

# AGE UK HAMMERSMITH & FULHAM

England & Wales · Charity number 289124

## Details

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Other names	AGE CONCERN HAMMERSMITH AND FULHAM, AGE UK HAMMERSMITH AND FULHAM
Status	Registered
Legal form	Charitable company
Company number	<a href="#">01685692</a>
Registered	1984-06-20
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Address	Age UK 105 Greyhound Road London W6 8NJ
Phone	020 7386 9085
Email	<a href="mailto:info@ageukhf.org.uk">info@ageukhf.org.uk</a>
Website	<a href="http://www.ageuk.org.uk/hammersmithandfulham">www.ageuk.org.uk/hammersmithandfulham</a>

## Activities

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**Objects:** THE OBJECTS FOR WHICH THE CHARITY IS ESTABLISHED AND TO WHICH IT IS SPECIFICALLY RESTRICTED ARE TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE IN AND AROUND HAMMERSMITH AND FULHAM:4.1 PREVENTING OR RELIEVING THE POVERTY OF OLDER PEOPLE;4.2 ADVANCING EDUCATION;4.3 PREVENTING OR RELIEVING SICKNESS, DISEASE OR SUFFERING IN OLDER PEOPLE (WHETHER EMOTIONAL, MENTAL OR PHYSICAL);4.4 PROMOTING EQUALITY AND DIVERSITY;4.5 ASSISTING OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP, SOCIAL EXCLUSION OR OTHER DISADVANTAGE; AND4.6 SUCH OTHER CHARITABLE PURPOSES FOR THE BENEFIT OF OLDER PEOPLE AS THE TRUSTEES MAY FROM TIME TO TIME DECIDE;THE OUTCOME OF THIS BEING THE PROMOTION OF THE WELL-BEING OF OLDER PEOPLE.

**Activities:** Relief of elderly in Hammersmith & Fulham Borough from Day Centre: Advice and information, befriending, transport to shops, outings, keep fit classes, pilates, computer room, hot lunches, mind games, lounge area, local & vocal forum, art classes, digital enabling, library, garden, blind club, dementia club, bingo & others. Fund-raising through a shop selling donated goods.

## Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Arts/culture/heritage/science, Recreation, Other Charitable Purposes
- **Who:** Elderly/old People

## Geography

- **Area of benefit:** LONDON BOROUGH OF HAMMERSMITH AND FULHAM
- Hammersmith And Fulham

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£673,386	£799,952	£222,007	15
2024-03-31	£154,941	£865,223	£472,809	21
2023-03-31	£775,506	£815,194	£462,179	21
2022-03-31	£547,559	£639,225	£501,037	19
2021-03-31	£515,029	£540,881	£592,703	18

## Trustees

Name	Role	Appointed
Oyekemi Bolarin	Chair	2025-11-11
ELIZABETH JANE BARAN		2019-09-10
EMMANUEL ASAMOAH		2019-03-19
Gary Shaw		2025-06-20
Georgina Cade		2025-06-20
JAMES DAVID FLITTON		2020-06-16
SEEMA ODEDRA		2020-06-16
Shikha Kalra		2025-06-20

**AGE UK HAMMERSMITH & FULHAM**

England & Wales - Charity number 289124

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# Accounts

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**AGE UK HAMMERSMITH & FULHAM**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

**Company no. 01685692**  
**Registered charity no. 289124**

# Age UK Hammersmith & Fulham

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# Age UK Hammersmith & Fulham

## REFERENCE AND ADMINISTRATIVE INFORMATION

Age UK Hammersmith & Fulham is registered as a company and as a charity in England & Wales

### Principal place of business & Registered Office

105 Greyhound Road  
London W6 8NJ

### Contact information

Telephone number: 020 7386 9085

Website address: <http://www.ageuk.org.uk/hammersmithandfulham>

E-mail address: [info@ageukhf.org.uk](mailto:info@ageukhf.org.uk)

### Trustees

Trustees in office from 1 April 2024 to the date of this report were as follows:

Robin Fawcett (Chair)  
Alistair Baxter (Vice Chair)  
Emmanuel Asamoah (Treasurer)  
Elizabeth Baran  
James Flitton  
Seema Odedra  
Andrew Lyons (resigned 1 September 2024)  
Alexandra Stainow (resigned 12 November 2024)  
Georgina Cade (from 20 June 2025)  
Gary Shaw (from 20 June 2025)  
Shikha Kalra (from 20 June 2025)

Chief Executive  
Company Secretary

Derec Craig  
Derec Craig

### Advisors

Independent Auditor

Knox Cropper LLP  
Chartered Accountants  
65 Leadenhall Street  
London EC3A 2AD

Solicitors

Woodfords  
11 Harwood Road  
London SW6 4QP

Bankers

Lloyds Bank plc  
NatWest Bank plc

## Age UK Hammersmith & Fulham Chair's Report

The winter fuel allowance debacle precipitated a large number of our people needing help. Their priority was to claim pension credit which would then entitle them to claim the allowance. All government claims are now of course online, creating a further wall for older people to climb. Two of our services, Information and Advice, and the Digital Club combined to provide a speedy resolution for 329 of our service users.

In addition, the general rise in the cost of living affected us in two ways: firstly our people found they could not afford what they had previously been able to afford. And secondly there was pressure on our funders who had many more applicants than previously. Trustees decided to make use of some of our reserves this year, to reduce the costs of some of our services. For example, we reduced the price of our daily lunch service to £2.00, representing excellent value.

Our Carol Concert, in its third year, was warmly supported, and we held a comedy night, spring BBQ, and numerous get-togethers at the Centre.

We have a very dedicated community of volunteers who continue to befriend and work at the Centre. Without them we would not be able to provide the valuable services our people rely on and I would like to thank them for their dedicated service.

And finally, I would like to thank our committed trustees, who have had many difficult decisions to contend with this year.

Robin Fawcett  
Chair

# Age UK Hammersmith & Fulham Chief Executive's Report

## CHIEF EXECUTIVE'S REPORT

### Overview and Challenges

We continued to serve older people in the Borough with physical activities, lunches, the shopping service, information & advice, befriending and digital activities. However, the past year has presented significant difficulties, particularly with a notable decline in fundraising. Despite organizing several events and submitting applications to grant-making organizations, funds raised were considerably lower than in previous years. The fundraising climate around trusts and foundations was difficult because a number had closed access to themselves pending restructuring and reprioritisation. We could not apply to as many as we would have liked. Consequently, the trustee board was compelled to make tough decisions to reduce overhead costs, which included reducing staff numbers. This reduction has had an impact on service delivery capacity, resulting in longer waiting times for some service users, although all existing services have been maintained. The ongoing cost-of-living crisis has further affected our service users, staff, and volunteers. To support our community, we extended the reduced price of lunches—from £4.50 to £2—thanks to grants from Hammersmith and Fulham Giving and Hammersmith United Charity.

We also reopened the warm hub at our centre, providing a welcoming space where clients could relax in a comfortable environment and participate in engaging activities.

### Digital Inclusion Project

Our project supporting older people with digital inclusion was adversely affected by reduced funding, following the conclusion of support from the National Lottery. Although efforts were made to secure renewed funding from the National Lottery, the application was unsuccessful due to high demand. At one point, the prospect of losing all paid team members seemed likely, but a last-minute initiative by trustee James Flitton resulted in £35,000 of funding, allowing us to retain two part-time positions. We are deeply grateful to Colt Technology Services for their timely donation, which has enabled us to continue our digital inclusion work.

### Charity Shop

The partnership with West 12 Investments Limited has continued, allowing us to sell donated goods at the W12 Shopping Centre in Shepherd's Bush Green. Public donations and support remain substantial, and the income generated is reinvested into projects and activities that reduce loneliness and isolation among older people. We are sincerely thankful to W12 Investments Limited staff, the public, and local businesses for their crucial contributions. However, shoplifting remains a concern, with some staff and volunteers facing abuse when confronting perpetrators. Their courage and commitment are immensely appreciated.

### Fundraising Efforts

This year, fundraising was less successful due to several trusts and foundations temporarily closing as explained above. Nevertheless, our participation in numerous events—including our first Carol Concert, the London Landmarks and Royal Parks Half Marathons, the London Legal Walk, a spring barbecue, and our inaugural comedy night—was well received. By hosting these events, we aim to highlight issues impacting older people and to raise essential funds for our work. We extend heartfelt thanks to all organizations and individuals who supported our fundraising initiatives, including The Charity of Sir Richard Whittington, Liberty Global, Virgin

## Age UK Hammersmith & Fulham Chief Executive's Report

Media O2, Colt Technology Services, Housing 21, SWM Partners, LMA Property, Crown and Sceptre Pub, Holy Trinity Church, Mercers Foundation, Hurlingham Club, H&F Giving, and HUC Charities.

### Key Achievements

- Supported 1,489 older people, with 12,074 total service user contacts.
- Delivered up to 151 befriending volunteer hours per week, created 49 new companionship matches, and provided weekly befriending for up to 107 older people.
- Provided ongoing practical help to 196 older people, and one-off practical help to 72 more.
- Assisted 67 unique users through 114 shopping trips.
- Handled 683 Advice and Information contacts via phone and in-person appointments.
- Served 4,677 healthy lunches at the Community Café across the year.
- Offered 1,072 one-to-one digital skills sessions.
- Engaged over 210 active volunteers, recruited 37 new volunteers, and welcomed back 4 previous volunteers.

### Befriending

Befriending remains a cornerstone service at Age UK Hammersmith & Fulham, addressing the isolation and loneliness many older people experience. We support individuals aged 50 and over who have minimal contact with others, may be housebound, unwell, disabled, or adjusting to major life changes. Volunteers are carefully matched with clients to provide regular visits—usually once a week for an hour or two—for companionship, conversation, and occasional practical support.

### Supporting Independence—Practical Help

Our In-Touch Support ensures older residents receive help with small practical tasks, such as:

- Escorting clients to GP or hospital appointments
- Accompanying them to libraries, shops, or cafés
- Assisting with small gardening jobs

### Shopping Service

Recognising that many older people have limited mobility, we offer a biweekly escorted, door-to-door shopping service for those unable to shop independently. Each trip includes a trained driver and, typically, a volunteer escort to help with bags and provide additional support. These outings foster social interaction and promote independence, with volunteers assisting throughout the trip.

### Information and Advice

With the removal of the winter fuel allowance for those not on pension credit and the persistent cost-of-living crisis, many older people face rising energy and food costs. Ensuring they receive all entitled benefits, particularly pension credit—a gateway to additional support—is essential. Our thanks go to the Emmanuel

## **Age UK Hammersmith & Fulham Chief Executive's Report**

Hospital Foundation for its continued grant, which has helped many maximize their income.

Older people across the UK continue to struggle with poverty and financial hardship. Through our Information and Advice services, we empower them to understand their rights, access benefits, and manage life's challenges—such as budgeting, dealing with unexpected expenses, or navigating life changes. We have successfully supported clients with housing benefit, council tax, attendance allowance, and pension credits. Notably, 75% of service users are aged 60–80, 55% are women, and on average 62% are non-white British.

### **Addressing Social Isolation—Digital Inclusion**

Our efforts aim to promote health, wellbeing, and tackle digital exclusion. Collaborating with third-sector partners across Westminster, Kensington & Chelsea, and Hammersmith & Fulham, we delivered the Digital project—funded by Imperial College Healthcare NHS Trust and CW+ (the official charity of Chelsea and Westminster Hospital NHS Foundation Trust). This work has furthered digital inclusion and improved access to NHS services, though this funding concluded at year's end.

### **Community Engagement and Volunteering**

Age UK Hammersmith & Fulham fosters opportunities for volunteers, enriching the community and benefiting all involved—volunteers, service users, and the broader community. Decades of work in the borough have demonstrated the importance of trusted community members—GPs, nurses, social care workers, faith leaders, neighbours, and family—in identifying and supporting those at risk.

Our achievements are a testament to the dedication of our volunteers, whose commitment is at the heart of everything we do.

**Derec Craig**  
**Chief Executive**

## Age UK Hammersmith & Fulham Trustees Report

The Trustees present their report and financial statements for the year ended 31 March 2025.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirements of a directors' report as required by company law, and the Statement of recommended Practice – Accounting and Reporting by Charities; SORP applicable to charities preparing their financial statements in accordance with FRS 102 (second edition – effective 1 January 2019).

### OBJECTIVES AND ACTIVITIES

The objects of the charity are to promote the following purposes for the benefit of the public and/or older people in and around Hammersmith and Fulham:

- Preventing or relieving the poverty of older people;
- Advancing education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

the outcome of this being the promotion of the well-being of older people.

The Trustees referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. In particular, the Trustees looked at how the planned activities contributed to the aims and activities as set out in the guidance.

### FINANCIAL REVIEW

The charity reported a deficit of £126,566 (2024: deficit of £113,606) in the year ended 31 March 2025.

Contributing to total incoming resources of £673,386 (2024: £751,617), were the efforts of the fundraising team, shop sales and the Borough's funding. The latter included free rent at the charity's Centre. It was a good year for unrestricted fundraising but only a modest year for restricted fundraising (as explained in the Chief Executive's report).

Unrestricted funds posted a surplus of £73,794 (2024: a deficit of £23,612) and restricted funds posted a deficit of £200,360 (2024: a deficit of £89,994). The only restricted fund that did not pay its way was the Borough's programme, despite £60,372 being raised as co-funding by the fundraising team. The Borough's funding is not designed to cover all of the costs of the services required in fulfilment of the programme. Reserves were drawn upon to fund the Borough's programme in accordance with Trustees' plans.

## Age UK Hammersmith & Fulham Trustees Report

Total resources expended decreased to £799,952 from £865,223. By way of a reorganisation, given restricted projects coming to an end, the trustees took decisions to reduce expenditure to compensate for the lower fundraising income.

Chief variances between the income and expenditure of the year over the previous year were (with the reasons in parentheses):

- Borough's contractual funding. Increase of £6,720 (inflationary uplift in funding).
- Bank interest receivable. Increase of £9,509 (surplus cash placed on bank deposit).
- Unrestricted donations, legacies and grants. Increase of £101,749 (success of events).
- Restricted donations, legacies and grants. Decrease of £193,736 (ending of restricted projects).
- Staff costs. Decrease of £87,576 (ending of restricted projects and reorganisation).
- Buildings expenditure. Increase of £32,529 (imposition of shop rent and rise in electricity costs at the Centre).
- Fuel grants. Decrease of £15,000 (ending of disbursements).

At the year end, the funds of the charity totalled £222,007 (2024: £348,573) and were split as to:

- An unrestricted general fund of £152,559 (2024: £212,787) which the Trustees can spend as they see fit within the objects of the charity, and
- £15,142 (2024: £21,291) of unrestricted funds designated at the discretion of the Trustees for particular purposes, and
- £54,306 (2024: £114,495) of restricted funds to be disbursed at the direction of their funders.

### **GOING CONCERN**

Trustees have considered the planned financial position through to 31 March 2028. Our basic business model continues as one of servicing the contractual requirement of the Borough and with fundraising to augment their funding for this.

The Trustees have had several engagements with the Council about the future funding and are confident the Charity will be successful in the next phase of the tendering process from 1 October 2026. The Charity has a strong partnership with the Council and the Trustees' risk analysis gives reasonable assurance that this relationship will continue for the foreseeable future.

Legacy income cannot be foreseen.

## **Age UK Hammersmith & Fulham Trustees Report**

In the year 2024/25 and in the following financial year 2025/26, there has been a staffing reorganisation with unfortunately several redundancies to save costs.

Trustees conclude that the charity is a going concern until 31 March 2028. A return to surplus is planned in the years 2026/27 and 2027/28, with rising reserves.

### **RESERVES POLICY**

This reserves policy is designed to reflect the underlying risks facing the charity and to ensure that the charity has an appropriate level of reserves to cover all costs to:

- Cater for unforeseen circumstances, and
- Provide for the extra and routine costs of a temporary or permanent diminution of activities, should restricted funding be withdrawn and/or the charity encounter a shortfall of unrestricted funding.

The Trustees have determined that the charity should hold at least six months of running expenses in reserve. Based on the forecast figures for 2025/26, this is represented by a figure of £291,785. At 31<sup>st</sup> March 2025, the reserves stood at £152,559 (2024: £212,787), consisting of the unrestricted general income fund.

Trustees note that this level of free reserves is in shortfall of the policy of six months by about three months. As a significant part of our activities are restricted in nature, the Trustees are confident that the Charity has enough unrestricted funds to meet the expected commitments under the reserves policy, particularly as the 2025/26 expenditure is partly a charge on restricted funds.

The plan of the charity is to build up the reserves by a combination of unrestricted fundraising with dedicated events and the shop sales holding their own, together with a cost-cutting programme where feasible. The fundraising is overseen by a dedicated staff member. Restricted fundraising that subsidises the Borough's funding under their contract is a focus, bearing in mind that in its absence unrestricted fundraising has to be diverted to that end too and accordingly is unavailable to contribute to the reserves.

It can be reported that after a dip in reserves in 2025/26, they are planned to increase in the following two years.

The policy is reviewed annually by the Trustees.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity is governed by its Memorandum and Articles of Association.

Although the charity carries the 'Age UK' name, it is an independent charity and, in particular, it is independent of Age UK National. However, in order to be able to use the 'Age UK' name the charity is party to a branding agreement with Age UK national.

The charity has members, as required by UK company law, who have the power at general meetings to effect certain changes upon the charity, so long as company law,

## **Age UK Hammersmith & Fulham Trustees Report**

the Memorandum and Articles of Association and the Charity Commission allow. Members have not subscribed for any shares. Members can be drawn from the representatives of the voluntary bodies, departments of central Government, local statutory authorities, companies and unincorporated associations serving or operating in and around the Borough. Members can also be drawn from those adult individuals, and those individuals aged sixteen or seventeen years, who are interested in furthering the work of the charity.

The Board of Trustees and Directors is elected by, and is subject to re-election by, the members at the Annual General Meeting. Trustees and Directors serve for an initial term of three years. Should a casual vacancy arise part-way through an elected Board member's term of office, then the Board can fill that vacancy over the unexpired term of office. The Board can co-opt persons up to one-third of its elected number at any time, and these co-optees will fall for election at the next AGM. Elected Directors and Trustees automatically become members of the charity upon their election. The Board can refuse any application for membership of the charity. The Board can also terminate an existing membership of the charity subject to the member being heard at a Board meeting before the decision is made and subject to the member appealing to the other members at a general meeting.

The Board takes ultimate responsibility for the stewardship of the charity and constitutes the Directors under company law and the Trustees under charity law.

The Chief Executive is the most senior employee and he manages the charity overall with the Activity Centre Manager acting as his deputy. The Chief Executive reports to the Chair.

A finance sub-committee meets quarterly, chaired by the Treasurer.

### **INDUCTION AND TRAINING**

Trustees are inducted after a recruitment round that is followed by a presentation by the charity. Training is available if required.

### **INDEMNITY OF TRUSTEES**

Both at the date of signing of this report and throughout the year, Article 34.1 of Association required the charity to indemnify any Trustee in accordance with sections 232 to 234 of the Companies Act 2006. In particular, cover under an insurance policy held by the charity was available in respect of the indemnity of Trustees in the course of their duties.

### **RISK MANAGEMENT**

Trustees have identified the following chief categories of risk (with main controls and mitigations bulleted):

Category one: Governance and management:

- Agreed three-year strategic plan with key aims and objectives

## Age UK Hammersmith & Fulham Trustees Report

- Monitoring framework-outputs and outcomes
- Monitoring of financial and operational performance

### Category two: Financial

- Budgets linked to business planning and objectives
- Finance/risk and Fundraising Sub Committees in place which meet quarterly and have a remit to monitor income, expenditure and fundraising activity

### Category three: Loss of existing funding

- Diversification of funding base
- Fundraising strategy

### Category four: Operational

- Effective recruitment process in place
- Effective communication framework in place
- Support and supervision, appraisal and performance management

And within each category, particular risks have been identified, assessed as to likelihood and impact, and mitigation techniques put in place.

### **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the income and expenditure of the charitable company and its state of affairs at the end of that period.

In preparing those statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 second edition);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

## Age UK Hammersmith & Fulham Trustees Report

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The opinion of the trustees is that the company is entitled to the exemptions conferred by Section 477 of the Companies Act 2006 relating to small companies.

