local community we rely heavily on an annual contract from RBWM and their continued support. In February 2019 we signed a Contract for Services with RBWM for two years from April 2019-March 2021. In March 2021 RBWM extended this support for a further year. The Trustees feel that this will provide some financial stability and will help with the planning of our future.

Our clients pay a daily fee which covers the meal, transport and some of the activities. Since the Centre has been predominately closed, or only opening at a reduced capacity, throughout 2020-2021 we have lost this income and hence we have had to rely on the generosity of donations and Grants.

We have received no rental income due to the Pandemic and the forced closure of the building to outsiders.

In the past the Trustees, the staff and the volunteers have all introduced ways to raise funds through garage sales, selling knitted items, quiz nights, and online giving. We plan to restart these fundraising activities during 2021-22.

The Trustees are extremely grateful to the generous donations from our supporters and Grantees this year. We are also extremely grateful to the organisations for their time and generosity in helping the Centre.

**Programme for the upkeep of the facilities and building:**

The SDC is owned by the Council but it is the responsibility of the Trustees to maintain the building and we have agreed on a programme to improve the facilities over the next five years through fund raising, corporate partnership, and volunteers. This programme is reviewed regularly.

We can only do this and continue running our services with the help of other organisations, through donations, or volunteer work.

We continue to monitor the building and the repair work that is needed. We continue to look for capital Grants that can assist us in maintaining the building. We have been successful in obtaining a Grant from Screwfix Foundation to upgrade the Kitchen and the work was carried out in March 2021.

The Trustees and staff are continuously reviewing the health and safety of the building, minivan and external areas for any maintenance, replacement or modernising that is required.

**Future plans:****Additional services:**

With a growing number of older people living alone in our area we were looking at groups to support older men and ethnic minorities however the COVID-19 pandemic changed the focus from group activities to supporting individuals in their homes. We will continue to review this during 2021-2022.

**Local trips and theatre:**

We will look to restart and continue providing trips that are suitable for our clients. Trips will take place during the summer months and we hope to expand the destinations in 2022. To do this we hope to link up with groups of volunteers to give one to one support to our clients and make use of local community transport providers People2 Places.

**Volunteer / Staff Training:**

The Trustees wish to upskill the staff and volunteers and also the Trustees to ensure that the services we provide will meet the needs of the local community. This will be delivered through making use of the websites and training material that is provided by relevant external organisations. We will also use Age UK Berkshire to assist in providing suitable guidance on available courses.

**New Minibus:**

The Charity will need to replace the minivan within the next three-five years and so we have agreed to look at fund raising activities to do this. Our first step is to appoint a fund raising Trustee to aid in this venture.

**MOW and Befriending:**

The Trustees feel that these services have been very successful during 2020-2021 and we plan to continue to provide them in future but will have to review the sources of funding as it has only been possible to provide these services in 2020-21 with the help of generous additional Grants.

**Trustees:**

We have been very fortunate to have Laura Godsell join our team as our HR Trustee in August 2020 and she is welcomed by all the Trustees.

It is our intention to increase the numbers of Trustees to six in total. We are seeking a fund raising Trustee to aid in raising funds for the minibus and to reduce our reliance on Grants.

**Coronavirus / COVID-19:**

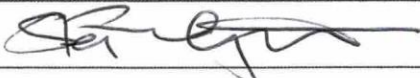
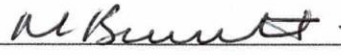
We closed the Centre on 20<sup>th</sup> March 2020 under Government Guidelines on Coronavirus. During 2020 – 2021 we established and ran two new 'Care in the Community' Projects with Grants from Tesco, Berkshire Community Foundation, Independent Age, The National Lottery and these Grants have enabled us to continue to provide services to our clients during the pandemic.

We feel that the continuity of all of our services will prevail throughout 2021-2022.

**Section G Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Stephen Gill	MICHELE BENNETT
Position (eg Secretary, Chair, etc)	CHAIR	TREASURER
Date	27 <sup>th</sup> SEPTEMBER 2021	

## Age Concern Windsor FINAL ACCOUNTS 31 March 2021

### Receipts and Payments Account

1 April to 31 March

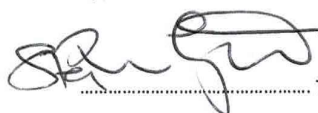
	<u>Note</u>	<u>2021</u>	<u>2020</u>
<b>Receipts</b>			
Donations & Other Receipts	3	£ 33,859	£ 65,528
Restricted Grants for Services	5	£ 65,956	£ 2,994
Restricted Capital Grants	4	£ 6,775	£ 750
Day Charges & Meals & Transport		£ 5,760	£ 49,085
Letting		£ -	£ 4,750
Fundraising		£ 427	£ 806
Meals On Wheels Income		£ 7,461	£ -
Bank Interest		£ 11	£ 25
<b>Total receipts</b>		<b>£ 120,249</b>	<b>£ 123,938</b>
<b>Payments</b>			
Total Staff Costs		£ 49,929	£ 53,537
Premises Costs	6	£ 17,613	£ 14,088
Supplies - Food		£ 4,761	£ 5,900
Activity Costs		£ 542	£ 7,300
Vehicle Costs		£ 1,548	£ 3,522
Office Expenses	7	£ 2,800	£ 3,013
Insurance & Public Liability		£ 764	£ 763
Accountancy		£ 1,718	£ 2,168
Set Up & Direct Costs Meals on Wheels & Befriending		£ 3,921	£ -
Micellaneous Expenses incl Training		£ 52	£ 1,295
<b>Total payments</b>		<b>£ 83,648</b>	<b>£ 91,586</b>
<b>Net of receipts/(payments)</b>		<b>£ 36,601</b>	<b>£ 32,352</b>
Cash fund		£ 77,879	£ 45,527
<b>Cash fund at 31st March</b>		<b>£ 114,480</b>	<b>£ 77,879</b>

