

# 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.

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 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.

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.

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.

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 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 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 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.

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**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

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

## Age Concern Windsor Registered Charity No.1177688.

### Receipts and Payments Account

Year ended 31st March

Receipts	Note	2023	2022
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>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>

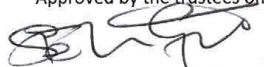
### Statement of assets and liabilities

Year ended 31st March

	2,023	2,022
<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</b>	<b>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
	<b>48,413</b>	<b>13,857</b>

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

Charity Number 1177688

1st April  
2022

31st  
March  
2023

CC16a

## Section Cash Flow

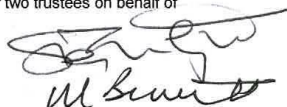
	Unrestricted Funds	Restricted Funds	Designated Funds	Total 2022-2023	Actual 2021-2022
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Donations & Other Receipts	49,325	-	-	49,325	48,394
Restricted Grants for Providing Services	-	9,500	-	9,500	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 B Statement of assets and liabilities at the end of the period

Categories		Unrestricted funds	Restricted funds	Designated Funds	Endowment funds
		to nearest £	to nearest £	to nearest £	to nearest £
B1 Cash funds		15,300	6,589	67,110	-
		-	-	-	-
		-	-	-	-
		15,300	6,589	67,110	-
B2 Other monetary assets		Unrestricted funds to nearest £	Restricted funds to nearest £	Designated Funds to nearest £	Endowment funds to nearest £
	RBWM	8,750	-	-	-
	National Lottery		9,999	-	-
		-	-	-	-
		-	-	-	-
		-	-	-	-
B3 Investment assets		Fund to which asset belongs	Fund to which asset belongs	Cost (optional)	Current value (optional)
				-	-
				-	-
				-	-
				-	-
B4 Assets retained for the charity's own use		Fund to which asset belongs	Fund to which asset belongs	Cost (optional)	Current value (optional)
				-	-
				-	-
				-	260
				-	-
				-	-
				-	-
				-	-
				-	-
B5 Liabilities		Fund to which liability relates	Fund to which liability relates	Amount due (optional)	When due (optional)
Total					

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

  
M. Bennett

Print Name

STEPHEN GILL  
MICHELE BENNETT

Date of approval

26/10/23  
26/10/23



**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

## Disclosure

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