### **AUDITORS**

In accordance with company law as the company's directors, we certify that: so far as we are aware, there is no relevant audit information of which the charitable company's auditor is unaware; and as directors of the charitable company we have taken all the steps that we ought to have taken, in order to make ourselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

Knox Cropper LLP continue as auditors.

The annual report was approved by the Board on 11 November 2025.



Robin Fawcett, Chairman

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham**

### **Opinion**

We have audited the financial statements of Age UK Hammersmith & Fulham (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis of opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham**

### **Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies'

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham**

exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

### **Responsibilities of Trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

## Independent Auditor's Report to the members of Age UK Hammersmith & Fulham

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities) . This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken, so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report or for the opinions we have formed.

*Knox Cropper LLP*

Simon Goodridge  
Senior Statutory Auditor  
for and on behalf of Knox Cropper LLP  
Statutory Auditor  
65 Leadenhall Street  
London EC3A 2AD

18 November 2025

**Age UK Hammersmith & Fulham  
Statement Of Financial Activities  
For The Year Ended 31 March 2025**

	Notes	Unrestricted Funds £	Restricted Funds £	2025 Total £	Unrestricted Funds £	Restricted Funds £	2024 Total £
<b>INCOME FROM</b>							
Donations, legacies and grants	2	150,528	143,961	294,489	48,779	337,697	386,476
Charitable activities	3	-	249,095	249,095	-	243,891	243,891
Other trading activities	4	118,720	-	118,720	119,677	-	119,677
Bank interest receivable		11,082	-	11,082	1,573	-	1,573
<b>TOTAL INCOME</b>		<b>280,330</b>	<b>393,056</b>	<b>673,386</b>	<b>170,029</b>	<b>581,588</b>	<b>751,617</b>
<b>EXPENDITURE ON</b>							
Raising funds	5	81,147	-	81,147	70,138	-	70,138
Charitable Activities	6	125,389	593,416	718,805	123,503	671,582	795,085
Services for older people							
<b>TOTAL RESOURCES EXPENDED</b>	7(b)	<b>206,536</b>	<b>593,416</b>	<b>799,952</b>	<b>193,641</b>	<b>671,582</b>	<b>865,223</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>73,794</b>	<b>(200,360)</b>	<b>(126,566)</b>	<b>(23,612)</b>	<b>(89,994)</b>	<b>(113,606)</b>
Gross transfers between funds	12, 13	(140,171)	140,171	-	(77,453)	77,453	-
<b>NET MOVEMENT IN FUNDS</b>		<b>(66,377)</b>	<b>(60,189)</b>	<b>(126,566)</b>	<b>(101,065)</b>	<b>(12,541)</b>	<b>(113,606)</b>
<b>Reconciliation of Funds:</b>							
<b>Total Funds brought forward</b>		<b>234,078</b>	<b>114,495</b>	<b>348,573</b>	<b>335,143</b>	<b>127,036</b>	<b>462,179</b>
<b>Total funds carried forward</b>		<b>167,701</b>	<b>54,306</b>	<b>222,007</b>	<b>234,078</b>	<b>114,495</b>	<b>348,573</b>

The notes on pages 19 to 31 form part of these financial statements.

**Age UK Hammersmith & Fulham**  
**Balance Sheet**  
**As At 31 March 2025**

	Notes	2025 £	2024 £
<b>FIXED ASSETS</b>			
Tangible assets	9	33,040	38,736
<b>CURRENT ASSETS</b>			
Debtors	10	29,803	35,264
Cash at bank and in hand		202,186	343,662
		231,989	378,926
<b>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>			
	11	(43,022)	(69,089)
<b>NET CURRENT ASSETS</b>			
		188,967	309,837
<b>NET ASSETS</b>			
	14	<b>222,007</b>	<b>348,573</b>
<b>FUNDS</b>			
Restricted Reserve	13	54,306	114,495
Unrestricted Funds			
Designated	12	15,142	21,291
General		152,559	212,787
		167,701	234,078
<b>TOTAL FUNDS</b>			
		<b>222,007</b>	<b>348,573</b>

The notes on pages 19-31 form part of these financial statements.

The financial statements were approved by the Board of Trustees on 11 November 2025.

Company no. 01685692



Robin Fawcett, Chairman



Emmanuel Asamoah, Treasurer

**Age UK Hammersmith & Fulham**  
**Statement of Cash Flows**  
**Year ended 31 March 2025**

	<b>2025</b>	<b>2024</b>
	£	£
<b>Cash flows from operating activities:</b>		
<b>Net cash provided by/(used in) operating activities</b>	<u>(150,878)</u>	<u>(81,136)</u>
	(150,878)	(81,136)
<b>Cash flows from investing activities:</b>		
Bank interest	11,082	1,573
Purchase of property, plant and equipment	<u>(1,680)</u>	<u>-</u>
<b>Net cash provided by/(used in) investing activities</b>	<u>9,402</u>	<u>1,573</u>
	9,402	1,573
<b>Change in cash and cash equivalents in the reporting period</b>	(141,476)	(79,563)
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>343,662</u>	<u>423,225</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u>202,186</u>	<u>343,662</u>
	202,186	343,662

**Reconciliation of net income/(expenditure) to net cash flow from operating activities**

	<b>2025</b>	<b>2024</b>
	£	£
Net income/(expenditure) for the reporting period	(126,566)	(113,606)
Depreciation charges	7,376	8,984
Bank interest	(11,082)	(1,573)
(Increase)/decrease in debtors	5,461	72,415
Increase/(decrease) in creditors	<u>(26,067)</u>	<u>(47,356)</u>
<b>Net cash provided by/(used in) operating activities</b>	<u>(150,878)</u>	<u>(81,136)</u>
	(150,878)	(81,136)

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

**1. PRINCIPAL ACCOUNTING POLICIES**

**(a) Basis of Preparation**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Companies Act 2006. The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the financial statements.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**(b) Going Concern**

Trustees have considered the planned financial position through to 31 March 2028. Our basic business model continues as one of servicing the contractual requirement of the Borough and with fundraising to augment their funding for this.

The Trustees have had several engagements with the Council about the future funding and are confident the Charity will be successful in the next phase of the tendering process from 1 October 2026. The Charity has a strong partnership with the Council and the Trustees' risk analysis gives reasonable assurance that this relationship will continue for the foreseeable future.

Legacy income cannot be foreseen.

In the year 2024/25 and in the following financial year 2025/26, there has been a staffing reorganisation with unfortunately several redundancies to save costs.

Trustees conclude that the charity is a going concern until 31 March 2028. A return to surplus is planned in the years 2026/27 and 2027/28, with rising reserves.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

(c) **Income**

Contract income is accounted for in the period for which the contracts are awarded; contract income received in respect of future periods is deferred. Amounts recharged to other organisations are accounted for in the period in which the related expense is incurred; other incoming resources when they are receivable.

Donated goods (apart from those for resale in the shop), facilities and services are included in income at the value thereof to the charity i.e. the amount that the charity would have paid for the goods, facilities and services or their equivalent on the open market. The income was matched by the equivalent expenditure. The use of the activity centre provided by the Borough rent-free was brought into the financial statements as income at the market rent together with the equivalent rental expenditure.

Donated goods for resale in the shop were brought into account when sold with the income recorded being the sale proceeds. There was not any expenditure connected with their procurement, apart from the costs of transport to the shop from the donors.

Legacies are recognised where there is entitlement, it is probable that the income will be received and that the amount can be measured reliably.

The value of volunteer time has not been quantified in the financial statements.

(d) **Expenditure**

Expenditure is allocated between costs of charitable activities and costs of fundraising.

The amounts allocated to each category comprise those costs which are directly attributable to that category together with an apportionment of support costs. Support costs are those costs that are not directly attributable to a single activity but provide the necessary organisational support for all the charity's activities. The bases of allocation of support costs are explained in note 7(b).

Governance costs comprise the costs of external and internal audit, legal advice for the trustees on corporate matters and those associated with constitutional and statutory requirements. They include an apportionment of the salaries of certain staff.

(e) **Tangible fixed assets**

Tangible fixed assets costing less than £1,000 are written off in the statement of financial activities in the period in which the expenditure is incurred. The cost of other tangible fixed assets is capitalised and depreciated over the estimated useful lives of the assets, as follows:

Motor vehicles	9 years
Fixtures & equipment	3-5 years

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

Grants received for the purpose of acquiring tangible fixed assets are credited to a restricted fund at the time of receipt, as is the estimated cost of assets that are directly donated to the charity. Depreciation of all such assets is charged against the restricted fund concerned.

(f) **Pension costs**

The charity contributed to employees' private contribution pension schemes, and to the NEST organisation under H.M. Government's auto-enrolment of pensions.

The pension costs represented the contributions payable to these schemes.

(g) **Leases**

Rental costs under operating leases (where the risks and rewards attached to the asset remained with the lessor) were recognised in equal annual instalments over the period of the lease. See note fifteen for details of the operating leases.

Finance charges under finance leases (where the risks and rewards attached to the assets were transferred to the charity as lessee) were recognised under the sum of the digits method. The assets were capitalised at estimated cost with the amounts owed to the lessor shown as finance lease creditors including finance charges up to the balance sheet date. Payments under the leases were offset against the finance lease creditors. Finance charges were included in equipment costs.

(h) **Financial instruments**

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

**Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

**Derecognition of financial liabilities**

Financial liabilities are derecognised when the company's contractual obligations expire or are discharged or cancelled.

- (i) **Cash and cash equivalents**  
Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.
  
- (k) **Volunteers**  
The contribution of volunteers to the charity is not quantified in the accounts.
  
- (l) **Fund accounting**  
Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

**2. Donations, Legacies and Grants**

	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
	£	£	£	£	£	£
Legacies	57,456	-	57,456	-	-	-
Donations from Individuals	78,036	-	78,036	34,834	430	35,264
Age UK National	7,500	7,500	15,000	11,000	40,500	51,500
London Borough of Hammersmith & Fulham	-	5,000	5,000	-	65,000	65,000
National Health Service	-	-	-	-	1,000	1,000
Trusts and Foundations	5,448	79,208	84,656	500	104,418	104,918
Big Lottery	-	-	-	-	108,033	108,033
Corporate donations	2,088	51,480	53,568	2,445	14,700	17,145
Age UK London	-	-	-	-	3,616	3,616
Other	-	773	773	-	-	-
	150,528	143,961	294,489	48,779	337,697	386,476

Included within Trusts and Foundations is a grant of £39,744 (2024: £32,182) from The Charity of Sir Richard Whittington.

**3. Income from charitable activities**

	Unrestricted Funds	Restricted Funds	Total 2025	Unrestricted Funds	Restricted Funds	Total 2024
	£	£	£	£	£	£
London Borough of Hammersmith & Fulham	-	174,720	174,720	-	168,000	168,000
Contractual income	-	51,500	51,500	-	51,500	51,500
Use of premises at free rent	-	226,220	226,220	-	219,500	219,500
Charges to clients	-	22,875	22,875	-	24,391	24,391
	-	249,095	249,095	-	243,891	243,891

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

<b>4. Other trading activities</b>	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Shop sales of donated goods	118,720	-	118,720	119,677	-	119,677
	<u>118,720</u>	<u>-</u>	<u>118,720</u>	<u>119,677</u>	<u>-</u>	<u>119,677</u>
<b>5. Raising funds</b>	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Fundraising	15,890	-	15,890	13,620	-	13,620
Shop	65,257	-	65,257	56,518	-	56,518
	<u>81,147</u>	<u>-</u>	<u>81,147</u>	<u>70,138</u>	<u>-</u>	<u>70,138</u>
<b>6. Expenditure on charitable activities</b>	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Services for older people						
Core	125,389	-	125,389	123,503	-	123,503
Digital	-	65,065	65,065	-	116,146	116,146
Lung Health Engagement	-	-	-	-	16,638	16,638
LBHF service level agreement	-	449,638	449,638	-	438,092	438,092
Age UK Digital Champion	-	-	-	-	31,277	31,277
Fuel grants	-	-	-	-	19,807	19,807
Cost of Living	-	78,713	78,713	-	49,622	49,622
	<u>125,389</u>	<u>593,416</u>	<u>718,805</u>	<u>123,503</u>	<u>671,582</u>	<u>795,085</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

7. **TOTAL EXPENDITURE**  
a) **Employment costs**

	<b>2025</b>	<b>2024</b>
	Total	Total
	£	£
Salaries	404,227	495,249
Statutory redundancy pay	13,577	-
Employer National Insurance contributions	29,544	37,937
Pension contributions	19,449	23,286
Agency staff	9,590	2,404
Other staff costs	1,980	7,067
	<u>478,367</u>	<u>565,943</u>

Other staff costs comprised recruitment costs of £856 (2024: £4,431) and training of £1,124 (2024: £2,636).

No employee earned £60,000 per annum or more during the year (2024: none).

The average number of employees was 18 (2024: 21). The average number of full-time equivalent employees was 12 (2024: 15)

The Charity trustees were not paid or received any other benefits from employment with the Charity in the year (2024: £nil). They were reimbursed expenses of £nil during the year (2024: £nil). No trustee received payment for professional or other services supplied to the charity (2024: nil).

Trustee indemnity insurance was obtained for a premium of £291 (2023: £316).

The key management personnel of the charity were the Trustees, the Chief Executive Officer and the Operations Manager. Total emoluments of the key management personnel of the charity were £108,686 (2024: £96,012).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

**b) Expenditure analysis**

	Raising Funds		Charitable Activities		2025		Raising Funds		Charitable Activities		2024	
	£	£	Direct costs	Support costs	Total	£	£	Direct costs	Support costs	Total	£	
Staff	36,855	56,467	384,373	56,467	477,695	37,854	466,000	60,724	60,724	564,578		
Buildings	32,983	47,353	110,536	47,353	190,872	22,733	94,965	40,645	40,645	158,343		
Professional	3,267	941	2,418	941	6,626	2,121	3,009	1,245	1,245	6,375		
Volunteers	93	614	1,431	614	2,138	99	2,283	791	791	3,173		
Office	1,599	2,295	6,771	2,295	10,665	2,088	6,701	2,280	2,280	11,069		
Activities	-	83	47,806	83	47,889	30	44,587	115	115	44,732		
Fuel grants	-	-	-	-	-	-	15,000	-	-	15,000		
Equipment	444	901	2,103	901	3,448	440	3,962	1,698	1,698	6,100		
Depreciation	-	120	7,256	120	7,376	90	8,511	383	383	8,984		
Fundraising Tools	5,906	-	-	-	5,906	4,683	-	-	-	4,683		
Governance Costs	-	47,337	-	47,337	47,337	-	-	42,186	42,186	42,186		
	81,147	156,111	562,694	156,111	799,952	70,138	645,018	150,067	150,067	865,223		

Support costs comprise costs that cannot be directly allocated to Charitable Activities. Governance costs include £672 of staff costs (2024: £1,365).

Governance costs of £47,337 (2024: £42,186) include auditors' remuneration of £6,760 (2024: £5,935).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

**8. TAXATION**

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**9. TANGIBLE FIXED ASSETS**

	Fixtures & Equipment	Minibus	Total
<b>Cost</b>	£	£	£
At 31 March 2024	19,300	60,747	80,047
Addition	1,680	-	1,680
At 31 March 2025	<u>20,980</u>	<u>60,747</u>	<u>81,727</u>
<b>Accumulated Depreciation</b>			
As at 31 March 2024	16,863	24,448	41,311
Charge for the year	1,227	6,149	7,376
At 31 March 2025	<u>18,090</u>	<u>30,597</u>	<u>48,687</u>
<b>Net Book Value 31 March 2025</b>	<u><b>2,890</b></u>	<u><b>30,150</b></u>	<u><b>33,040</b></u>
Net Book Value 31 March 2024	<u>2,437</u>	<u>36,299</u>	<u>38,736</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

<b>10. DEBTORS</b>		<b>2025</b>	<b>2024</b>
		£	£
	Accounts Receivable	8,340	3,553
	VAT recoverable	8,390	8,852
	Sundry Debtors	2,103	3,021
	Prepayments and accrued income	10,970	19,838
		<u>29,803</u>	<u>35,264</u>
<b>11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>		<b>2025</b>	<b>2024</b>
		£	£
	Taxation and social security	6,741	11,781
	Accounts payable	23,631	19,521
	Accruals and other creditors	12,650	14,787
	Deferred Income	-	23,000
		<u>43,022</u>	<u>69,089</u>

**12. UNRESTRICTED FUNDS**

	31 March 2024	Incoming resources	Resources expended	Transfer between funds	31 March 2025
	£	£	£	£	£
<b>Designated Fund</b>					
Minibus	21,291	-	-	(6,149)	15,142
	<u>21,291</u>	<u>-</u>	<u>-</u>	<u>(6,149)</u>	<u>15,142</u>
<b>General Funds</b>	<u>212,787</u>	<u>280,330</u>	<u>(206,536)</u>	<u>(134,022)</u>	<u>152,559</u>
<b>Total Unrestricted Funds</b>	<u>234,078</u>	<u>280,330</u>	<u>(206,536)</u>	<u>(140,171)</u>	<u>167,701</u>

The designated fund is as follows:

**Minibus**

The minibus's depreciation will be borne by the fund, but the fund is insufficient to cover all of the depreciation into the future since its balance is less than the net book value of the minibus. The transfer represents the reimbursement of the 2025 depreciation charge to the LBHF SLA restricted fund.

Comparative information in respect of the preceding period is as follows:

	31 March 2023	Incoming resources	Resources expended	Transfer between funds	31 March 2024
	£	£	£	£	£
<b>Designated Funds</b>					
Minibus	27,440	-	-	(6,149)	21,291
	<u>27,440</u>	<u>-</u>	<u>-</u>	<u>(6,149)</u>	<u>21,291</u>
<b>General Funds</b>	<u>307,703</u>	<u>170,029</u>	<u>(193,641)</u>	<u>(71,304)</u>	<u>212,787</u>
<b>Total Unrestricted Funds</b>	<u>335,143</u>	<u>170,029</u>	<u>(193,641)</u>	<u>(77,453)</u>	<u>234,078</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

13. **RESTRICTED FUNDS**

	31 March 2024	Incoming resources	Resources expended	Transfer between funds	31 March 2025
	£	£	£	£	£
<b>Borough's activity</b>					
Council funding	-	249,095	(389,266)	140,171	-
Other	-	60,372	(60,372)	-	-
	-	309,467	(449,638)	140,171	-
<b>Other restricted funds</b>					
Digital inclusion	338	-	-	(338)	-
Age UK Digital Champion	7,760	-	-	(7,760)	-
Minibus	15,009	-	-	-	15,009
Digital	11,678	76,089	(65,065)	8,098	30,800
Cost of Living	79,710	7,500	(78,713)	-	8,497
	114,495	83,589	(143,778)	-	54,306
	114,495	393,056	(593,416)	140,171	54,306

**Borough's activity**

The charity continued to provide these services for elderly people in the London Borough of Hammersmith & Fulham on behalf of the Borough in the year paid for by funding from the Borough's Third Sector Investment Fund:

- Active Age: Physical and recreational activities, and cyber café.
- Choice: Advice and information at 105, Greyhound Road.
- In Touch: Befriending, meals, social activities, outings and shopping transport service.
- Volunteering: Support.

The Borough's programme is intended to be supported by the charity's fundraising efforts. This year, this support was also provided from unrestricted reserves. The charity continued to look for cost savings on the programme in the year and aims to increase fundraising income going forward.

**Other restricted funds.**

Digital projects (DigitAll included) were funded from various sources including Open Age (for DigitAll).

The minibus fund will absorb the minibus' depreciation and originated from crowd funding for the minibus.

