



Trustees' Annual Report for the period

From	Period start date			To	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 1st and 3rd Tuesday of the month, followed by quizzes or bingo, and on the 4th 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 2nd 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 1st and 3rd 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

Section E

Financial review

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 1st 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

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

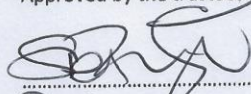
Receipts	Note	2024	2023
Grants & Donations & Other Receipts	3	54,768	49,325
Restricted Grants for Services	5	21,999	9,500
Restricted Capital Grants & Insurance Claims	4	7,969	29,900
Meals (Day Charges)		24,755	20,540
Transport		8,245	5,220
Fundraising		2,354	1,563
Meals On Wheels Income		13,630	10,501
Hall Letting inc IT room		2,978	1,735
Bank Interest		804	174
Total receipts		137,502	128,458
Payments			
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
		123,872	141,916
Net of receipts/(payments)		13,630	(13,458)
Cash fund at 1st April		88,999	102,457
Cash fund at 31st March		102,629	88,999

Statement of assets and liabilities

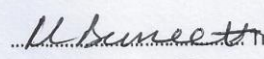
Year ended 31st March

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

Approved by the trustees on


 STEPHEN HILL
 Trustee
 Chair

and signed on behalf of all the trustees:


 MICHELE BENNETT
 Trustee
 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>
	£	£
Building & 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>
	£	£
3. Donations & Other Receipts		
Royal Borough Windsor & Maidenhead	35,000	35,000
RBWM Household Support Fund/Workforce Grant	4,772	2,500
Legacy	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 Philip 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>
<u>7. Office Expenses</u>	£	
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			
Charity Number 1177688			
	1st April 2023	31st March 2024	

CC16a

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 £
A1 Receipts					
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
	-	-	-	-	-
Sub total (Gross income for AR)	107,534	29,968	-	137,502	128,458
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	107,534	29,968	-	137,502	128,458
A3 Payments					
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
Sub total	93167	28563	2142	123872	141916
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	93,167	28,563	2,142	123,872	141,916
Net of receipts/(payments)	14,367	1,405	- 2,142	13,630	- 13,458
A5 Transfers between funds					
	-	-	-	-	-
A6 Cash funds last year end	15,300	6,589	67,110	88,999	102,457
Cash funds this year end	29,667	7,994	64,968	102,629	88,999

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 £
B1 Cash funds		29,667	7,994	64,968	-
		-	-	-	-
		-	-	-	-
		29,667	7,994	64,968	-
B2 Other monetary assets		Unrestricted funds to nearest £	Restricted funds to nearest £	Designated Funds to nearest £	Endowment funds to nearest £
RBWM Prepayment		8,750		-	-
		92	-	-	-
		-	-	-	-
		-	-	-	-
		-	-	-	-
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)
MPV				-	195
				-	-
				-	-
				-	-
				-	-
				-	-
				-	-
				-	-
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

Stephen Gill
M Bennett

Print Name

STEPHEN GILL
MICHAEL BENNETT

Date of approval

30/03/24
30/03/24



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.