



Trustees' Annual Report for the period

From	Period start date			To	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

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	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 31st 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.

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.

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



Monthly Sunday Lunch Club


We offer three course roast dinner usually on the 2nd 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

	<p>social events and make friends.</p>
<p>Meals on Wheels</p> 	<p>Meals on Wheels</p> <p>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.</p>
<p>Tuesday Lunch & Entertainment</p>  	<p>These Clubs are aimed at our more-able clients. Lunch is provided on the 1st and 3rd Tuesday of the month, followed by quizzes and/or bingo.</p> <p>On the 4th Tuesday of the month we have afternoon tea with entertainment which is very popular.</p>
<p>Garden & Cooking Clubs</p> 	<p>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.</p> <p>We re-introduced our cooking sessions in March 2025 and once again the course is attracting a lot of interest.</p>

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 1st and 3rd 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 throughtput 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 1st 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

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



Charity No 1177688

The Spencer Denney Centre,
Park Corner, Windsor, Berkshire. SL4 4EB
info@ageconcernwindsor.org.uk
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
Total receipts		134,183	137,502
Payments			
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
		133,863	123,872
Net of receipts/(payments)		320	13,630
Cash fund at 1st April		102,629	88,999
Cash fund at 31st March		102,949	102,629

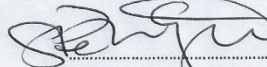
Statement of assets and liabilities at the end of the period

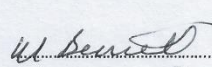
Year ended 31st March

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

Approved by the trustees on

and signed on behalf of all the trustees:


..... Trustee
STEPHEN GILL
Chairman


..... Trustee
MICHELE BENNETT
TREASURER

30th Oct 2025

Managing the Spencer Denney Centre for Older People

Age Concern WindsorNotes to the Receipts and Payments accountsYear 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>
	£	£
3. Contract For Services & Donations & Other Receipts		
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	-
Peroy 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>

6. Premises Costs

	£	£
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>

7. Office Expenses

	£	£
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 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.



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

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: 29th 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.

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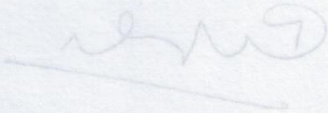
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Date: 28 th September 2025	Signed: 
Name: THOMAS JOSEPH CONLIN	
Relevant professional qualification(s) or body: ACIB (ASSOCIATE OF THE CHARTERED INSTITUTE OF BANKERS)	
Address: 8 THE HAWTHORNS CHARVIL READING BERKSHIRE RG10 9TS	

September 2025

2

September 2025



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 £
A1 Receipts					
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	7,989
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
	-	-	-	-	-
Sub total (Gross income for AR)	111,775	17,282	5,126	134,183	137,502
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	111,775	17,282	5,126	134,183	137,502
A3 Payments					
Total Staff Costs	88,840	7,866	-	96,705	82,430
Premises Costs	10,821	691	4,039	15,551	17,631
Vehicle Costs	2,762	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	3,106	-	3,106	4,319
Insurances - Building and Public Liability	1,821	-	-	1,821	1,311
Accountancy	171	-	-	171	1,680
Meals on Wheels & Befriending Costs	1,769	-	-	1,769	1,784
Miscellaneous Expenses incl Training	746	-	-	746	1,194
	-	-	-	-	-
Sub total	115,701	14,123	4,039	133,863	123,872
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	115,701	14,123	4,039	133,863	123,872
Net of receipts/(payments)	- 3,927	3,160	1,087	320	13,630
A5 Transfers between funds					
A6 Cash funds last year end	29,666	7,995	64,968	102,629	88,999
Cash funds this year end	25,739	11,155	66,055	102,949	102,629

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	25,739	11,155	66,055	-
	-	-	-	-
	25,739	11,155	66,055	-
B2 Other monetary assets				
B3 Investment assets				
B4 Assets retained for the charity's own use				
MPV				
B5 Liabilities				
Total				

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

[Signature]
MBurns

Print Name

STEPHEN GILL
 RICHIE BENNETT

Date of approval

31/10/25
 30/10/25



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

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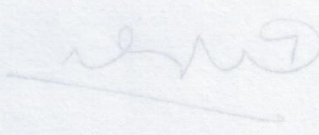
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