The Cost of Living fund assisted clients in overcoming rising prices and was funded by the Borough, Age UK National and the Big Lottery.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

Comparative information in respect of the preceding period is as follows:

	31 March 2023	Incoming resources	Resources expended	Transfer between funds	31 March 2024
	£	£	£	£	£
<b>Contractual activity</b>					
Council funding	-	243,891	(359,589)	115,698	-
Other	-	78,503	(78,503)	-	-
	-	322,394	(438,092)	115,698	-
<b>Other restricted funds</b>					
Digital inclusion	613	61,346	(61,621)	-	338
Age UK Digital Champion Minibus	21,037	18,000	(31,277)	-	7,760
Digital – other	15,009	-	-	-	15,009
Lung Health Engagement	15,687	50,516	(54,525)	-	11,678
Fuel grants	43,561	-	(16,638)	(26,923)	-
	-	129,332	(49,622)	-	79,710
	31,129	-	(19,807)	(11,322)	-
	127,036	259,194	(233,490)	-	114,495

14. **ANALYSIS OF YEAR-END NET ASSETS BETWEEN FUNDS**

	Restricted Funds	Designated Funds	Unrestricted Funds	2025 Total
	£	£	£	£
Tangible Fixed Assets	32,207	-	833	33,040
Net current assets	22,099	15,142	151,726	188,967
<b>Total</b>	<b>54,306</b>	<b>15,142</b>	<b>152,559</b>	<b>222,007</b>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2025**

Comparative information in respect of the preceding period is as follows:

	<b>Restricted Funds</b>	<b>Designated Funds</b>	<b>Unrestricted Funds</b>	<b>2024 Total</b>
	£	£	£	£
Tangible Fixed Assets	37,502	-	1,234	38,736
Net current assets	76,993	21,291	211,553	309,837
<b>Total</b>	<b>114,495</b>	<b>21,291</b>	<b>212,787</b>	<b>348,573</b>

**15. FINANCIAL COMMITMENTS**

At 31 March 2025 the charitable company had future minimum operating lease payments of £3,750 (2024: £nil).

**16. BENEFITS IN KIND**

The annual rent due to the Borough under the charity's occupation of the property at 105, Greyhound Road was nil in both years. The annual market rent of £51,500 has been brought into income as a benefit-in-kind in both years, and a corresponding rent charge of the same figure has been included in expenditure in both years.

Volunteers' services have not been quantified in the financial statements. There were several hundred volunteers, most of whom were involved in the befriending service provided under contract to the Borough under the S.L.A. Other volunteers worked in the shop, on the digital projects, in reception and administration at the day centre, as escorts on shopping trips and outings, rendering advice and information, and in providing meals at the day centre.

Organisations contributed equipment, kitchen provisions and other goods, and their employees' services, in both years. These benefits have not been quantified in the financial statements.

**17. RELATED PARTY TRANSACTIONS**

The charity received donations from Trustees in both years. One Trustee supported the Carol Concert by purchasing tickets in the year but not in the previous year.

**18. MEMBERS LIABILITY**

The company is limited by guarantee and has no share capital. The liability of each member in the event of winding up is £1.

**AGE UK HAMMERSMITH & FULHAM**

England & Wales - Charity number 289124

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# Accounts

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**AGE UK HAMMERSMITH & FULHAM**

**ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**Company no. 01685692  
Registered charity no. 289124**

# Age UK Hammersmith & Fulham

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# Age UK Hammersmith & Fulham

## REFERENCE AND ADMINISTRATIVE INFORMATION

Age UK Hammersmith & Fulham is registered as a company and as a charity in England & Wales

### Principal place of business & Registered Office

105 Greyhound Road  
London W6 8NJ

### Contact information

Telephone number: 020 7386 9085

Website address: <http://www.ageuk.org.uk/hammersmithandfulham>

E-mail address: [info@ageukhf.org.uk](mailto:info@ageukhf.org.uk)

### Trustees

Trustees in office from 1 April 2023 to the date of this report are as follows:

Robin Fawcett (Chair)  
Alistair Baxter (Vice Chair)  
Emmanuel Asamoah (Treasurer)  
Liz Baran  
Amanda Lloyd-Harris (resigned 16 May 2023)  
James Flitton  
Seema Odedra  
Andrew Lyons  
Alexandra Stainow

Chief Executive  
Company Secretary

Derec Craig  
Derec Craig

### Advisors

Independent Auditor

Knox Cropper LLP  
Chartered Accountants  
65 Leadenhall Street  
London EC3A 2AD

Solicitors

Woodfords  
11 Harwood Road  
London SW6 4QP

Bankers

Lloyds Bank plc  
21-25 King Street  
Hammersmith  
London W6 9HW

# Age UK Hammersmith & Fulham Chair's Report

I am pleased to present my update for the year which has been one of growth, challenges, and tremendous achievements. Despite the ongoing global uncertainties, we have continued to provide unwavering support and care to our elderly community, ensuring they receive the dignity, respect and engagement they deserve.

Full details of our achievements this year can be found in Derec Craig's report.

Highlights are:

## 1. Expansion of Services

- This year, we successfully expanded our services, reaching over 1500 elderly individuals across the Borough.

## 2. Facility Upgrade

- Thanks to a generous donation, we refurbished our Centre in Greyhound Road.

## 3. Volunteer Engagement

- Our volunteer programme has remained stable with over 200 volunteers serving our clients. We had 57 new volunteers joining us this year. Their contributions have been invaluable, from assisting with daily activities to providing companionship and support to our service users.

## 4. Community Partnerships

- We strengthened our partnerships with local businesses such as Liberty Global, Housing 21, Good Gym and LMA Properties who have supported us with funding and volunteering.

## Financial Overview

Our financial health remains robust, thanks to the support we receive from the Borough of Hammersmith and Fulham, and the generous donations from our grant funders and supporters. Prudent financial management is also a priority for our charity. This year, we raised £386,476 through fundraising events, grants, and individual donations. Our expenditure focused on expanding services, upgrading facilities, and developing new programmes, ensuring that every pound spent directly benefits our elderly community.

## Challenges

Like many organisations, we faced challenges this year, primarily due to the ongoing inflationary pressures. As we enter the new financial year, and with a change in government, there is still uncertainty about the issues that continue to affect older people.

## Looking Ahead

## **Age UK Hammersmith & Fulham Chair's Report**

The coming year holds exciting prospects for our charity. We plan to:

- Further expand our home care services to underserved areas.
- Develop additional programs focusing on physical health and wellness.
- Increase our advocacy efforts to highlight the needs and rights of the elderly in our community.
- Enhance our digital infrastructure to streamline operations and improve service delivery.

### **Gratitude**

I extend my gratitude to our board members, staff, volunteers, donors, and partners. Your unwavering support and dedication are the pillars of our success. Together, we are making a significant difference in the lives of our elderly community, ensuring they live with dignity, joy, and love.

Robin Fawcett  
Chair

# Age UK Hammersmith & Fulham Chief Executive's Report

## CHIEF EXECUTIVE'S REPORT

The cost-of-living crisis continued throughout the financial year has impacted our service users, staff and volunteers. We extended our decision to reduce our lunch prices from £4.50 to £2.00, with the help of grants from Hammersmith and Fulham Giving and Hammersmith United Charities. We also received £60k from London Borough of Hammersmith and Fulham, in additional grants and used it to bolster our Information and Advice Service to provide welfare benefit, housing and social care advice.

We again opened a warm hub at our centre and so that clients had a space to come and relax in a warm environment, whilst having activities to keep them occupied.

Whilst we continued to work in partnership with the London Borough of Hammersmith and Fulham and The Big Lottery, we initiated fresh and interesting ways to secure better health and independence for older people, and to promote images of a healthy and happier later life. Our partnership with the Royal Marsden, to encourage residents to get a take part in a health survey and lung scan to detect potential disease early where treatment can be most effective, ended in the summer. It was a successful partnership, and we had referred a large number of residents to the project.

### Charity Shop

In March 2024 our partnership with Land Securities that had operated over several years, came to an end when the W12 Shopping Centre in Shepherds Bush Green was sold to West 12 Investments Limited. We look forward to having a constructive working relationship with the new owners. We continued to sell donated goods at the W12 Shopping Centre in Shepherds Bush Green. The donations from the public have been immense. The income generated from those sales are fed back into the spending on projects and activities for older people that helps to reduce loneliness and isolation. I would like to pass on my heartfelt thanks to the staff at Land Securities and the generosity of the public and local businesses, without whom our success wouldn't be possible.

### Fundraising

Our fundraising continues to grow, and we have participated in various fundraising events. This included our second Carol Concert, London Landmarks Half Marathon, London to Brighton Cycle Ride, Royal Parks Half Marathon and London Legal Walk. We also hosted a spring barbecue, which was well attended. It is important that we highlight the issues affecting older people and takes steps to reduce and mitigate the effects. By fundraising through events and activities, we can generate funds that can help to tackle the problem. I would like to thank the following organisations and individuals who have contributed to our fundraising efforts. The Charity of Sir Richard Whittington, Tesco Community Grants, Age UK, H&F Giving. Also, a special mention to Liz Baran on behalf of her mother, LMA Property & SWM Partners who were our Carol Concert sponsors.

# Age UK Hammersmith & Fulham Chief Executive's Report

## Our key achievements

Our key achievements have included:

- Supporting 1,591 older people, with 13,788 contacts with our service users.
- We delivered up to 194 befriending volunteering hours per week, we made 58 new companionship befriending matches, and up to 121 older people received a weekly befriending service.
- 218 older people received ongoing practical help, and 93 older people received one-off practical help.
- We had a total of 86 unique shopping service users and ran 128 shopping trips.
- We had 702 Advice and Information client contacts with a mix of telephone appointments and face-to-face contact.
- Healthy, freshly cooked lunches continue to be the focus for our Community Café, and the numbers attending have continued to increase. The Community Café served 4,812 lunches over the year.
- We held 1407 one-to-one digital skills sessions and 392 one-to-one outreach information sessions. We also provided 22 staff training interventions.
- We had over 210 active volunteers. 40 new volunteers were recruited, and 17 pre-existing volunteers re-engaged.

## Befriending

Befriending is an essential service at Age UK Hammersmith & Fulham. Many older people feel isolated and lonely. We try to alleviate this loneliness by providing emotional, practical and social support. Our clients are aged 50 and over; they have little or no contact with others and do not often leave their homes; they might be ill or disabled; and they might have non-acute mental health needs or lack confidence because of recent life-changing experiences.

We match an older person with a carefully selected and trained volunteer, who agrees to visit on a regular basis, usually once a week for about an hour or two. Befriending may simply involve popping round to somebody's home for a cup of tea and a chat but may include helping an older person with small practical tasks.

## Staying Independent – Practical Help

Through In-Touch Support, we also help our older residents with small practical tasks, such as:

- escorting a client to a GP or hospital appointment
- accompanying an older person to the local library, to shops or a café
- small gardening jobs

## Shopping Service

Older people can be less mobile and, without help, would not be able to do their shopping on their own.

## Age UK Hammersmith & Fulham Chief Executive's Report

We offer a fortnightly escorted door-to-door shopping service for people who could not otherwise do their own shopping. The trip includes a helpful, fully trained driver who can also help with heavy bags, and usually a volunteer escort to provide additional support.

Clients enjoy an increased sense of independence along with a little social engagement. Volunteers are also present to assist in running the shopping trips, carrying bags, and helping clients on and off the minibus.

### **Information and Advice**

The cost-of-living crisis has continued with sustained rises in energy and food bills. It is important that older people are getting all the benefits that they are entitled to claim. And pension credit has become more important as it is a gateway benefit that enables older people with low income to access other benefits. Staying independent also means being able to make the right decisions for oneself. Issues such as managing money, minimising the impact of life-changing events such as the loss of a spouse or unexpected expenditure, keeping track of spending with a weekly budget, getting advice from peers who might be in a similar situation on switching services, sorting out paperwork – these are some of the key concerns in later life. Therefore we were grateful to have continued support of a grant from the Emmanuel Hospital Foundation to help more older people maximise their income.

Too many older people in the UK face poverty and financial disadvantage which prevents them making the most of later life. We hear from older people struggling to manage on their income or faced with unexpected bills.

We help them, through Information and Advice, to know their rights, and to make the best choices for themselves – from identifying benefits to which they are entitled to discussing options that help make later life at home more manageable.

Examples of success of the I&A service include offering support and tangible outcomes for clients in the areas of housing benefit, council tax, attendance allowance, and pension credits.

75% of service users are aged 60-80, 55% of service users are women and on average 62% are non-white British.

### **Combating Social Isolation - Digital Inclusion**

We aim to

- encourage health and wellbeing
- tackle digital poverty and exclusion

We continue with several third sector partners across Westminster, Kensington & Chelsea and Hammersmith & Fulham to deliver a Digital project with funding from Imperial College Healthcare NHS Trust and CW+ which is the official charity of Chelsea and Westminster Hospital NHS Foundation Trust to further help reduce digital poverty and help clients access NHS services.

### **Working with the Community**

At Age UK Hammersmith and Fulham, we create opportunities for volunteers to participate and contribute to the community as active citizens.

Volunteering can benefit a variety of stakeholders, from the volunteers themselves and the organisations involving them to service users and the wider community.

### **Partnering in the Community**

## **Age UK Hammersmith & Fulham Chief Executive's Report**

Working in the Borough for over four decades enables us to appreciate how helping older people requires many trusted members of the community to play a role in identifying people at risk and referring them onwards. These community members include GPs and their staff, district nurses, social care workers, people in faith communities, and neighbours and family members.

We are proud that Age UK H&F is seen to be a dependable and trustworthy organisation in the Borough. Our focus is on collaborating with partnership organisations to share learning and to ensure that we reach those older residents most in need and provide them with services that reduce loneliness and isolation.

Commitment towards being environmentally friendly and climate change is important to us and we are pleased to announce that alongside LBHF, we have replaced our inefficient gas boilers with new heat pumps. This will make us use less energy to heat our centre and thus reduce our carbon footprint. We hope to install solar panels soon which will have a positive contribution to the environmental impact of our service.

Finally, our work would not be possible without the dedication of our volunteers. Most of our outcomes and achievements are the result of their hard work and effort.

**Derec Craig**  
**Chief Executive**

## Age UK Hammersmith & Fulham Trustees Report

The Trustees present their report and financial statements for the year ended 31 March 2024.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirements of a directors' report as required by company law, and the Statement of recommended Practice – Accounting and Reporting by Charities; SORP applicable to charities preparing their financial statements in accordance with FRS 102 (second edition – effective 1 January 2019).

### **OBJECTIVES AND ACTIVITIES**

The objects of the charity are to promote the following purposes for the benefit of the public and/or older people in and around Hammersmith and Fulham:

- Preventing or relieving the poverty of older people;
- Advancing education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

the outcome of this being the promotion of the well-being of older people.

The Trustees referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. In particular, the Trustees looked at how the planned activities contributed to the aims and activities as set out in the guidance.

### **FINANCIAL REVIEW**

The charity reported a deficit of £113,606 (2023: deficit of £38,858) in the year ended 31 March 2024. Total incoming resources decreased to £751,617 from £776,336, reflecting the new Cost of Living project net of projects coming to a close. For the Cost of Living project, the charity received funding from the Borough, the Big Lottery and Age UK National. The charity maintained its income support from the Borough unchanged under contract and unchanged by way of the free rent at the charity's centre. It was a reasonable year for fundraising.

Total resources expended also increased to £865,223 from £815,194, due to the new project net of projects coming to a close.

Reserves were drawn upon to fund the Borough's programme in accordance with Trustees' plans.

At the year end, the funds of the charity totalled £348,573 (2023: £462,179) and were split as to:

## Age UK Hammersmith & Fulham Trustees Report

- An unrestricted general fund of £212,787 (2023: £307,703) which the Trustees can spend as they see fit within the objects of the charity, and
- £21,291 (2023: £27,440) of unrestricted funds designated at the discretion of the Trustees for particular purposes, and
- £114,495 (2023: £127,036) of restricted funds to be disbursed at the direction of their funder.

### **GOING CONCERN**

Trustees have considered the planned financial position through to 31 March 2028. Our basic business model continues as one of servicing the contractual requirement of the Borough and with fundraising and with usage of reserves on hand to augment their funding for this.

The trustees have had several engagements with the Council about the future funding and have applied for funding that covers April 2025 to March 2028. The Council will announce that decision in Jan 2025. As a strategic partner to the Council, we are very hopeful that the Charity will be successful in the next phase of the tendering process and continue our longstanding relationship.

A renewal application to the Big Lottery will be made towards the end of the 2024/25 year. Legacy income cannot be foreseen.

In the following financial year 2024/25, there has been a staffing reorganisation with several redundancies to save costs as the trustees thought it prudent to deal with potential deficits early.

Trustees conclude that the charity is a going concern until 31 March 2028. A return to surplus is planned in the years from 2025/26 to 2027/28.

### **RESERVES POLICY**

This reserves policy is designed to reflect the underlying risks facing the charity and to ensure that the charity has an appropriate level of reserves to cover all costs to:

- Cater for unforeseen circumstances, and
- Provide for the extra and routine costs of a temporary or permanent diminution of activities, should restricted funding be withdrawn and/or the charity encounter a shortfall of unrestricted funding.

The Trustees have determined that the charity should hold at least six months of running expenses in reserve. Based on the forecast figures for 2024/25, this is represented by a figure of £371,592. At 31<sup>st</sup> March 2024, the unrestricted free reserves stood at £211,553 (2023: £307,415), consisting of the unrestricted general income fund of £212,787 less that part held as fixed assets of £1,234.

Trustees note that this level of free reserves is in shortfall of the policy of six months by more than two months. As a significant part of our activities are restricted in

## **Age UK Hammersmith & Fulham Trustees Report**

nature, the Trustees are confident that the Charity has enough combined unrestricted and restricted funds to meet the expected commitments under the reserves policy, particularly as the 2024/25 expenditure is partly a charge on restricted funds.

The ongoing challenge to the charity is to build up the reserves despite the subsidy needed by the Borough's programme. To this end, a dedicated fundraising team is on the staff roll. The policy is reviewed annually by the Trustees.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity is governed by its Memorandum and Articles of Association.

Although the charity carries the 'Age UK' name, it is an independent charity and, in particular, it is independent of Age UK National. However, in order to be able to use the 'Age UK' name the charity is party to a branding agreement with Age UK national.

The charity has members, as required by UK company law, who have the power at general meetings to effect certain changes upon the charity, so long as company law, the Memorandum and Articles of Association and the Charity Commission allow. Members have not subscribed for any shares. Members can be drawn from the representatives of the voluntary bodies, departments of central Government, local statutory authorities, companies and unincorporated associations serving or operating in and around the Borough. Members can also be drawn from those adult individuals, and those individuals aged sixteen or seventeen years, who are interested in furthering the work of the charity.

The Board of Trustees and Directors is elected by, and is subject to re-election by, the members at the Annual General Meeting. Trustees and Directors serve for an initial term of three years. Should a casual vacancy arise part-way through an elected Board member's term of office, then the Board can fill that vacancy over the unexpired term of office. The Board can co-opt persons up to one-third of its elected number at any time, and these co-optees will fall for election at the next AGM. Elected Directors and Trustees automatically become members of the charity upon their election. The Board can refuse any application for membership of the charity. The Board can also terminate an existing membership of the charity subject to the member being heard at a Board meeting before the decision is made and subject to the member appealing to the other members at a general meeting.

The Board takes ultimate responsibility for the stewardship of the charity and constitutes the Directors under company law and the Trustees under charity law.

The Chief Executive is the most senior employee and he manages the charity overall with the Activity Centre Manager acting as his deputy. The Chief Executive reports to the Chair.

A finance sub-committee meets quarterly, chaired by the Treasurer.

### **INDUCTION AND TRAINING**

## Age UK Hammersmith & Fulham Trustees Report

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 second edition);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The opinion of the trustees is that the company is entitled to the exemptions conferred by Section 477 of the Companies Act 2006 relating to small companies.

### **AUDITORS**

In accordance with company law as the company's directors, we certify that: so far as we are aware, there is no relevant audit information of which the charitable company's auditor is unaware; and as directors of the charitable company we have taken all the steps that we ought to have taken, in order to make ourselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

Knox Cropper LLP were appointed auditors to the company by the Trustees for last year's accounts to 31 March 2023 and, in accordance with the Companies Act 2006, a resolution of re-appointment was passed at the last Annual General meeting for this year's accounts to 31 March 2024.

The annual report was approved by the Board on 30 September 2024 and were signed on its behalf by:



Robin Fawcett, Chair

# Age UK Hammersmith & Fulham Trustees Report

Trustees are inducted after a recruitment round that is followed by a presentation by the charity. Training is available if required.

## **INDEMNITY OF TRUSTEES**

Both at the date of signing of this report and throughout the year, Article 34.1 of Association required the charity to indemnify any Trustee in accordance with sections 232 to 234 of the Companies Act 2006. In particular, cover under an insurance policy held by the charity was available in respect of the indemnity of Trustees in the course of their duties.