### Statement of assets and liabilities at the end of the period

<u>31st March</u>	<u>2021</u>	<u>2020</u>
	£	£
<b>Cash funds</b>		
Bank Account Current	58,887	62,212
Bank Account Deposit	55,593	15,667
	<u>114,480</u>	<u>77,879</u>
<b>Other Monetary Assets</b>		
RBWM	<u>8,750</u>	
<b>Assets retained for the Charities own use</b>		
M.P. Vehicle written down value	<u>462</u>	<u>617</u>
<b>Liabilities</b>		
<u>Less</u> sundry creditors		
Cleaning	238	
Accountancy	500	
Laptops	659	
	<u>1,397</u>	<u>0</u>
<b>Net asset value at 31st March</b>	<u>122,296</u>	<u>78,496</u>

Approved by the trustees on

and signed on behalf of all the trustees:

  
..... Trustee

  
..... Trustee

27.9.21

## Age Concern Windsor

### Notes to the Receipts and Payments accounts

Year ended 31st March 2021

#### **1. Basis of preparation**

These accounts have been prepared as Receipts and Payments Accounts under S.133 of the Charities Act 2011.

#### **2. Accounting policies**

##### **2.1 Fund accounting**

The charity maintains various types of funds as follows @ 31 March:

	<u>2021</u>	<u>2020</u>
	£	£
Building and Maintenance Reserves	17,240	5,000
Replacement Minivan	20,667	10,667
Restricted Grants for Services	24,918	2,994
Restricted Capital Grants	1,052	750
Contingency Reserve	30,000	-
	<u>93,877</u>	<u>19,411</u>

##### **2.2 Unrestricted funds: represent resources which are expendable at the discretion of the Trustees**

Represent resources which are expendable at the discretion of the Trustees in the furtherance of the objects of the charity.

#### **3. Donations & Other Receipts**

	£	£
Royal Borough Windsor & Maidenhead	26,250	35,000
Legcay	-	25,000
Other Income	7,609	5,528
	<u>33,859</u>	<u>65,528</u>

#### **4. Capital Restricted Grants**

	£	£
RBWM	1,861	750
Screwfix	4,914	-
	<u>6,775</u>	<u>750</u>

#### **5. Restricted Grants To Provide Services**

	£	£
BCF Meals on Wheels	5,000	-
Independent Age	15,000	-
Tesco Meals on Wheels	500	-
Lottery Meals on Wheels & Befriending	39,290	-
Tesco Activities	1,166	-
Louis Bayliss Activities	-	1,000
Greggs Activities	-	1,994
BCF Day Care Reopening in April 2021	5,000	-
	<u>65,956</u>	<u>2,994</u>

#### **6. Premises Costs**

	£	£
Utilities	3,169	2,613
Security	1,143	1,556
Cleaning	2,607	4,098
Repairs & Maintenance	10,694	5,821
	<u>17,613</u>	<u>14,088</u>

	<u>2021</u>	<u>2020</u>
<b>7. Office Expenses</b>	£	£
Stationery & Office Supplies	672	781
Telephone & Postage	2,030	2,065
Computer Costs	98	167
	<u>2,800</u>	<u>3,013</u>

#### **8. Notes to the Bank Accounts**

RBWM is Contracted Income is payable quarterly in arrears

#### **9. Notes on Reserves**

The following was agreed at the Trustee meeting in March 2021

Building maintenance : to transfer sufficient funds to maintain this reserve at £10000 to cover unexpected building costs & repairs

Minibus replacement: to transfer a further £5000 to our minibus fund. The replacement of which is in the region of £55000

We are hoping to raise this capital by specific fund raising activities and appeals we intend to transfer £5,000 each year towards this fund annual if possible based on the financial results of the Charity

Contingency reserve: to transfer a further £5000 into this fund.

Ceiling Fund : to transfer £7250 to the new ceiling fund - we are trying to obtain a grant to pay for this venture

#### **10. Restricted and Unrestricted Funds of the Charity**

Unrestricted and designated funds of the Charity are available to spend on activities that further the purpose of the Charity.

Restricted Funds are donations and Grants which the donor has specified are to be used solely used for a specific activity or project being undertaken by Charity

Grants received during 2019- 2020 financial year from Louis Bayliss and Greggs have been retained in the Charity to use when we reopen following the Covid-19 Pandemic. We received a Grant from BCF in March 2021 relating to the 2021-2022 financial year to assist in the reopening of the Day Service in April 2021.

#### **11. Grants**

Grants and other Income is recognised in full in the Statement of Financial Activities in the year in which the Charity has the full entitlement to the income and the amount of income can usually be measured reliably and there is a probability of receipt.

The quarterly payments from RBWM were delayed and paid late due to the Covid-19 pandemic.

The Trustees agreed not to include the Contracted Income of £8750 from RBWM for the period January to March 2021 in the Financial Statement @ 31 March 2021. This payment was received in June 2021.