## **RISK MANAGEMENT**

Trustees have identified the following categories of risk:

- Governance and management
  - Non achievement of strategic objective
  - Volunteers
  - Disaster recovery and planning
  - Competition
- Financial
  - Budgetary control and reporting
  - Fundraising targets not achieved
  - Cash flow sensitivity
- Meeting regulatory and legal requirements
  - Health and Safety
- Loss of existing funding
  - Change in funding priorities of main funders
  - Relationship with funders
- Operational
  - Loss of key staff and their relationships

And within each category, particular risks have been identified, assessed as to likelihood and impact, and mitigation techniques put into place.

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the income and expenditure of the charitable company and its state of affairs at the end of that period.

In preparing those statements the Trustees are required to:

**Age UK Hammersmith & Fulham  
Trustees Report**

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham**

### **Opinion**

We have audited the financial statements of Age UK Hammersmith & Fulham (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis of opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham (continued)**

### **Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham (continued)**

### **Responsibilities of Trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham (continued)**

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities) . This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken, so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report or for the opinions we have formed.

Simon Goodridge  
Senior Statutory Auditor  
for and on behalf of Knox Cropper LLP  
Statutory Auditor  
65 Leadenhall Street  
London EC3A 2AD

2024

**Age UK Hammersmith & Fulham**  
**Statement Of Financial Activities**  
**For The Year Ended 31 March 2024**

	Notes	Unrestricted Funds £	Restricted Funds £	2024 Total £	Unrestricted Funds £	Restricted Funds £	2023 Total £
<b>INCOME FROM</b>							
Donations, legacies and grants	2	48,779	337,697	386,476	87,869	341,591	429,460
Charitable activities	3	-	243,891	243,891	6	238,866	238,872
Other trading activities	4	119,677	-	119,677	107,174	-	107,174
Bank interest receivable		1,573	-	1,573	830	-	830
<b>TOTAL INCOME</b>		170,029	581,588	751,617	195,879	580,457	776,336
<b>EXPENDITURE ON</b>							
Raising funds	5	70,138	-	70,138	78,443	-	78,443
Charitable Activities	6	123,503	671,582	795,085	98,687	638,064	736,751
Services for older people							
<b>TOTAL RESOURCES EXPENDED</b>	7(b)	193,641	671,582	865,223	177,130	638,064	815,194
<b>NET INCOME / (EXPENDITURE)</b>		(23,612)	(89,994)	(113,606)	18,749	(57,607)	(38,858)
Gross transfers between funds	12, 13	(77,453)	77,453	-	(127,610)	127,610	-
<b>NET MOVEMENT IN FUNDS</b>		(101,065)	(12,541)	(113,606)	(108,861)	70,003	(38,858)
<b>Reconciliation of Funds:</b>							
Total Funds brought forward		335,143	127,036	462,179	444,004	57,033	501,037
Total funds carried forward		234,078	114,495	348,573	335,143	127,036	462,179

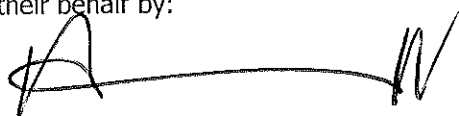
The notes on pages 19 to 32 form part of these financial statements.

**Age UK Hammersmith & Fulham**  
**Balance Sheet**  
**As At 31 March 2024**

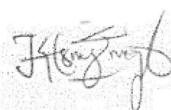
	Notes	2024 £	2023 £
<b>FIXED ASSETS</b>			
Tangible assets	9	38,736	47,720
<b>CURRENT ASSETS</b>			
Debtors	10	35,264	107,679
Cash at bank and in hand		343,662	423,225
		378,926	530,904
<b>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	11	(69,089)	(116,445)
<b>NET CURRENT ASSETS</b>		309,837	414,459
<b>NET ASSETS</b>	14	<b>348,573</b>	<b>462,179</b>
<b>FUNDS</b>			
Restricted Reserve	13	114,495	127,036
Unrestricted Funds			
Designated	12	21,291	27,440
General		212,787	307,703
		234,078	335,143
<b>TOTAL FUNDS</b>		<b>348,573</b>	<b>462,179</b>

The notes on pages 19-32 form part of these financial statements.

The financial statements were approved by the Board of Trustees on 30 September 2024 and signed on their behalf by:



Robin Fawcett, Chair



Emmanuel Asamoah, Treasurer

DATE: 30 September 2024

Company no. 01685692

**Age UK Hammersmith & Fulham**  
**Statement of Cash Flows**  
**Year ended 31 March 2024**

	<b>2024</b>	<b>2023</b>
	£	£
<b>Cash flows from operating activities:</b>		
<b>Net cash provided by/(used in) operating activities</b>	<u>(81,136)</u>	<u>(13,511)</u>
	(81,136)	(13,511)
<b>Cash flows from investing activities:</b>		
Bank interest	1,573	830
Purchase of property, plant and equipment	<u>-</u>	<u>(3,218)</u>
<b>Net cash provided by/(used in) investing activities</b>	<u>1,573</u>	<u>(2,388)</u>
	1,573	(2,388)
<b>Change in cash and cash equivalents in the reporting period</b>	(79,563)	(15,899)
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>423,225</u>	<u>439,124</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u><u>343,662</u></u>	<u><u>423,225</u></u>

**Reconciliation of net income/(expenditure) to net cash flow from operating activities**

	<b>2024</b>	<b>2023</b>
	£	£
Net income/(expenditure) for the reporting period	(113,606)	(38,858)
Depreciation charges	8,984	11,270
Bank interest	(1,573)	(830)
(Increase)/decrease in debtors	72,415	(33,315)
Increase/(decrease) in creditors	<u>(47,356)</u>	<u>48,222</u>
<b>Net cash provided by/(used in) operating activities</b>	<u><u>(81,136)</u></u>	<u><u>(13,511)</u></u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

**1. PRINCIPAL ACCOUNTING POLICIES**

**(a) Basis of Preparation**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Companies Act 2006. The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the financial statements.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**(b) Going Concern**

Trustees have considered the planned financial position through to 31 March 2028. Our business model continues as one of servicing the contractual requirement of the Borough, with fundraising and usage of reserves on hand to augment their funding for this. Fundraising will continue for other purposes to service other projects. The shop continues as a source of unrestricted funds and we continue to lease the premises at the Centre rent-free.

The Trustees have had several engagements with the Council about the future funding and are confident the Charity will be successful in the next phase of the tendering process from 1 April 2025. The Charity has a strong partnership with the Council and the Trustees are assured that this relationship will continue for the foreseeable future.

A renewal application to the Lottery will shortly be in hand. Legacy income cannot be foreseen. It is forecast that reserves will be £295,031 at 31 March 2025. Trustees conclude that we a going concern until 31 March 2028.

**(c) Income**

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

Contract income is accounted for in the period for which the contracts are awarded; contract income received in respect of future periods is deferred. Amounts recharged to other organisations are accounted for in the period in which the related expense is incurred; other incoming resources when they are receivable.

Donated goods (apart from those for resale in the shop), facilities and services are included in income at the value thereof to the charity i.e. the amount that the charity would have paid for the goods, facilities and services or their equivalent on the open market. The income was matched by the equivalent expenditure. The use of the activity centre provided by the Borough rent-free was brought into the financial statements as income at the market rent together with the equivalent rental expenditure.

Donated goods for resale in the shop were brought into account when sold with the income recorded being the sale proceeds. There was not any expenditure connected with their procurement, apart from the costs of transport to the shop from the donors.

Legacies are recognised where there is entitlement, it is probable that the income will be received and that the amount can be measured reliably.

The value of volunteer time has not been quantified in the financial statements.

(d) **Expenditure**

Expenditure is allocated between costs of charitable activities and costs of fundraising.

The amounts allocated to each category comprise those costs which are directly attributable to that category together with an apportionment of support costs. Support costs are those costs that are not directly attributable to a single activity but provide the necessary organisational support for all the charity's activities. The bases of allocation of support costs are explained in note 7(b).

Governance costs comprise the costs of external and internal audit, legal advice for the trustees on corporate matters and those associated with constitutional and statutory requirements. They include an apportionment of the salaries of certain staff.

(e) **Tangible fixed assets**

Tangible fixed assets costing less than £1,000 are written off in the statement of financial activities in the period in which the expenditure is incurred. The cost of other tangible fixed assets is capitalised and depreciated over the estimated useful lives of the assets, as follows:

Motor vehicles	9 years
Fixtures & equipment	3-5 years

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

Grants received for the purpose of acquiring tangible fixed assets are credited to a restricted fund at the time of receipt, as is the estimated cost of assets that are directly donated to the charity. Depreciation of all such assets is charged against the restricted fund concerned.

(f) **Pension costs**

The charity contributed to employees' private contribution pension schemes, and to the NEST organisation under H.M. Government's auto-enrolment of pensions.

The pension costs represented the contributions payable to these schemes.

(g) **Leases**

Rental costs under operating leases (where the risks and rewards attached to the asset remained with the lessor) were recognised in equal annual instalments over the period of the lease. See note ten for details of the operating leases.

Finance charges under finance leases (where the risks and rewards attached to the assets were transferred to the charity as lessee) were recognised under the sum of the digits method. The assets were capitalised at estimated cost with the amounts owed to the lessor shown as finance lease creditors including finance charges up to the balance sheet date. Payments under the leases were offset against the finance lease creditors. Finance charges were included in equipment costs.

(h) **Financial instruments**

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

**Basic financial liabilities**

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

**Derecognition of financial liabilities**

Financial liabilities are derecognised when the company's contractual obligations expire or are discharged or cancelled.

(i) **Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

(k) **Volunteers**

The contribution of volunteers to the charity is not quantified in the accounts.

(l) **Fund accounting**

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

**2. Donations, Legacies and Grants**

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Legacies	-	-	-	23,000	-	23,000
Donations from Individuals	34,834	430	35,264	37,082	906	37,988
Age UK National	11,000	40,500	51,500	22,000	54,692	76,692
London Borough of Hammersmith & Fulham	-	65,000	65,000	-	-	-
National Health Service	-	1,000	1,000	-	49,485	49,485
Trusts and Foundations	500	104,418	104,918	2,700	139,363	142,063
Big Lottery	-	108,033	108,033	-	57,973	57,973
Corporate donations	2,445	14,700	17,145	3,087	39,092	42,179
Age UK London	-	3,616	3,616	-	-	-
Other	-	-	-	-	80	80
	48,779	337,697	386,476	87,869	341,591	429,460

Included within Trusts and Foundations are grants of £7,500 from Hammersmith United Charities and £32,182 from The Charity of Sir Richard Whittington.

**3. Income from charitable activities**

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
London Borough of Hammersmith & Fulham	-	168,000	168,000	-	166,080	166,080
Contractual income	-	51,500	51,500	-	51,500	51,500
Use of premises at free rent	-	219,500	219,500	-	217,580	217,580
Charges to clients	-	24,391	24,391	6	21,286	21,292
	-	243,891	243,891	6	238,866	238,872

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

**4. Other trading activities**

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Shop sales of donated goods	119,677	-	119,677	107,174	-	107,174
	<u>119,677</u>	<u>-</u>	<u>119,677</u>	<u>107,174</u>	<u>-</u>	<u>107,174</u>

**5. Raising funds**

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Fundraising Shop	13,620	-	13,620	14,761	-	14,761
	56,518	-	56,518	63,682	-	63,682
	<u>70,138</u>	<u>-</u>	<u>70,138</u>	<u>78,443</u>	<u>-</u>	<u>78,443</u>

**6. Expenditure on charitable activities**

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Services for older people						
Core	123,503	-	123,503	98,687	-	98,687
Digital Inclusion and digital other	-	116,146	116,146	-	94,778	94,778
Lung Health Engagement	-	16,638	16,638	-	34,976	34,976
LBHF service level agreement	-	438,092	438,092	-	416,876	416,876
Age UK Digital Champion	-	31,277	31,277	-	33,563	33,563
Fuel grants	-	19,807	19,807	-	57,871	57,871
Cost of Living	-	49,622	49,622	-	-	-
	<u>123,503</u>	<u>671,582</u>	<u>795,085</u>	<u>98,687</u>	<u>638,064</u>	<u>736,751</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

**7. TOTAL EXPENDITURE**

**a) Employment costs**

	<b>2024</b>	<b>2023</b>
	Total	Total
	£	£
Salaries	495,249	437,727
Employer National Insurance contributions	37,937	32,999
Pension contributions	23,286	19,343
Agency staff	2,404	1,665
Other staff costs	7,067	3,301
	<u>565,943</u>	<u>495,035</u>

Other staff costs comprised recruitment costs of £4,431 (2023: £2,033) and training of £2,636 (2023: £1,268).

No employee earned £60,000 per annum or more during the year (2023: nil).

The average number of employees was 21 (2023: 20). The average number of full-time equivalent employees was 15 (2023: 14)

The Charity trustees were not paid or received any other benefits from employment with the Charity in the year (2023: £nil). They were reimbursed expenses of £nil during the year (2023: £nil). No trustee received payment for professional or other services supplied to the charity (2023: nil).

Trustee indemnity insurance was obtained for a premium of £316 (2023: £316).

The key management personnel of the charity were the Trustees, the Chief Executive Officer and the Operations Manager. Total emoluments of the key management personnel of the charity were £96,012 (2023: £88,652).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

**b) Expenditure analysis**

	Raising Funds		Charitable Activities		Raising Funds		Charitable Activities		2023	
	£	£	Direct costs	Support costs	£	£	Direct costs	Support costs	£	£
Staff	37,854	60,724	466,000	60,724	34,108	403,301	56,359	493,768		
Buildings	22,733	40,645	94,965	40,645	30,206	79,242	33,890	143,338		
Professional	2,121	1,245	3,009	1,245	1,826	7,244	3,045	12,115		
Volunteers	99	791	2,283	791	94	1,480	739	2,313		
Office	2,088	2,280	6,701	2,280	1,707	9,268	3,972	14,947		
Activities	30	115	44,587	115	12	40,627	98	40,737		
Fuel grants	-	-	15,000	-	-	54,151	-	54,151		
Equipment	440	1,698	3,962	1,698	508	5,908	2,270	8,686		
Depreciation	90	383	8,511	383	206	10,182	882	11,270		
Fundraising Tools	4,683	-	-	-	9,776	-	-	9,776		
Governance Costs	-	42,186	-	42,186	-	-	24,093	24,093		
	70,138	150,067	645,018	150,067	78,443	611,403	125,348	815,194		
									865,223	

Support costs comprise costs that cannot be directly allocated to Charitable Activities. Governance costs include £1,365 of staff costs (2023: £1,270).

Governance costs of £42,186 (2023: £24,093) include auditors' remuneration of £5,935 (2023: £4,850).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

**8. TAXATION**

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**9. TANGIBLE FIXED ASSETS**

	Fixtures & Equipment	Minibus	Total
<b>Cost</b>	£	£	£
At 31 March 2023	16,082	60,747	85,829
At 31 March 2024	<u>19,300</u>	<u>60,747</u>	<u>80,047</u>
<b>Accumulated Depreciation</b>			
As at 31 March 2023	14,029	18,298	32,327
Charge for the year	2,834	6,150	8,984
At 31 March 2024	<u>16,863</u>	<u>24,448</u>	<u>41,311</u>
<b>Net Book Value 31 March 2024</b>	<u><b>2,437</b></u>	<u><b>36,299</b></u>	<u><b>38,736</b></u>
Net Book Value 31 March 2023	<u>5,271</u>	<u>42,449</u>	<u>47,720</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

<b>10. DEBTORS</b>		<b>2024</b>	<b>2023</b>
		£	£
	Accounts Receivable	3,553	62,961
	VAT recoverable	8,852	7,137
	Sundry Debtors	3,021	2,481
	Prepayments and accrued income	19,838	35,100
		<u>35,264</u>	<u>107,679</u>
<b>11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>		<b>2024</b>	<b>2023</b>
		£	£
	Taxation and social security	11,781	11,129
	Accounts payable	19,521	15,239
	Accruals and other creditors	14,787	30,077
	Deferred Income	23,000	60,000
		<u>69,089</u>	<u>116,445</u>

**12. UNRESTRICTED FUNDS**

	31 March 2023	Incoming resources	Resources expended	Transfer between funds	31 March 2024
	£	£	£	£	£
<b>Designated Fund</b>					
Minibus	27,440	-	-	(6,149)	21,291
	<u>27,440</u>	<u>-</u>	<u>-</u>	<u>(6,149)</u>	<u>21,291</u>
<b>General Funds</b>	<u>307,703</u>	<u>170,029</u>	<u>(193,641)</u>	<u>(71,304)</u>	<u>212,787</u>
<b>Total Unrestricted Funds</b>	<u>335,143</u>	<u>170,029</u>	<u>(193,641)</u>	<u>(77,453)</u>	<u>234,078</u>

The designated fund is as follows:

**Minibus**

The minibus's depreciation will be borne by the fund, but the fund is insufficient to cover all of the depreciation. The transfer represents the reimbursement of the 2024 depreciation charge to the LBHF SLA restricted fund.

Comparative information in respect of the preceding period is as follows:

	31 March 2022	Incoming resources	Resources expended	Transfer between funds	31 March 2023
	£	£	£	£	£
<b>Designated Funds</b>					
Minibus	33,589	-	-	(6,149)	27,440
Covid-19	1,111	-	-	(1,111)	-
Property fund - Centre	51,500	-	-	(51,500)	-
Property fund – future premises	40,000	-	-	(40,000)	-
	<u>126,200</u>	<u>-</u>	<u>-</u>	<u>(98,760)</u>	<u>27,440</u>
<b>General Funds</b>	<u>317,804</u>	<u>195,879</u>	<u>(177,130)</u>	<u>(28,850)</u>	<u>307,703</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

<b>Total Unrestricted Funds</b>	444,004	195,879	(177,130)	(127,610)	335,143
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**13. RESTRICTED FUNDS**

	31 March 2023	Incoming resources	Resources expended	Transfer between funds	31 March 2024
	£	£	£	£	£
<b>Contractual activity</b>					
Council funding	-	243,891	(359,589)	115,698	-
Other	-	78,503	(78,503)	-	-
	-	322,394	(438,092)	115,698	-
<b>Other restricted funds</b>					
Digital inclusion	613	61,346	(61,621)	-	338
Age UK Digital Champion	21,037	18,000	(31,277)	-	7,760
Minibus	15,009	-	-	-	15,009
Digital – other	15,687	50,516	(54,525)	-	11,678
Lung Health Engagement	43,561	-	(16,638)	(26,923)	-
Cost of Living	-	129,332	(49,622)	-	79,710
Fuel grants	31,129	-	(19,807)	(11,322)	-
	127,036	259,194	(233,490)	-	114,495
	127,036	581,588	(671,582)	77,453	114,495

**Contractual activity**

The charity continued to provide these services for elderly people in the London Borough of Hammersmith & Fulham on behalf of the Borough in the year paid for by funding from the Borough's Third Sector Investment Fund:

- Active Age: Physical and recreational activities, and cyber café.
- Choice: Advice and information at 105, Greyhound Road.
- In Touch: Befriending, meals, social activities, outings and shopping transport service.
- Volunteering: Support.

The Borough's contractual programme is intended to be supported by the charity's fundraising efforts. This year, this support was also provided from unrestricted reserves. The charity continued to look for cost savings on the programme in the year and aims to increase fundraising income going forward.

**Other restricted funds.**

The charity finished in the year the digital inclusion project funded by the Big Lottery. The year was the fifth year of a five-year outreach initiative to advise the elderly in the Borough of information technology matters through workshops run by volunteers.

Other digital projects (DigitAll included) were funded from various sources including Open Age (for DigitAll). The Age UK Digital Champion project finished in the year funded by Age UK National.

Fuel grants were disbursed at £200 each to claimants out of money received from the Borough in partnership with the Fuel Foundation.

The minibus fund will absorb the minibus' depreciation and originated from crowd funding for the minibus.

The Cost of Living fund assisted clients in overcoming rising prices and was funded by the Borough, Age UK National and the Big Lottery.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

The NHS-funded Lung Health Engagement project finished in the year.

Comparative information in respect of the preceding period is as follows:

	31 March 2022	Incoming resources	Resources expended	Transfer between funds	31 March 2023
	£	£	£	£	£
<b>Contractual activity</b>					
Council funding	-	238,866	(366,476)	127,610	-
Other	-	50,401	(50,401)	-	-
	-	289,267	(416,877)	127,610	-
<b>Other restricted funds</b>					
Digital inclusion	528	57,973	(57,888)	-	613
Age UK Digital Champion	-	54,600	(33,563)	-	21,037
Minibus	15,009	-	-	-	15,009
Digital – other	12,445	40,132	(36,890)	-	15,687
Lung Health Engagement	29,051	49,485	(34,975)	-	43,561
Fuel grants	-	89,000	(57,871)	-	31,129
	57,033	291,190	(221,187)	-	127,036
	57,033	580,457	(638,064)	127,610	127,036

**14. ANALYSIS OF YEAR-END NET ASSETS BETWEEN FUNDS**

	Restricted Funds £	Designated Funds £	Unrestricted Funds £	2024 Total £
Tangible Fixed Assets	37,502	-	1,234	38,736
Net current assets	76,993	21,291	211,553	309,837
Total	114,495	21,291	212,787	348,573

Comparative information in respect of the preceding period is as follows:

	Restricted Funds £	Designated Funds £	Unrestricted Funds £	2023 Total £
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**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2024**

Tangible Fixed Assets	47,431	-	288	47,719
Net current assets	79,605	27,440	307,415	414,460
Total	127,036	27,440	307,703	462,179

**18. FINANCIAL COMMITMENTS**

At 31 March 2024 the charitable company had not any future minimum lease payments (2023: none).

**19. BENEFITS IN KIND**

The annual rent due to the Borough under the charity's occupation of the property at 105, Greyhound Road was nil in both years. The annual market rent of £51,500 has been brought into income as a benefit-in-kind in both years, and a corresponding rent charge of the same figure has been included in expenditure in both years.

Volunteers' services have not been quantified in the financial statements. There were several hundred volunteers, most of whom were involved in the befriending service provided under contract to the Borough under the S.L.A. Other volunteers worked in the shop, on the digital projects, in reception and administration at the day centre, as escorts on shopping trips and outings, rendering advice and information, and in providing meals at the day centre.

Organisations contributed equipment, kitchen provisions and other goods, and their employees' services, in both years. These benefits have not been quantified in the financial statements.

**20. RELATED PARTY TRANSACTIONS**

The charity received donations from Trustees in both years.

**21. MEMBERS LIABILITY**

The company is limited by guarantee and has no share capital. The liability of each member in the event of winding up is £1.



**AGE UK HAMMERSMITH & FULHAM**

England & Wales - Charity number 289124

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# Accounts

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**AGE UK HAMMERSMITH & FULHAM**

**ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**Company no. 01685692  
Registered charity no. 289124**

# Age UK Hammersmith & Fulham

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# Age UK Hammersmith & Fulham

## REFERENCE AND ADMINISTRATIVE INFORMATION

Age UK Hammersmith & Fulham is registered as a company and as a charity in England & Wales

### Principal & Registered Office

105 Greyhound Road  
London W6 8NJ

### Contact information

Telephone number: 020 7386 9085

Website address: <http://www.ageuk.org.uk/hammersmithandfulham>

E-mail address: [info@ageukhf.org.uk](mailto:info@ageukhf.org.uk)

### Trustees

Trustees in office from 1 April 2022 to the date of this report are as follows:

Robin Fawcett (Chair)  
Alistair Baxter (Vice Chair)  
Emmanuel Asamoah (Treasurer)  
Liz Baran  
Amanda Lloyd-Harris (resigned 16 May 2023)  
James Flitton  
Seema Odedra  
Andrew Lyons  
Alexandra Stainow

Chief Executive  
Company Secretary

Derec Craig  
Derec Craig (replacing A. Thompson)

### Advisors

Independent Auditor

Knox Cropper LLP  
Chartered Accountants  
65 Leadenhall Street  
London EC3A 2AD

Solicitors

Woodfords  
11 Harwood Road  
London SW6 4QP

Bankers

Lloyds Bank plc  
21-25 King Street  
Hammersmith  
London W6 9HW

## **Age UK Hammersmith & Fulham Chair's Report**

I am delighted to report that we have had an outstanding year.

Our income of £750,336 is the highest we have ever achieved. And we have more volunteers and staff than ever. These metrics have resulted in us being able to help more elderly and infirm people in the borough than ever before. And with Covid now being a distant memory, I am pleased to report that our Centre is once again a hive of daily activity.

We held our first Carol Concert at Brook Green church last Christmas. It was a tremendous success with a full church.

I am indebted to our very involved team of Trustees: they provide continuing help and counsel to our senior leadership team.

Councillor Amanda Lloyd-Harris has sadly resigned her trusteeship because of her increasing portfolio responsibilities. We shall miss her wise counsel and wish her well.

Robin Fawcett  
Chair

## **Age UK Hammersmith & Fulham Chief Executive's Report**

The cost-of-living crisis has had an enormous impact on us all. But has affected older people more severely as they tend to have a relatively static income. We decided that our clients needed additional support to help them through the current situation and decided to reduce our lunch prices from £4.50 to £2, with the help of grants for several organisations such as Tesco and Hammersmith and Fulham Giving. In partnership with London Borough of Hammersmith and Fulham, we have distributed approximately £50,000 in grants to older people in the form of £200 towards their energy bills.

We established a warm hub at our centre, so that clients had a space to come and relax in a warm environment, whilst having activities to keep them occupied.

Whilst we continued to work in partnership with the London Borough of Hammersmith and Fulham and The Big Lottery, we initiated fresh and interesting ways to secure better health and independence for older people, and to promote images of a healthy and happier later life. We continued our partnership with the Royal Marsden, to encourage residents to get a take part in a health survey and lung scan to detect potential disease early where treatment can be most effective. And with the NHS NW London and London Borough of Hammersmith and Fulham to deliver a digital diabetes project to help those diagnosed with the disease to get online where support can be more effective. We worked with various local partners across Inner London and we delivered additional Digital Services in helping client access equipment, training and data.

### **Charity Shop**

In partnership with Land Securities over several years, we have continued to sell donated goods at the W12 Shopping Centre in Shepherds Bush Green and have successfully renewed the lease for three more years. The donations from the public have been immense. The income generated from those sales are fed back into the spending on projects and activities for older people that helps to reduce loneliness and isolation. I would like to pass on my heartfelt thanks to the staff at Land Securities and the generosity of the public and local businesses, without whom our success wouldn't be possible.

### **Fundraising**

Our fundraising continues to grow, and we have participated in various fundraising events. This included our first Carol Concert, London Landmarks Half Marathon, London to Brighton Cycle Ride, Royal Parks Half Marathon and London Legal Walk. We also hosted a spring barbecue, which was well attended. It is important that we highlight the issues affecting older people and takes steps to reduce and mitigate the effects. By fundraising through events and activities, we can generate funds that can help to tackle the problem. I would like to thank the following organisations and individuals who have contributed to our fundraising efforts. The Charity of Sir Richard Whittington, Tesco Community Grants, Age UK, H&F Giving. Also, a special mention to Landsec, Betty Blythe & SWM Partners who were our Carol Concert sponsors.

# Age UK Hammersmith & Fulham Chief Executive's Report

## Our key achievements

In a time of returning to the new normal of living with Covid-19, we have concentrated on engaging with clients to build confidence and adapting our services. During 2022/23, our key achievements have included:

- Supporting 1,652 older people, with 12,139 contacts with our service users.
- We delivered up to 217 befriending volunteering hours per week, we made 62 new companionship befriending matches, and up to 143 older people received a weekly befriending service.
- 201 older people received ongoing practical help and 77 older people received one-off practical help.
- We had a total of 93 unique shopping service users and ran 138 shopping trips.
- We had 727 Advice and Information client contacts with a mix of telephone appointments and face-to-face contact.
- Healthy, freshly-cooked lunches continue to be the focus for our Community Café, and the numbers attending have continued to increase. The Community Café served 4,934 lunches over the year.
- We held 1,283 one-to-one digital skills sessions and 429 one-to-one outreach information sessions. We also provided 72 staff training interventions.
- We had over 220 active volunteers. 39 new volunteers were recruited, and 33 pre-existing volunteers re-engaged.

## Befriending

Befriending is an essential service at Age UK Hammersmith & Fulham. Many older people feel isolated and lonely. We try to alleviate this loneliness by providing emotional, practical and social support. Our clients are aged 50 and over; they have little or no contact with others and do not often leave their homes; they might be ill or disabled; and they might have non-acute mental health needs or lack confidence because of recent life-changing experiences.

We match an older person with a carefully selected and trained volunteer, who agrees to visit on a regular basis, usually once a week for about an hour or two. Befriending may simply involve popping round to somebody's home for a cup of tea and a chat but may include helping an older person with small practical tasks.

## Staying Independent – Practical Help

Through In-Touch Support, we also help our older residents with small practical tasks, such as:

- escorting a client to a GP or hospital appointment
- accompanying an older person to the local library, to shops or a café
- small gardening jobs

## **Age UK Hammersmith & Fulham Chief Executive's Report**

### **Shopping Service**

Older people can be less mobile and, without help, would not be able to do their shopping on their own.

We offer a fortnightly escorted door-to-door shopping service for people who could not otherwise do their own shopping. The trip includes a helpful, fully trained driver who can also help with heavy bags, and usually a volunteer escort to provide additional support.

Clients enjoy an increased sense of independence along with a little social engagement. Volunteers are also present to assist in running the shopping trips, carrying bags, and helping clients on and off the minibus.

### **Information and Advice**

The cost-of-living crisis has been affecting us more than ever. With energy and food bills rising so quickly, it is important that older people are getting all the benefits that they are entitled to claim. Staying independent also means being able to make the right decisions for oneself. Issues such as managing money, minimising the impact of life-changing events such as the loss of a spouse or unexpected expenditure, keeping track of spending with a weekly budget, getting advice from peers who might be in a similar situation on switching services, sorting out paperwork – these are some the key concerns in later life. Therefore we were grateful to have received a grant from the Emmanuel Hospital Foundation to help more older people maximise their income.

Too many older people in the UK face poverty and financial disadvantage which prevents them making the most of later life. We hear from older people struggling to manage on their income or faced with unexpected bills.

We help them, through Information and Advice, to know their rights, and to make the best choices for themselves – from identifying benefits to which they are entitled to discussing options that help make later life at home more manageable.

Examples of success of the I&A service include offering support and tangible outcomes for clients in the areas of housing benefit, council tax, attendance allowance, and pension credits.

75% of service users are aged 60-80, 55% of service users are women and on average 62% are non-white British.

### **Combating Social Isolation - Digital Inclusion**

We aim to:

- encourage health and wellbeing
- tackle digital poverty and exclusion

We continue with several third sector partners across Westminster, Kensington & Chelsea and Hammersmith & Fulham to deliver the Digital project with funding from

## **Age UK Hammersmith & Fulham Chief Executive's Report**

Imperial College Healthcare NHS Trust and CW+ which is the official charity of Chelsea and Westminster Hospital NHS Foundation Trust to further help reduce digital poverty and help clients access NHS services.

We were given funding for a new Digital Champions project in May 2022, which involves training volunteers to deliver digital lessons to older people. The funding was from Age UK and will last for 18 months.

### **Working with the Community**

At Age UK Hammersmith and Fulham, we create opportunities for volunteers to participate and contribute to the community as active citizens.

Volunteering can benefit a variety of stakeholders, from the volunteers themselves and the organisations involving them to service users and the wider community.

### **Partnering in the Community**

Working in the Borough for nearly four decades enables us to appreciate how helping older people requires many trusted members of the community to play a role in identifying people at risk and referring them onwards. These community members include GPs and their staff, district nurses, social care workers, people in faith communities, and neighbours and family members.

We are proud that Age UK H&F is seen to be a dependable and trustworthy organisation in the Borough. Our focus is on collaborating with partnership organisations to share learning and to ensure that we reach those older residents most in need and provide them with services that reduce loneliness and isolation.

Commitment towards an environmentally-friendly world is important to us and we are pleased to announce that alongside LBHF, we have replaced our inefficient gas boilers with new heat pumps. This will make us use less energy to heat our centre and thus reduce our carbon footprint. The Borough is bearing the cost of this work within the service charge. We hope to install solar panels soon which will have a positive contribution to the environmental impact of our service.

Finally, our work would not be possible without the dedication of our volunteers. Most of our outcomes and achievements are the result of their hard work and effort.

Derec Craig  
Chief Executive

# Age UK Hammersmith & Fulham Trustees Report

The Trustees present their report and financial statements for the year ended 31 March 2023.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirements of a directors' report as required by company law, and the Statement of recommended Practice – Accounting and Reporting by Charities; SORP applicable to charities preparing their financial statements in accordance with FRS 102 (second edition – effective 1 January 2019).

## **OBJECTIVES AND ACTIVITIES**

The objects of the charity are to promote the following purposes for the benefit of the public and/or older people in and around Hammersmith and Fulham:

- Preventing or relieving the poverty of older people;
- Advancing education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

the outcome of this being the promotion of the well-being of older people.

The Trustees referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. In particular, the Trustees looked at how the planned activities contributed to the aims and activities as set out in the guidance.

## **FINANCIAL REVIEW**

The charity reported a deficit of £38,858 (2022: deficit of £91,666) in the year ended 31 March 2023. Total incoming resources increased to £776,336 from £547,559, reflecting two new projects. The new projects of fuel grant disbursement and Digital Championing started in the year, for which the charity received funding from the Borough and Age UK National respectively. The charity maintained its income support from the Borough unchanged under contract and unchanged by way of the free rent at the charity's centre.

Total resources expended also increased by £175,969 to £815,194 from £639,225, due to the two new projects.

Reserves were drawn upon to fund the Borough's programme as well in accordance with Trustees' plans and this gave rise to the overall deficit for the year.

At the year end, the funds of the charity totalled £462,179 (2022: £501,037) and were split as to:

## Age UK Hammersmith & Fulham Trustees Report

- An unrestricted general fund of £307,703 (2022: £317,804) which the Trustees can spend as they see fit within the objects of the charity, and
- £27,440 (2022: £126,200) of unrestricted funds designated at the discretion of the Trustees for particular purposes, and
- £127,036 (2022: £57,033) of restricted funds to be disbursed at the direction of their funder.

### GOING CONCERN

Trustees have considered the planned financial position through to 31 March 2025. Our basic business model continues as one of servicing the contractual requirement of the Borough and with fundraising and with usage of reserves on hand to augment their funding for this under tender.

Funding from the Borough is assured until 30 September 2023, promised until 31 March 2024, and will then go out to tender. The Trustees have had several engagements with the Council about the future funding and are confident the Charity will be successful in the next phase of the tendering process. The Charity has a strong partnership with the Council and the Trustees are assured that this relationship will continue for the foreseeable future.

A renewal application to the Lottery is in hand. Legacy income cannot be foreseen. It is planned that reserves will be £313,000 at 31 March 2025.

Trustees conclude that the charity is a going concern until 31 March 2025.

### RESERVES POLICY

This reserves policy is designed to reflect the underlying risks facing the charity and to ensure that the charity has an appropriate level of reserves to cover all costs to:

- Cater for unforeseen circumstances, and
- Provide for the extra and routine costs of a temporary or permanent diminution of activities, should restricted funding be withdrawn and/or the charity encounter a shortfall of unrestricted funding.

The trustees have determined that the charity should hold at least six months' of running expenses in reserve. Based on the forecast figures for 2023/24, this is represented by a figure of £389,000. At 31<sup>st</sup> March 2023, the unrestricted free reserves stood at £307,415 (2022: £317,317), consisting of the unrestricted general income fund of £307,703 less that part held as fixed assets of £288.

Trustees note that this level of free reserves is in shortfall of the policy of six months by just more than one month. As a significant part of our activities are restricted in nature, the Trustees are confident that the Charity has enough combined unrestricted and restricted funds to meet the expected commitments under the reserves policy.

## **Age UK Hammersmith & Fulham Trustees Report**

The ongoing challenge to the charity is to build up the reserves despite the subsidy needed by the Borough's programme. To this end, a dedicated fundraiser is on the staff roll. The policy is reviewed annually by the Trustees.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The charity is governed by its Memorandum and Articles of Association.

Although the charity carries the 'Age UK' name, it is an independent charity and, in particular, it is independent of Age UK national. However, in order to be able to use the 'Age UK' name the charity is party to a branding agreement with Age UK national.

The charity has members, as required by UK company law, who have the power at general meetings to effect certain changes upon the charity, so long as company law, the Memorandum and Articles of Association and the Charity Commission allow. Members have not subscribed for any shares. Members can be drawn from the representatives of the voluntary bodies, departments of central Government, local statutory authorities, companies and unincorporated associations serving or operating in and around the Borough. Members can also be drawn from those adult individuals, and those individuals aged sixteen or seventeen years, who are interested in furthering the work of the charity.

The Board of Trustees and Directors is elected by, and is subject to re-election by, the members at the Annual General Meeting. Trustees and Directors serve for an initial term of three years. Should a casual vacancy arise part-way through an elected Board member's term of office, then the Board can fill that vacancy over the unexpired term of office. The Board can co-opt persons up to one-third of its elected number at any time, and these co-optees will fall for election at the next AGM. Elected Directors and Trustees automatically become members of the charity upon their election. The Board can refuse any application for membership of the charity. The Board can also terminate an existing membership of the charity subject to the member being heard at a Board meeting before the decision is made and subject to the member appealing to the other members at a general meeting.

The Board takes ultimate responsibility for the stewardship of the charity and constitutes the Directors under company law and the Trustees under charity law.

The Chief Executive is the most senior employee and he manages the charity overall with the Operations Manager acting as his deputy. The Chief Executive reports to the Chair.

A finance sub-committee meets quarterly, chaired by the Treasurer.

### **INDUCTION AND TRAINING**

Trustees are inducted after a recruitment round that is followed by a presentation by the charity. Training is available if required.

# Age UK Hammersmith & Fulham Trustees Report

## **INDEMNITY OF TRUSTEES**

Both at the date of signing of this report and throughout the year, Article 34.1 of Association required the charity to indemnify any Trustee in accordance with sections 232 to 234 of the Companies Act 2006. In particular, cover under an insurance policy held by the charity was available in respect of the indemnity of Trustees in the course of their duties.

## **RISK MANAGEMENT**

Trustees have identified the following categories of risk:

Governance and management  
Financial  
Meeting regulatory and legal requirements  
Loss of existing funding  
Operational

And within each category, particular risks have been identified, assessed as to likelihood and impact, and mitigation techniques put into place.

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the income and expenditure of the charitable company and its state of affairs at the end of that period.

In preparing those statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 second edition);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable

## Age UK Hammersmith & Fulham Trustees Report

company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The opinion of the trustees is that the company is entitled to the exemptions conferred by Section 477 of the Companies Act 2006 relating to small companies.

### **AUDITORS**

In accordance with company law as the company's directors, we certify that: so far as we are aware, there is no relevant audit information of which the charitable company's auditor is unaware; and as directors of the charitable company we have taken all the steps that we ought to have taken, in order to make ourselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

Knox Cropper LLP were appointed auditors to the company by the Trustees for last year's accounts to 31 March 2022 and, in accordance with the Companies Act 2006, a resolution of re-appointment was passed at the last Annual General meeting for this year's accounts to 31 March 2023.

The annual report was approved by the Board on 25th September 2023 and were signed on its behalf by:



Robin Fawcett, Chair

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham**

### **Opinion**

We have audited the financial statements of Age UK Hammersmith & Fulham (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis of opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham (continued)**

### **Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham (continued)**

### **Responsibilities of Trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham (continued)**

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities) . This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken, so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report or for the opinions we have formed.

Simon Goodridge  
Senior Statutory Auditor  
for and on behalf of Knox Cropper LLP  
Statutory Auditor  
65 Leadenhall Street  
London EC3A 2AD

2023

**Age UK Hammersmith & Fulham**  
**Statement Of Financial Activities**  
**For The Year Ended 31 March 2023**

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Total £	Unrestricted Funds £	Restricted Funds £	2022 Total £
<b>INCOME AND ENDOWMENTS FROM</b>							
Donations and legacies	2	87,869	341,591	429,460	50,027	169,777	219,804
Charitable activities	3	6	238,866	238,872	-	232,096	232,096
Other trading activities	4	107,174	-	107,174	95,598	-	95,598
Bank interest receivable		830	-	830	61	-	61
<b>TOTAL INCOME</b>		195,879	580,457	776,336	145,686	401,873	547,559
<b>EXPENDITURE ON</b>							
Raising funds	5	78,443	-	78,443	84,753	-	84,753
Charitable Activities							
Services for older people	6	98,687	638,064	736,751	43,647	510,825	554,472
<b>TOTAL RESOURCES EXPENDED</b>	7(b)	177,130	638,064	815,194	128,400	510,825	639,225
<b>NET INCOME/(EXPENDITURE)</b>		18,749	(57,607)	(38,858)	17,286	(108,952)	(91,666)
Gross transfers between funds	12, 13	(127,610)	127,610	-	(140,962)	140,962	-
<b>NET MOVEMENT IN FUNDS</b>		(108,861)	70,003	(38,858)	(123,676)	32,010	(91,666)
<b>Reconciliation of Funds:</b>							
<b>Total Funds brought forward</b>		444,004	57,033	501,037	567,680	25,023	592,703
<b>Total funds carried forward</b>		335,143	127,036	462,179	444,004	57,033	501,037

The notes on pages 19 to 32 form part of these financial statements.

**Age UK Hammersmith & Fulham**  
**Balance Sheet**  
**As At 31 March 2023**

	Notes	2023 £	2022 £
<b>FIXED ASSETS</b>			
Tangible assets	9	47,720	55,772
<b>CURRENT ASSETS</b>			
Debtors	10	107,679	74,364
Cash at bank and in hand		423,225	439,124
		<u>530,904</u>	<u>513,488</u>
<b>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	11	(116,445)	(68,223)
<b>NET CURRENT ASSETS</b>		<u>414,459</u>	<u>445,265</u>
<b>NET ASSETS</b>	14	<u>462,179</u>	<u>501,037</u>
<b>FUNDS</b>			
Restricted Reserve	13	127,036	57,033
Unrestricted Funds			
Designated	12	27,440	126,200
General		307,703	317,804
		<u>335,143</u>	<u>444,004</u>
<b>TOTAL FUNDS</b>		<u>462,179</u>	<u>501,037</u>

The notes on pages 19-32 form part of these financial statements.

The financial statements were approved by the Board of Trustees on 25th September 2023 and signed on their behalf by:



Robin Fawcett, Chair



Emmanuel Asamoah, Treasurer

DATE: September 2023

Company no. 01685692

**Age UK Hammersmith & Fulham**  
**Statement of Cash Flows**  
**Year ended 31 March 2023**

	<b>2023</b>	<b>2022</b>
	£	£
<b>Cash flows from operating activities:</b>		
<b>Net cash provided by/(used in) operating activities</b>	(13,511)	(70,932)
	(13,511)	(70,932)
<b>Cash flows from investing activities:</b>		
Bank interest	830	61
Purchase of property, plant and equipment	(3,218)	-
<b>Net cash provided by/(used in) investing activities</b>	(2,388)	61
<b>Change in cash and cash equivalents in the reporting period</b>	(15,899)	(70,871)
<b>Cash and cash equivalents at the beginning of the reporting period</b>	439,124	509,995
<b>Cash and cash equivalents at the end of the reporting period</b>	423,225	439,124

**Reconciliation of net income/(expenditure) to net cash flow from operating activities**

	<b>2023</b>	<b>2022</b>
	£	£
Net income/(expenditure) for the reporting period	(38,858)	(91,666)
Depreciation charges	11,270	16,701
Bank interest	(830)	(61)
(Increase)/decrease in debtors	(33,315)	(46,800)
Increase/(decrease) in creditors	48,222	50,894
<b>Net cash provided by/(used in) operating activities</b>	(13,511)	(70,932)

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

**1. PRINCIPAL ACCOUNTING POLICIES**

**(a) Basis of Preparation**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Companies Act 2006. The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the financial statements.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**(b) Going Concern**

Trustees have considered the planned financial position through to 31 March 2025. Our business model continues as one of servicing the contractual requirement of the Borough, with fundraising and usage of reserves on hand to augment their funding for this under tender. Fundraising will continue for other purposes to service other projects. The shop continues as a source of unrestricted funds and we continue to lease both the premises at the centre and at the shop rent-free.

Funding from the Borough is assured until 30 September 2023, promised until 31 March 2024, and will then go out to tender. The Trustees have had several engagements with the Council about the future funding and are confident the Charity will be successful in the next phase of the tendering process. The Charity has a strong partnership with the Council and the Trustees are assured that this relationship will continue for the foreseeable future.

A renewal application to the Lottery is in hand. Legacy income cannot be foreseen. It is planned that reserves will be £313,000 at 31 March 2025. Trustees conclude that we a going concern until 31 March 2025.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

(c) **Income**

Contract income is accounted for in the period for which the contracts are awarded; contract income received in respect of future periods is deferred. Amounts recharged to other organisations are accounted for in the period in which the related expense is incurred; other incoming resources when they are receivable.

Donated goods (apart from those for resale in the shop), facilities and services are included in income at the value thereof to the charity i.e. the amount that the charity would have paid for the goods, facilities and services or their equivalent on the open market. The income was matched by the equivalent expenditure. The use of the activity centre provided by the Borough rent-free was brought into the financial statements as income at the market rent together with the equivalent rental expenditure.

Donated goods for resale in the shop were brought into account when sold with the income recorded being the sale proceeds. There was not any expenditure connected with their procurement, apart from the costs of transport to the shop from the donors.

The value of volunteer time has not been quantified in the financial statements.

(d) **Expenditure**

Expenditure is allocated between costs of charitable activities and costs of fundraising.

The amounts allocated to each category comprise those costs which are directly attributable to that category together with an apportionment of support costs. Support costs are those costs that are not directly attributable to a single activity but provide the necessary organisational support for all the charity's activities. The bases of allocation of support costs are explained in note 7(b).

Governance costs comprise the costs of external and internal audit, legal advice for the trustees on corporate matters and those associated with constitutional and statutory requirements. They include an apportionment of the salaries of certain staff.

(e) **Tangible fixed assets**

Tangible fixed assets costing less than £1,000 are written off in the statement of financial activities in the period in which the expenditure is incurred. The cost of other tangible fixed assets is capitalised and depreciated over the estimated useful lives of the assets, as follows:

Motor vehicles	9 years
Fixtures & equipment	3-5 years

Grants received for the purpose of acquiring tangible fixed assets are credited to a restricted fund at the time of receipt, as is the estimated cost of assets that

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

are directly donated to the charity. Depreciation of all such assets is charged against the restricted fund concerned.

(f) **Pension costs**

The charity contributed to employees' private defined contribution pension schemes, and to the NEST organisation under HM Government's auto-enrolment of pensions.

The pension costs represented the contributions payable to these schemes.

(g) **Leases**

Rental costs under operating leases (where the risks and rewards attached to the asset remained with the lessor) were recognised in equal annual instalments over the period of the lease. See note ten for details of the operating leases.

Finance charges under finance leases (where the risks and rewards attached to the assets were transferred to the charity as lessee) were recognised under the sum of the digits method. The assets were capitalised at estimated cost with the amounts owed to the lessor shown as finance lease creditors including finance charges up to the balance sheet date. Payments under the leases were offset against the finance lease creditors. Finance charges were included in equipment costs.

(h) **Financial instruments**

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

**Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

**Derecognition of financial liabilities**

Financial liabilities are derecognised when the company's contractual obligations expire or are discharged or cancelled.

(i) **Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

(k) **Volunteers**

The contribution of volunteers to the charity is not quantified in the accounts.

(l) **Fund accounting**

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

**2. Donations, Legacies and Grants**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2023</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>
	£	£	£	£	£	£
Legacies	23,000	-	23,000	-	-	-
Donations from Individuals	37,082	906	37,988	18,120	251	18,371
Age UK National	22,000	54,692	76,692	10,000	12,025	22,025
Age UK London	-	-	-	2,439	-	2,439
NHS - Lung Health Engagement	-	49,485	49,485	-	49,485	49,485
Trusts and Foundations	2,700	139,363	142,063	630	38,730	39,360
Big Lottery – Digital Inclusion	-	57,973	57,973	-	60,351	60,351
Corporate donations	3,087	39,092	42,179	4,000	8,340	12,340
UK Government Covid recovery grants	-	-	-	14,667	-	14,667
Other	-	80	80	171	595	766
	<b>87,869</b>	<b>341,591</b>	<b>429,460</b>	<b>50,027</b>	<b>169,777</b>	<b>219,804</b>

**3. Income from charitable activities**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2023</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>
	£	£	£	£	£	£
London Borough of Hammersmith & Fulham						
Contractual income	-	166,080	166,080	-	160,000	160,000
Use of premises with rent waived	-	51,500	51,500	-	51,500	51,500
	<b>-</b>	<b>217,580</b>	<b>217,580</b>	<b>-</b>	<b>211,500</b>	<b>211,500</b>
Charges to clients	6	21,286	21,292	-	20,596	20,596
	<b>6</b>	<b>238,866</b>	<b>238,872</b>	<b>-</b>	<b>232,096</b>	<b>232,096</b>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

**4. Other trading activities**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2023</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>
	£	£	£	£	£	£
Shop sales of donated goods	107,174	-	107,174	95,598	-	95,598
	<u>107,174</u>	<u>-</u>	<u>107,174</u>	<u>95,598</u>	<u>-</u>	<u>95,598</u>

**5. Raising funds**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2023</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>
	£	£	£	£	£	£
Fundraising	14,761	-	14,761	47,053	-	47,053
Shop	63,682	-	63,682	37,700	-	37,700
	<u>78,443</u>	<u>-</u>	<u>78,443</u>	<u>84,753</u>	<u>-</u>	<u>84,753</u>

**6. Expenditure on charitable activities**

Services for older people	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2023</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>
	£	£	£	£	£	£
Core	98,687	-	98,687	43,647	-	43,647
Digital Inclusion and digital other	-	94,778	94,778	-	85,072	85,072
Lung Health Engagement	-	34,976	34,976	-	20,434	20,434
LBHF service level agreement	-	416,876	416,876	-	401,891	401,891
Age UK Digital Champion	-	33,563	33,563	-	-	-
Fuel grants	-	57,871	57,871	-	-	-
Census 2021	-	-	-	-	3,428	3,428
	<u>98,687</u>	<u>638,064</u>	<u>736,751</u>	<u>43,647</u>	<u>510,825</u>	<u>554,472</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

7. **TOTAL EXPENDITURE**

a) **Employment costs**

	<b>2023</b>	<b>2022</b>
	Total	Total
	£	£
Salaries	437,727	366,852
Employer National Insurance contributions	32,999	23,843
Pension contributions	19,343	16,426
Agency staff	1,665	3,574
Other staff costs	3,301	13,630
	<u>495,035</u>	<u>424,325</u>

Other staff costs comprised recruitment costs of £2,033 (2022: £6,356) and training of £1,268 (2022: £7,274), which in 2022 included first aid and fire marshal training.

No employee earned £60,000 per annum or more during the year (2022: nil).

The average number of employees was 20 (2022: 19). The average number of full-time equivalent employees was 14 (2022: 12)

The Charity trustees were not paid or received any other benefits from employment with the Charity in the year (2022: £nil). They were reimbursed expenses of £nil during the year (2022: nil). No trustee received payment for professional or other services supplied to the charity (2022: nil).

Trustee indemnity insurance was obtained for a premium of £316 (2022: £316).

The key management personnel of the charity were the Trustees, the Chief Executive Officer and the Operations Manager. Total emoluments of the key management personnel of the charity were £88,652 (2022: £82,825).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

**b) Expenditure analysis**

	<b>Raising Funds</b>	<b>Charitable Activities</b>		<b>2023</b>		<b>Charitable Activities</b>		<b>2022</b>
	<b>Direct costs</b>	<b>Support costs</b>	<b>Total</b>		<b>Raising Funds</b>	<b>Direct costs</b>	<b>Support costs</b>	<b>Total</b>
	£	£	£	£	£	£	£	£
Staff	34,108	403,301	56,359	493,768	70,527	308,815	43,662	423,004
Buildings	30,206	79,242	33,890	143,338	5,863	76,037	32,587	114,487
Professional	1,826	7,244	3,045	12,115	1,421	6,297	2,908	10,626
Volunteers	94	1,480	739	2,313	88	1,295	744	2,127
Office	1,707	9,268	3,972	14,947	1,318	7,584	3,250	12,152
Activities	12	40,627	98	40,737	-	23,021	-	23,021
Fuel grants	-	54,151	-	54,151	-	-	-	-
Equipment	508	5,908	2,270	8,686	933	12,234	5,243	18,410
Depreciation	206	10,182	882	11,270	206	15,699	796	16,701
Fundraising Tools	9,776	-	-	9,776	4,397	-	-	4,397
Governance Costs	-	-	24,093	24,093	-	-	14,300	14,300
	<b>78,443</b>	<b>611,403</b>	<b>125,348</b>	<b>815,194</b>	<b>84,753</b>	<b>450,982</b>	<b>103,490</b>	<b>639,225</b>

Support costs comprise costs that cannot to directly allocated to Charitable Activities. Governance costs include £1,270 of staff costs (2022: £1,322).

Governance costs of £24,093 (2022: £14,300) include auditors' remuneration of £4,850 (2022: £4,750) and £nil for auditors' fee for accountancy (2022: £800).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

**8. TAXATION**

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**9. TANGIBLE FIXED ASSETS**

	Fixtures & Equipment	Fixtures & Equipment	Minibus	Total
	<i>Finance lease</i>	<i>Other</i>		
<b>Cost</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
At 31 March 2022	9,000	16,082	60,747	85,829
Additions	-	3,218	-	3,218
Disposals	(9,000)	-	-	(9,000)
At 31 March 2023	-	19,300	60,747	80,047
<b>Accumulated Depreciation</b>				
As at 31 March 2022	9,000	8,908	12,149	30,057
Charge for the year	-	5,121	6,149	11,270
Disposals	(9,000)	-	-	(9,000)
At 31 March 2023	-	14,029	18,298	32,327
<b>Net Book Value 31 March 2023</b>	<b>-</b>	<b>5,271</b>	<b>42,449</b>	<b>47,720</b>
Net Book Value 31 March 2022	-	7,174	48,598	55,772

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2023**

<b>10. DEBTORS</b>		<b>2023</b>	<b>2022</b>		
		£	£		
Accounts Receivable		62,961	59,902		
VAT recoverable		7,137	305		
Sundry Debtors		2,481	2,557		
Prepayments and accrued income		35,100	11,600		
		<u>107,679</u>	<u>74,364</u>		
<b>11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>		<b>2023</b>	<b>2022</b>		
		£	£		
Taxation and social security		11,129	8,910		
Accounts payable		15,239	-		
Accruals and other creditors		30,077	9,828		
Deferred Income		60,000	49,485		
		<u>116,445</u>	<u>68,223</u>		
<b>12. UNRESTRICTED FUNDS</b>					
	<b>31 March</b>	<b>Incoming</b>	<b>Resources</b>	<b>Transfer</b>	<b>31 March</b>
	<b>2022</b>	<b>resources</b>	<b>expended</b>	<b>between</b>	<b>2023</b>
				<b>funds</b>	
<b>Designated Funds</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Minibus	33,589	-	-	(6,149)	27,440
Covid-19	1,111	-	-	(1,111)	-
Property fund - Centre	51,500	-	-	(51,500)	-
Property fund – future premises	40,000	-	-	(40,000)	-
	<u>126,200</u>	-	-	<u>(98,760)</u>	<u>27,440</u>
<b>General Funds</b>	<u>317,804</u>	<u>195,879</u>	<u>(177,130)</u>	<u>(28,850)</u>	<u>307,703</u>
<b>Total Unrestricted Funds</b>	<u>444,004</u>	<u>195,879</u>	<u>(177,130)</u>	<u>(127,610)</u>	<u>335,143</u>

Designated funds are as follows:

**Minibus**

The minibus's depreciation will be borne by the fund, but the fund is insufficient to cover all of the depreciation. The transfer represents the reimbursement of the 2022 depreciation charge to the LBHF SLA restricted fund.

**Covid-19**

Unrestricted general income funds were designated to cover Covid-19 costs but with the end of the pandemic the fund is not any longer required.

**Property fund - Centre**

Unrestricted general income funds were designated to cover the annual market rent of £51,500 at the activity centre in the case that the charity failed to comply with either the terms of the Borough's funding or of the lease, and, as a result, that the Borough withdrew its waiver in full of the annual market rent. It was assumed that the charity would not exercise its right to opt out of the lease in such a circumstance. Should the Borough have exercised its right to end the lease in such a circumstance, the fund would have been used to acquire a new property for the charity to occupy. The lease ended on 31 March 2023 and

**Age UK Hammersmith & Fulham**  
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the Borough did not withdraw its waiver in full of the annual market rent. The charity complied with the terms of the Borough's funding and of the lease. In the year, £51,500 has been released to unrestricted funds. The designated fund is not any longer required as the Trustees felt it prudent to increase the reserves towards maintaining the reserves policy.

**Property fund – future premises**

The centre's formal lease ended on 31 March 2023 and the fund represented key money for new premises thereafter. The charity continued to occupy the centre after that date. The fund is not any longer required as the Trustees felt it prudent to increase the reserves towards maintaining the reserves policy.

Comparative information in respect of the preceding period is as follows:

	31 March 2021	Incoming resources	Resources expended	Transfer between funds	31 March 2022
	£	£	£	£	£
<b>Designated Funds</b>					
Staff & Shop costs	28,329	-	-	(28,329)	-
Minibus	45,738	-	-	(12,149)	33,589
Covid-19	43,091	-	-	(41,980)	1,111
Property fund - Centre	103,000	-	-	(51,500)	51,500
Property fund – future premises	-	-	-	40,000	40,000
Minibus maintenance	824	-	-	(824)	-
	220,982	-	-	(94,782)	126,200
<b>General Funds</b>	346,698	145,686	(128,400)	(46,180)	317,804
<b>Total Unrestricted Funds</b>	567,680	145,686	(128,400)	(140,962)	444,004

13. **RESTRICTED FUNDS**

	31 March 2022	Incoming resources	Resources expended	Transfer between funds	31 March 2023
	£	£	£	£	£
<b>Contractual activity</b>					
Council funding	-	238,866	(366,476)	127,610	-
Other	-	50,401	(50,401)	-	-
	-	289,267	(416,877)	127,610	-
<b>Other restricted funds</b>					
Digital inclusion	528	57,973	(57,888)	-	613
Age UK Digital Champion	-	54,600	(33,563)	-	21,037
Minibus	15,009	-	-	-	15,009
Digital – other	12,445	40,132	(36,890)	-	15,687
Lung Health Engagement	29,051	49,485	(34,975)	-	43,561
Fuel grants	-	89,000	(57,871)	-	31,129
	57,033	291,190	(221,187)	-	127,036
	57,033	580,457	(638,064)	127,610	127,036
<b>Contractual activity</b>					

The charity continued to provide these services for elderly people in the London Borough of Hammersmith & Fulham on behalf of the Borough in the year paid for by funding from the Borough's Third Sector Investment Fund:

**Age UK Hammersmith & Fulham**  
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- Active Age: Physical and recreational activities, and cyber café.
- Choice: Advice and information at 105, Greyhound Road.
- In Touch: Befriending, meals, social activities, outings and shopping transport service.
- Volunteering: Support.

The Borough's contractual programme is intended to be supported by the charity's fundraising efforts. This year, this support was also provided from unrestricted reserves. The charity continued to look for cost savings on the programme in the year and aim to increase fundraising income going forward.

**Other restricted funds.**

The charity continued in the year the digital inclusion project funded by the Lottery. The year was the fourth year of a five-year outreach initiative to advise the elderly in the Borough of information technology matters through workshops run by volunteers.

Other digital projects (DigitAll included) were funded from various sources and Open Age (for DigitAll). The Age UK Digital Champion project started in the year straddling the year-end funded by Age UK National.

The Lung Health Engagement Worker is funded by the NHS. Fuel grants were disbursed at £200 each to claimants out of money received from the Borough in partnership with the Fuel Foundation.

The minibus fund will absorb the minibus's depreciation and originated from crowd funding for the minibus.

Comparative information in respect of the preceding period is as follows:

	<b>31 March 2021</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfer between funds</b>	<b>31 March 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Contractual activity</b>					
Council funding	-	232,096	(379,272)	147,176	-
Other	-	22,621	(22,621)	-	-
	-	254,717	(401,893)	147,176	-
<b>Other restricted funds</b>					
Digital inclusion	4,432	60,351	(64,255)	-	528
Health Fairs	414	-	-	(414)	-
Minibus	15,009	-	-	-	15,009
Digital - other	5,168	33,260	(20,815)	-	12,445
Lung Health Engagement	-	49,485	(20,434)	-	29,051
Census 2021	-	4,060	(3,428)	(5,800)	-
	25,023	147,156	(108,932)	(6,214)	57,033
	25,023	401,873	(510,825)	140,962	57,033

**Age UK Hammersmith & Fulham**  
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**For The Year Ended 31 March 2023**

**14. ANALYSIS OF YEAR-END NET ASSETS BETWEEN FUNDS**

	<b>Restricted Funds</b>	<b>Designated Funds</b>	<b>Unrestricted Funds</b>	<b>2023</b>
	£	£	£	<b>Total</b>
				£
Tangible Fixed Assets	47,431	-	288	47,719
Net current assets	79,605	27,440	307,415	414,460
<b>Total</b>	<b>127,036</b>	<b>27,440</b>	<b>307,703</b>	<b>462,179</b>

Comparative information in respect of the preceding period is as follows:

	<b>Restricted Funds</b>	<b>Designated Funds</b>	<b>Unrestricted Funds</b>	<b>2022</b>
	£	£	£	<b>Total</b>
				£
Tangible Fixed Assets	46,000	9	9,763	55,772
Net current assets	11,033	126,191	308,041	445,265
<b>Total</b>	<b>57,033</b>	<b>126,200</b>	<b>317,804</b>	<b>501,037</b>

**18. FINANCIAL COMMITMENTS**

At 31 March 2023 the charitable company had no future minimum lease payments (2022: none).

**19. BENEFITS IN KIND**

The annual rent due to the Borough under the charity's occupation of the property at 105, Greyhound Road was nil in both years. The annual market rent of £51,500 has been brought into income as a benefit-in-kind in both years, and a corresponding rent charge of the same figure has been included in expenditure in both years.

Volunteers' services have not been quantified in the financial statements. There were several hundred volunteers, most of whom were involved in the befriending service provided under contract to the Borough under the S.L.A. Other volunteers worked in the shop, on the Digital Inclusion project, in reception and administration at the day centre, as escorts on shopping trips and outings, rendering advice and information, and in providing meals at the day centre.

Organisations contributed equipment, kitchen provisions and other goods, and their employees' services, in both years. These benefits have not been quantified in the financial statements.

**20. RELATED PARTY TRANSACTIONS**

There were no related party transactions in the financial year (2022: none).

**Age UK Hammersmith & Fulham**  
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**21. MEMBERS LIABILITY**

The company is limited by guarantee and has no share capital. The liability of each member in the event of winding up is £1.

**AGE UK HAMMERSMITH & FULHAM**

England & Wales - Charity number 289124

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# Accounts

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## **AGE UK HAMMERSMITH & FULHAM**

### **ANNUAL REPORT AND FINANCIAL STATEMENTS**

### **FOR THE YEAR ENDED 31 MARCH 2022**

**Company no. 01685692**  
**Registered charity no. 289124**

# Age UK Hammersmith & Fulham

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# Age UK Hammersmith & Fulham

## REFERENCE AND ADMINISTRATIVE INFORMATION

Age UK Hammersmith & Fulham is registered as a company and charity in England & Wales

### Principal & Registered Office

105 Greyhound Road  
London W6 8NJ

### Contact information

Telephone number: 020 7386 9085

Website address: <http://www.ageuk.org.uk/hammersmithandfulham>

E-mail address: [info@ageukhf.org.uk](mailto:info@ageukhf.org.uk)

### Trustees

Trustees in office from 1 April 2021 to the date of this report are as follows:

Robin Fawcett (Chair)  
Alistair Baxter (Vice Chair)  
Emmanuel Asamoah (Treasurer)  
Liz Baran  
Amanda Lloyd-Harris  
James Flitton  
Seema Odedra  
Andrew Lyons  
Alexandra Stainow (appointed November 2021)

Chief Executive Officer  
Company Secretary

Derec Craig  
Andrew Thompson

### Advisors

Independent Auditor

Knox Cropper LLP  
Chartered Accountants  
65 Leadenhall Street  
London EC3A 2AD

Solicitors

Woodfords  
11 Harwood Road  
London SW6 4QP

Bankers

Lloyds Bank plc  
21-25 King Street  
Hammersmith  
London W6 9HW

## Age UK Hammersmith & Fulham Chair's Report

By the end of this financial year, we had effectively returned to the *new* normal with all activities available in person. Our Greyhound Road Centre, the heart of our activities, is buzzing again with dozens of happy faces.

And we are able to look forward beyond the immediate future again. At our annual strategy seminar earlier this year, attended by many stakeholders, we agreed both to continue with our overall aim of alleviating loneliness in old age but also to focus on new strategies to fulfil that vital vision. Our talented and enthusiastic team will develop and deliver these over the course of this year.

During the year we embarked on two new initiatives: collaboration with the NHS on Digital Diabetes and Lung Health, and with other local Age UK charities delivering joint programmes. More information on these exciting new ventures can be found in the Chief Executive's report.

I'd like to pay tribute to our lively group of over 220 volunteers, without whose dedication and time we would not be able to achieve what we do. They are a fabulous group of people: all ages, all backgrounds. But with one common attribute: a desire to be helpful in the community.

Trustees approved another financial year running at a deficit. We do have reserves and we are keen to allocate a portion of these to our charitable purposes. But at the same time we shall remain prudent and ensure there is always cover for any surprises.

I would like to thank the London Borough of Hammersmith and Fulham for their continued substantial support, and Land Securities plc for their provision of our retail premises.

And I am indebted to our hard-working board of trustees who bring a wide range of valuable talents to the charity.

Robin Fawcett  
Chair

# Age UK Hammersmith & Fulham Chief Executive's Report

## **ACHIEVEMENTS AND PERFORMANCE**

After having to endure the pandemic, it was great to see our clients and shoppers return when we reopened both the centre and charity shop on 12 April 2021. Comprehensive risk assessments were taken to ensure that both environments were Covid-19 safe. The demand for our services increased each month and we continued to deliver them both in person and online. This enabled those who were less confident to still engage until they decided to take that first tentative step back outside.

Whilst we continued to work in partnership with the London Borough of Hammersmith and Fulham and The Big Lottery, we initiated fresh ways to secure better health and independence for older people, and to promote images of a healthy and happier later life. This included new partnerships with the Royal Marsden, to encourage residents to get a take part in a health survey and lung scan to detect potential disease early where treatment can be most effective. We partnered with NHS NW London to deliver a digital diabetes project to help those diagnosed with the disease to get online where support can be more effective. We worked with Sobus to mentor smaller third sector organisations to build capacity.

### **Charity Shop**

In partnership with Land Securities over a number of years, we have continued to sell donated goods at the W12 Shopping Centre in Shepherds Bush Green. The donations from the public have been immense. The income generated from those sales are fed back into the spending on projects and activities for older people that helps to reduce loneliness and isolation.

### **Fundraising**

The board of trustees took the long-term view that over reliance on a few funders places this organisation in a potentially vulnerable position. As such it was decided that recruiting a fundraising manager to diversify our funding base was prudent. The position was held temporarily for 6 months by one of the trustees, who stood down from her position. During that time, she reorganised and reconfigured the organisation to be able to access funds from a variety of sources. I am pleased that the post has now been recruited permanently and we are beginning to see some green shoots from our efforts. It is our aim to try to generate a surplus each year whilst expanding the many different services that we offer the residents of the Borough.

### **Our key achievements**

In a time of returning to the new normal of living with Covid-19, we have concentrated on engaging with clients to build confidence and adapting our services. During 2021/22, our key achievements have included:

- Supporting 1,480 older people, with 10,413 contacts with our service users.
- We delivered up to 178 befriending volunteering hours per week, we made 62 new companionship befriending matches, and up to 143 older people received a weekly befriending service.
- 178 older people received ongoing practical help and 62 older people received one off practical help.
- We had a total of 81 unique shopping service users and ran 138 shopping trips.
- We had 873 Advice and Information client contacts with a mix of telephone appointments and face-to-face contact.
- Healthy, freshly cooked lunches continue to be the focus for our Community Café, and the numbers attending have continued to increase. The Community Café served 4,621 lunches over the year.
- We held 948 one-to-one digital skills sessions and 314 one-to-one outreach information sessions. We also provided 83 staff training interventions.

## Age UK Hammersmith & Fulham Chief Executive's Report

- We had over 220 active volunteers. 62 new volunteers were recruited, and 27 pre-existing volunteers re-engaged.

### **Befriending**

Befriending is an essential service at Age UK Hammersmith & Fulham. Many older people feel isolated and lonely. We try to alleviate this loneliness by providing emotional, practical and social support. Our clients are aged 50 and over; they have little or no contact with others and do not often leave their homes; they might be ill or disabled; and they might have non-acute mental health needs or lack confidence because of recent life-changing experiences.

We match an older person with a carefully selected and trained volunteer, who agrees to visit on a regular basis, usually once a week for about an hour or two. Befriending may simply involve popping round to somebody's home for a cup of tea and a chat but may include helping an older person with small practical tasks.

### **Staying Independent – Practical Help**

Through In-Touch Support, we also help our older residents with small practical tasks, such as:

- escorting a client to a GP or hospital appointment
- accompanying an older person to the local library, to shops or a café
- small gardening jobs

### **Shopping Service**

Older people can be less mobile and, without help, would not be able to do their shopping on their own.

We offer a fortnightly escorted door-to-door shopping service for people who could not otherwise do their own shopping. The trip includes a helpful, fully-trained driver who can also help with heavy bags, and usually a volunteer escort to provide additional support.

Clients enjoy an increased sense of independence along with a little social engagement. Volunteers are also present to assist in running the shopping trips, carrying bags, and helping clients on and off the minibus.

### **Information and Advice**

The cost-of-living crisis has been affecting us more than ever. With energy and food bills rising so quickly, it is important that older people are getting all the benefits that they are entitled to claim. Staying independent also means being able to make the right decisions for oneself. Issues such as managing money, minimising the impact of life-changing events such as the loss of a spouse or unexpected expenditure, keeping track of spending with a weekly budget, getting advice from peers who might be in a similar situation on switching services, sorting out paperwork – these are some the key concerns in later life.

Too many older people in the UK face poverty and financial disadvantage which prevents them making the most of later life. We hear from older people struggling to manage on their income or faced with unexpected bills.

We help them, through Information and Advice, to know their rights, and to make the best choices for themselves – from identifying benefits to which they are entitled to discussing options that help make later life at home more manageable. Examples of success of the I&A service include offering

## Age UK Hammersmith & Fulham Chief Executive's Report

support and tangible outcomes for clients in the areas of housing benefit, council tax, attendance allowance, and pension credits.

75% of service users are aged 60-80, 55% of service users are women and on average 62% are non-white British.

### **Combating Social Isolation - Digital Inclusion**

We aim to

- encourage health and wellbeing
- tackle digital poverty and exclusion

Though figures show internet use among older people is increasing, this group is still less likely to use the internet than their younger counterparts, with nearly four million people over 65 having never used the internet (Age UK 2018). So much of our lives today are managed online, from shopping to banking, to paying bills, to arranging a GP visit or ordering prescriptions, and this requires everyone to have at least basic digital skills.

This feeling of exclusion due to a lack of digital skills can be compounded by the cost of equipment and the affordability of Wi-Fi.

While it may not be of interest to all, the ability to go online can help older people stay connected with family and friends, find activities and support, and build social links with people who have similar interests and outlook on life, all of which can help maintain independence and improve wellbeing.

Helping older people explore their interests, rather than focussing on the project from a digital perspective, results in more successful engagement. People want to know specific things at particular times, and not simply be told that technology can help them with certain issues which may be of no interest or use to them personally. By offering digital tuition so that clients can learn at their own pace, devices for those who aren't in a position to access one and connectivity to the internet. This is achieved either by a volunteer who helps to get the most economical price or devices with 4G sim cards with a reasonable amount of data. We are helping to reduce the digital poverty gap that exist in our society, especially amongst older people.

We have collaborated with several third sector partners across Westminster, Kensington & Chelsea and Hammersmith & Fulham to deliver a new Digital project with funding from Imperial College Healthcare NHS Trust and CW+ which is the official charity of Chelsea and Westminster Hospital NHS Foundation Trust to further help reduce digital poverty and help clients access NHS services.

### **Working with the Community**

At Age UK Hammersmith and Fulham, we create opportunities for volunteers to participate and contribute to the community as active citizens. Volunteering can benefit a variety of stakeholders, from the volunteers themselves and the organisations involving them to service users and the wider community.

### **Partnering in the Community**

Working in the Borough for nearly four decades enables us to appreciate how helping older people requires many trusted members of the community to play a role in identifying people at risk and referring them onwards. These community members include GPs and their staff, district nurses, social care workers, people in faith communities, and neighbours and family members.

## **Age UK Hammersmith & Fulham Chief Executive's Report**

We are proud that Age UK H&F is seen as a dependable and trustworthy organisation in the Borough. Our focus is on collaborating with partnership organisations to share learning and to ensure that we reach those older residents most in need and provide them with services that reduce loneliness and isolation. Finally, our work would not be possible without the dedication of our volunteers. Most of our outcomes and achievements are the result of their hard work and effort.

Derec Craig  
Chief Executive

# Age UK Hammersmith & Fulham Trustees Report

The trustees present their report and financial statements for the year ended 31 March 2022.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirements of a directors' report as required by company law, and the Statement of recommended Practice – Accounting and Reporting by Charities; SORP applicable to charities preparing their financial statements in accordance with FRS 102 (second edition – effective 1 January 2019).

## **OBJECTIVES AND ACTIVITIES**

The objects of the charity are to promote the following purposes for the benefit of the public and/or older people in and around Hammersmith and Fulham:

- Preventing or relieving the poverty of older people;
- Advancing education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;

the outcome of this being the promotion of the well-being of older people.

The charity is based at 105 Greyhound Road, Hammersmith. This is an activity day centre for the elderly, and provides luncheons cooked on the premises for several days per week, and various other services. These latter services include a cyber café, physical exercise classes, an art class, and an advice and information service. The property is owned by the Borough and is occupied by the charity at a nil rent although a service charge is payable.

Shopping trips, outings, digital inclusion advice and befriending services are provided away from the day centre.

The mainstay of the charity's income is derived from the Borough under a contract of services. The Borough's funding comes from its Third Sector Investment Fund.

The charity offers the Digital Inclusion project funded by the Lottery. This is a five-year outreach initiative to advise the elderly in the Borough of information technology matters through workshops run by volunteers.

Volunteers play a substantial part in the charity's activities, particularly acting as befrienders to beneficiaries. Additionally, they work in the shop, as escorts on shopping trip and outings, in catering, in administration, on reception, in rendering advice and information, within the digital inclusion project and in other areas.

There is a shop selling donated goods in the West 12 Shopping Centre in Shepherd's Bush under the stewardship of the full-time Shop Manager and her assistant (both employees).

The Trustees referred to the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. In particular, the Trustees looked at how the planned activities contributed to the aims and activities as set out in the guidance.

# Age UK Hammersmith & Fulham Trustees Report

## FINANCIAL REVIEW

The charity reported a deficit of £91,666 (2021: deficit of £25,852) in the year ended 31 March 2022. Total incoming resources increased to £547,559 from £515,029, reflecting improved retail sales after Covid related closures in the prior year, net of financial support provided by the government in response to the pandemic. A new project on Lung Health Engagement started in the year, for which the charity received funding from the NHS. The charity maintained its income support from the Borough unchanged under contract and unchanged by way of the free rent at the charity's centre.

Total resources expended also increased by £98,345 to £639,225, due to recruitment of additional staff, including a dedicated fundraiser.

At the year end, the funds of the charity totalled £501,037 (2021: £592,703) and were split as to:

- An unrestricted general fund of £317,804 (2021: £346,698) which the Trustees can spend as they see fit within the objects of the charity, and
- £126,200 (2021: £220,982) of unrestricted funds designated at the discretion of the Trustees for particular purposes, and
- £57,033 (2021: £25,023) of restricted funds to be disbursed at the direction of their funder.

## Going concern

The financial statements were prepared on the going concern basis. The Trustees have a reasonable expectation that the charity will continue in operational existence for the foreseeable future. The Borough's contractual funding will last until 31 March 2023 and there are substantial unrestricted funds on hand. However, the Trustees are aware of this year's deficit, which was planned to allow us to increase our reach within the community. With the level of free reserves and contracts agreed, the Trustees are confident of our going concern status.

## RESERVES POLICY

This reserves policy is designed to reflect the underlying risks facing the charity and to ensure that the charity has an appropriate level of reserves to cover all costs to:

- Cater for unforeseen circumstances, and
- Provide for the extra and routine costs of a temporary or permanent diminution of activities, should restricted funding be withdrawn and/or the charity encounter a shortfall of unrestricted funding.

The trustees have determined that the charity should hold at least six months' of running expenses in reserve. This figure represents the amount required to run the charity for six months, excluding any special projects. Based on the budgeted figures for 22/23, this is represented by a figure of £237,988. At 31<sup>st</sup> March 2022, the free reserves stand at £317,317 (2021: £346,064), consisting of the unrestricted general income fund of £317,804 less that part held as fixed assets of £487.

Trustees are happy with the level of reserves, albeit in excess of policy.

The ongoing challenge to the charity is to build up the reserves despite the subsidy needed by the Borough's programme. To this end, a dedicated fundraiser is on the staff roll and there is the option of returning designated funds to reserves.

The policy is reviewed annually by the Trustees.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

## Age UK Hammersmith & Fulham Trustees Report

The charity is governed by its Memorandum and Articles of Association.

Although the charity carries the 'Age UK' name, it is an independent charity and, in particular, it is independent of Age UK national. However, in order to be able to use the 'Age UK' name the charity is party to a branding agreement with Age UK national.

The charity has members, as required by UK company law, who have the power at general meetings to effect certain changes upon the charity, so long as company law, the Memorandum and Articles of Association and the Charity Commission allow. Members have not subscribed for any shares. Members can be drawn from the representatives of the voluntary bodies, departments of central Government, local statutory authorities, companies and unincorporated associations serving or operating in and around the Borough. Members can also be drawn from those adult individuals, and those individuals aged sixteen or seventeen years, who are interested in furthering the work of the charity.

The Board of Trustees and Directors is elected by, and is subject to re-election by, the members at the Annual General Meeting. Trustees and Directors serve for three years. Should a casual vacancy arise part-way through an elected Board member's term of office, then the Board can fill that vacancy over the unexpired term of office. The Board can co-opt persons up to one-third of its elected number at any time, and these co-optees will fall for election at the next AGM. Elected Directors and Trustees automatically become members of the charity upon their election. The Board can refuse any application for membership of the charity. The Board can also terminate an existing membership of the charity subject to the member being heard at a Board meeting before the decision is made and subject to the member appealing to the other members at a general meeting.

The Board takes ultimate responsibility for the stewardship of the charity and constitutes the Directors under company law and the Trustees under charity law.

The Chief Executive is the most senior employee and he manages the charity overall with the Operations Manager acting as his deputy. The Chief Executive reports to the Chair.

A finance sub-committee meets quarterly, chaired by the Treasurer.

The remuneration of all staff is determined by the Board of Trustees at the beginning of each year.

### **Induction and training**

Trustees are inducted after a recruitment round that is followed by a presentation by the charity. Training is available if required.

### **Indemnity of Trustees**

Both at the date of signing of this report and throughout the year, Article 34.1 of Association required the charity to indemnify any Trustee in accordance with sections 232 to 234 of the Companies Act 2006. In particular, cover under an insurance policy held by the charity was available in respect of the indemnity of Trustees in the course of their duties.

### **Risk management**

Trustees have assessed the risks applying to the charity, the key risks being around fire, building management, Covid-19 and general health and safety. Trustees have considered the following:

- The charity operates in a low-risk environment.
- The charity is managed by the Chief Executive, who supervises the team of staff. The Chief Executive is in communication with the Chair of the Trustees and he attends every Board meeting of the Trustees.
- The charity operates from the activity centre at 105 Greyhound Road, where the Chief Executive can maintain a close watch on the charity's operations.

## **Age UK Hammersmith & Fulham Trustees Report**

- The Chief Executive carries out a documented risk management exercise which is agreed by the Trustees.

The Charity Commission defines major risks as those which:

- Would cause a high loss to the charity if they crystallised, and
- Have a high probability of occurrence.

The Trustees are of the view that:

- Major risks have been, and are, identified and reviewed by themselves,
- Systems have then been, and are then, established to mitigate the major risks.

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## Age UK Hammersmith & Fulham Trustees Report

### Statement of Trustees Responsibilities

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the income and expenditure of the charitable company and its state of affairs at the end of that period.

In preparing those statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 second edition);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The opinion of the trustees is that the company is entitled to the exemptions conferred by Section 477 of the Companies Act 2006 relating to small companies.

### Auditors

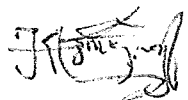
In accordance with company law as the company's directors, we certify that: so far as we are aware, there is no relevant audit information of which the charitable company's auditor is unaware; and as directors of the charitable company we have taken all the steps that we ought to have taken, in order to make ourselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

Knox Cropper LLP were appointed auditors to the company and, in accordance with the Companies Act 2006, a resolution proposing that they be re-appointed will be put to the Annual General meeting.

The annual report was approved by the board on 22 September 2022 and were signed on its behalf by:



R. Fawcett  
Trustee



E. Asamoah  
Trustee

# Independent Auditor's Report to the members of Age UK Hammersmith & Fulham

## Opinion

We have audited the financial statements of Age UK Hammersmith & Fulham (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis of opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## **Independent Auditor's Report to the members of Age UK Hammersmith & Fulham (continued)**

### **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

### **Responsibilities of Trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.

## Independent Auditor's Report to the members of Age UK Hammersmith & Fulham (continued)

- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities) . This description forms part of our auditor's report.

### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken, so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report or for the opinions we have formed.

*Knox Cropper LLP*

Simon Goodridge  
Senior Statutory Auditor  
for and on behalf of Knox Cropper LLP  
Statutory Auditor  
65 Leadenhall Street  
London EC3A 2AD

29/09/2022

**Age UK Hammersmith & Fulham**  
**Statement Of Financial Activities**  
**For The Year Ended 31 March 2022**

	Notes	Unrestricted Funds	Restricted Funds	2022 Total	Unrestricted Funds	Restricted Funds	2021 Total
		£	£	£	£	£	£
<b>INCOME AND ENDOWMENTS FROM</b>							
Donations and legacies	2	50,027	169,777	219,804	177,809	81,521	259,330
Charitable activities	3	-	232,096	232,096	-	215,351	215,351
Other trading activities	4	95,598	-	95,598	36,867	-	36,867
Bank interest receivable		61	-	61	3,481	-	3,481
<b>TOTAL INCOME</b>		<b>145,686</b>	<b>401,873</b>	<b>547,559</b>	<b>218,157</b>	<b>296,872</b>	<b>515,029</b>
<b>EXPENDITURE ON</b>							
Raising funds	5	84,753	-	84,753	53,648	-	53,648
Charitable Activities							
Services for older people	6	43,647	510,825	554,472	45,259	441,974	487,233
<b>TOTAL RESOURCES EXPENDED</b>	7(b)	<b>128,400</b>	<b>510,825</b>	<b>639,225</b>	<b>98,907</b>	<b>441,974</b>	<b>540,881</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>17,286</b>	<b>(108,952)</b>	<b>(91,666)</b>	<b>119,250</b>	<b>(145,102)</b>	<b>(25,852)</b>
Gross transfers between funds	12, 13	(140,962)	140,962	-	(166,684)	166,684	-
<b>NET MOVEMENT IN FUNDS</b>		<b>(123,676)</b>	<b>32,010</b>	<b>(91,666)</b>	<b>(47,434)</b>	<b>21,582</b>	<b>(25,852)</b>
<b>Reconciliation of Funds:</b>							
<b>Total Funds brought forward</b>		<b>567,680</b>	<b>25,023</b>	<b>592,703</b>	<b>615,114</b>	<b>3,441</b>	<b>618,555</b>
<b>Total funds carried forward</b>		<b>444,004</b>	<b>57,033</b>	<b>501,037</b>	<b>567,680</b>	<b>25,023</b>	<b>592,703</b>

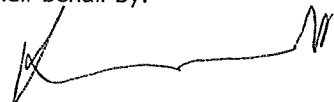
The notes on pages 23 to 35 form part of these financial statements.

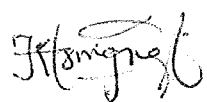
**Age UK Hammersmith & Fulham**  
**Balance Sheet**  
**As At 31 March 2022**

	Notes	2022 £	2021 £
<b>FIXED ASSETS</b>			
Tangible assets	9	55,772	72,474
<b>CURRENT ASSETS</b>			
Debtors	10	74,364	27,564
Cash at bank and in hand		439,124	509,995
		513,488	537,559
<b>CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>	11	(68,223)	(17,330)
<b>NET CURRENT ASSETS</b>		445,265	520,229
<b>NET ASSETS</b>	14	501,037	592,703
<b>FUNDS</b>			
Restricted Reserve	13	57,033	25,023
Unrestricted Funds			
Designated	12	126,200	220,982
General		317,804	346,698
		444,004	567,680
<b>TOTAL FUNDS</b>		501,037	592,703

The notes on pages 23-35 form part of these financial statements.

The financial statements were approved by the Board of Trustees on 22 September 2022 and signed on their behalf by:

  
R. Fawcett  
Trustee

  
E. Asamoah  
Trustee

DATE: 27/9/22

Company no. 01685692

**Age UK Hammersmith & Fulham**  
**Statement of Cash Flows**  
**Year ended 31 March 2022**

	<b>2022</b>	<b>2021</b>
	£	£
<b>Cash flows from operating activities:</b>		
<b>Net cash provided by/(used in) operating activities</b>	<u>(70,932)</u>	<u>(44,860)</u>
	(70,932)	(44,860)
<b>Cash flows from investing activities:</b>		
Dividends and interest from investments	61	3,481
Purchase of property, plant and equipment	<u>-</u>	<u>(72,283)</u>
<b>Net cash provided by/(used in) investing activities</b>	<u>61</u>	<u>(68,802)</u>
<b>Change in cash and cash equivalents in the reporting period</b>	(70,871)	(113,662)
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<u>509,995</u>	<u>623,657</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<u>439,124</u>	<u>509,995</u>

**Reconciliation of net income/(expenditure) to net cash flow from operating activities**

	<b>2022</b>	<b>2021</b>
	£	£
Net income/(expenditure) for the reporting period	(91,666)	(25,852)
Depreciation charges	16,701	6,447
(Gains)/losses on investments	-	-
Dividends and interest from investments	(61)	(3,481)
(Increase)/decrease in debtors	(46,800)	(15,678)
Increase/(decrease) in creditors	<u>50,894</u>	<u>(6,296)</u>
<b>Net cash provided by/(used in) operating activities</b>	<u>(70,932)</u>	<u>(44,860)</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

**1. PRINCIPAL ACCOUNTING POLICIES**

**(a) Basis of Preparation**

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and Companies Act 2006. The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to the financial statements.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

**(b) Going Concern**

The financial statements were prepared on the going concern basis. The Trustees have a reasonable expectation that the charity will continue in operational existence for the foreseeable future. The Borough's contractual funding will last until 31 March 2023 and there are substantial unrestricted funds on hand. However, the Trustees are aware of this year's deficit, which was planned to allow us to increase our reach within the community. With the level of free reserves and contracts agreed, the Trustees are confident of our going concern status.

**(c) Income**

Contract income is accounted for in the period for which the contracts are awarded; contract income received in respect of future periods is deferred. Amounts recharged to other organisations are accounted for in the period in which the related expense is incurred; other incoming resources when they are receivable.

Donated goods (apart from those for resale in the shop), facilities and services were included in income at the value thereof to the charity i.e. the amount that the charity would have paid for the goods, facilities and services or their equivalent on the open market. The income was matched by the equivalent expenditure. The use of the activity centre provided by the Borough rent-free was brought into the financial statements as income at the market rent together with the equivalent rental expenditure.

Donated goods for resale in the shop were brought into account when sold with the income recorded being the sale proceeds. There was not any expenditure connected with their procurement, apart from the costs of transport to the shop from the donors.

The value of volunteer time has not been quantified in the financial statements.

**(d) Expenditure**

Expenditure is allocated between costs of charitable activities and costs of fundraising.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

The amounts allocated to each category comprise those costs which are directly attributable to that category together with an apportionment of support costs. Support costs are those costs that are not directly attributable to a single activity but provide the necessary organisational support for all the charity's activities. The bases of allocation of support costs are explained in note 7(b).

Governance costs comprise the costs of external and internal audit, legal advice for the trustees on corporate matters and those associated with constitutional and statutory requirements. They include an apportionment of the salaries of certain staff.

(e) **Tangible fixed assets**

Tangible fixed assets costing less than £1,000 are written off in the statement of financial activities in the period in which the expenditure is incurred. The cost of other tangible fixed assets is capitalised and depreciated over the estimated useful lives of the assets, as follows:

Motor vehicles	5 years
Fixtures & equipment	5 years

Grants received for the purpose of acquiring tangible fixed assets are credited to a restricted fund at the time of receipt, as is the estimated cost of assets that are directly donated to the charity. Depreciation of all such assets is charged against the restricted fund concerned.

(f) **Pension costs**

The charity contributed to employees' private defined contribution pension schemes, and to the NEST organisation under HM Government's auto-enrolment of pensions.

The pension costs represented the contributions payable to these schemes.

(g) **Leases**

Rental costs under operating leases (where the risks and rewards attached to the asset remained with the lessor) were recognised in equal annual instalments over the period of the lease. See note ten for details of the operating leases.

Finance charges under finance leases (where the risks and rewards attached to the assets were transferred to the charity as lessee) were recognised under the sum of the digits method. The assets were capitalised at estimated cost with the amounts owed to the lessor shown as finance lease creditors including finance charges up to the balance sheet date. Payments under the leases were offset against the finance lease creditors. Finance charges were included in equipment costs.

(h) **Financial instruments**

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction,

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

**Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

**Derecognition of financial liabilities**

Financial liabilities are derecognised when the company's contractual obligations expire or are discharged or cancelled.

(i) **Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

(k) **Volunteers**

The contribution of volunteers to the charity is not quantified in the accounts.

(l) **Fund accounting**

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

**2. Donations, Legacies and Grants**

	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
	£	£	£	£	£	£
Legacies	-	-	-	15,823	-	15,823
Donations from Individuals	18,120	251	18,371	24,735	15,186	39,921
Age UK National	10,000	12,025	22,025	50,117	-	50,117
Age UK London	2,439	-	2,439	1,115	-	1,115
NHS - Lung Health Engagement	-	49,485	49,485	-	-	-
Trusts and Foundations	630	38,730	39,360	5,500	7,408	12,908
Big Lottery – Digital Inclusion	-	60,351	60,351	-	57,132	57,132
Corporate donations	4,000	8,340	12,340	6,501	1,578	8,079
UK Government Covid recovery grants	14,667	-	14,667	73,868	-	73,868
Other	171	595	766	150	217	367
	50,027	169,777	219,804	177,809	81,521	259,330

**3. Income from charitable activities**

	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
	£	£	£	£	£	£
London Borough of Hammersmith & Fulham	-	160,000	160,000	-	160,000	160,000
Contractual income	-	51,500	51,500	-	51,500	51,500
Use of premises with rent waived	-	211,500	211,500	-	211,500	211,500
Charges to clients	-	20,596	20,596	-	3,851	3,851
	-	232,096	232,096	-	215,321	215,321

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

**4. Other trading activities**

	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
	£	£	£	£	£	£
Shop sales of donated goods	95,598	-	95,598	36,867	-	36,867
	95,598	-	95,598	36,867	-	36,867

**5. Raising funds**

	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
	£	£	£	£	£	£
Fundraising	47,053	-	47,053	3,762	-	3,762
Shop	37,700	-	37,700	49,886	-	49,886
	84,753	-	84,753	53,648	-	53,648

**6. Expenditure on charitable activities**  
**charitable activities**  
**Services for older people**

	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
	£	£	£	£	£	£
Core	43,647	-	43,647	45,259	-	45,259
Digital	-	85,072	85,072	-	55,727	55,727
Lung Health Engagement	-	20,434	20,434	-	-	-
LBHF Healthy Ageing Program	-	401,893	401,893	-	384,907	384,907
Census 2021	-	3,428	3,428	-	1,340	1,340
	43,647	510,825	554,473	45,259	441,974	487,233

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

7. **TOTAL EXPENDITURE**  
a) **Employment costs**

	<b>2022</b>	<b>2021</b>
	Total	Total
	£	£
Salaries	366,852	323,299
Employer National Insurance contributions	23,843	19,188
Pension contributions	16,426	14,405
Agency staff	3,574	3,749
Other staff costs	13,630	1,881
	<u>424,325</u>	<u>362,522</u>

Other staff costs comprise recruitment costs of £6,356 (2021: £1,397) and training of £7,274 (2021: £484), which included first aid and fire marshal training.

No employee earned £60,000 per annum or more during the year (2021: nil).

The average number of employees was 19 (2021: 16). The average number of full-time equivalent employees was 14 (2021: 12)

The Charity trustees were not paid or received any other benefits from employment with the Charity in the year (2021: £nil). They were reimbursed expenses of £nil during the year (2021: nil). No trustee received payment for professional or other services supplied to the charity (2021: nil).

Trustee indemnity insurance was obtained for a premium of £316 (2021: £301).

The key management personnel of the charity were the Trustees, the Chief Executive Officer and the Operations Manager. Total emoluments of the key management personnel of the charity were £82,825 (2021: £104,050).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

**b) Expenditure analysis**

	2022		2021	
	Raising Funds	Charitable Activities	Raising Funds	Charitable Activities
	£	£	£	£
Staff	70,527	308,815	35,722	278,576
Buildings	5,863	76,037	14,372	68,449
Professional	1,421	6,297	2,067	11,299
Volunteers	88	1,295	99	1,213
Office	1,318	7,584	238	6,091
Activities	-	23,021	-	9,515
Equipment	933	12,234	712	3,697
Depreciation	206	15,699	127	5,600
Website	-	-	311	-
Fundraising Tools	4,397	-	-	-
Governance Costs	-	-	-	-
	84,753	450,982	53,648	384,440
		103,490	18,808	102,790
		639,225	18,808	540,878

Support costs comprise costs that cannot to directly allocated to Charitable Activities. Governance costs include £1,322 of staff costs (2021: £1,782).

Governance costs of £14,300 (2021: £18,808) include auditors' remuneration of £4,750 (2021: £5,000).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

**8. TAXATION**

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**9. TANGIBLE FIXED ASSETS**

	Fixtures & Equipment <i>Finance lease</i>	Fixtures & Equipment <i>Other</i>	Minibus	Total
<b>Cost</b>	£	£	£	£
As at 31 March 2021	9,000	18,988	60,747	88,735
Additions	-	-	-	-
Disposals	-	(2,904)	-	(2,904)
At 31 March 2022	<u>9,000</u>	<u>16,082</u>	<u>60,747</u>	<u>85,829</u>
<b>Accumulated Depreciation</b>				
As at 31 March 2021	9,000	7,261	-	16,261
Charge for the year	-	4,552	12,149	16,701
Disposals	-	(2,905)	-	(2,905)
At 31 March 2022	<u>9,000</u>	<u>8,908</u>	<u>12,149</u>	<u>30,057</u>
<b>Net Book Value 31 March 2022</b>	<u>-</u>	<u>7,174</u>	<u>48,598</u>	<u>55,772</u>
Net Book Value 31 March 2021	<u>-</u>	<u>11,727</u>	<u>60,747</u>	<u>72,474</u>

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

<b>10. DEBTORS</b>		<b>2022</b>	<b>2021</b>
		£	£
Accounts Receivable		59,902	-
VAT recoverable		305	12,142
Sundry Debtors		2,557	85
Prepayments and accrued income		11,600	15,337
		<u>74,364</u>	<u>27,564</u>

<b>11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>		<b>2022</b>	<b>2021</b>
		£	£
Taxation and social security		8,910	5,708
Finance lease		-	1,376
Accruals and other creditors		9,828	10,246
Deferred Income		49,485	-
		<u>68,223</u>	<u>17,330</u>

<b>12. UNRESTRICTED FUNDS</b>					
	<b>31 March</b>	<b>Incoming</b>	<b>Resources</b>	<b>Transfer</b>	<b>31 March</b>
	<b>2021</b>	<b>resources</b>	<b>expended</b>	<b>between</b>	<b>2022</b>
				<b>funds</b>	
<b>Designated Funds</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff & Shop costs	28,329	-	-	(28,329)	-
Minibus	45,738	-	-	(12,149)	33,589
Covid-19	43,091	-	-	(41,980)	1,111
Property fund - Centre	103,000	-	-	(51,500)	51,500
Property fund – future premises	-	-	-	40,000	40,000
Minibus maintenance	824	-	-	(824)	-
	<u>220,982</u>	-	-	<u>(94,782)</u>	<u>126,200</u>
<b>General Funds</b>	<u>346,698</u>	<u>145,686</u>	<u>(128,400)</u>	<u>(46,180)</u>	<u>317,804</u>
<b>Total Unrestricted Funds</b>	<u>567,680</u>	<u>145,686</u>	<u>(128,400)</u>	<u>(140,962)</u>	<u>444,004</u>

Designated funds are as follows:

**Staff & Shop costs / Minibus maintenance**

The staff and minibus maintenance costs comprised those charged to the service level agreement restricted income fund but not covered by the income of that fund. Shop costs were included in addition to the fund. All of these funds have now been reimbursed to unrestricted funds.

**Minibus**

The minibus's depreciation will be borne by the fund, but the fund is insufficient to cover all of the depreciation. The transfer represents the reimbursement of the 2022 depreciation charge to the unrestricted fund.

**Covid-19**

Unrestricted general income funds were designated to cover Covid-19 costs of the year and for beyond the year-end. The transfer in the year represents the reallocation of £40,000 to cover the cost of future

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

premises, and £1,980 to reimburse the depreciation relating to computers purchased due to Covid originally charged to unrestricted funds.

**Property fund - Centre**

Unrestricted general income funds were designated to cover the annual market rent of £51,500 at the activity centre in the case that the charity will fail to comply with either the terms of the Borough's funding or of the lease, and, as a result, that the Borough will withdraw its waiver in full of the annual market rent. It is assumed that the charity will not exercise its right to opt out of the lease in such a circumstance. Should the Borough exercise its right to end the lease in such a circumstance, the fund will be used to acquire a new property for the charity to occupy. The lease ends on 31 March 2023 and the fund of £51,500 represents one year's annual market rent. In the year, £51,500 has been released to unrestricted funds to cover the lease paid in the year.

**Property fund – future premises**

The centre's lease ends on 31 March 2023 and the fund represents key money for new premises thereafter.

Comparative information in respect of the preceding period is as follows:

	31 March 2020	Incoming resources	Resources expended	Transfer between funds	31 March 2021
	£	£	£	£	£
<b>Designated Funds</b>					
Staff & Shop costs	154,980	-	-	(126,651)	28,329
Minibus	-	-	-	45,738	45,738
Covid-19	-	-	-	43,091	43,091
Property fund	-	-	-	103,000	103,000
Minibus maintenance	1,097	-	-	(273)	824
	156,077	-	-	64,905	220,982
<b>General Funds</b>	459,037	218,157	(98,907)	(231,589)	346,698
<b>Total Unrestricted Funds</b>	615,114	218,157	(98,907)	(166,684)	567,680

**13. RESTRICTED FUNDS**

	31 March 2021	Incoming resources	Resources expended	Transfer between funds	31 March 2022
	£	£	£	£	£
<b>Contractual activity</b>					
Council funding	-	232,096	(379,272)	147,176	-
Other	-	22,621	(22,621)	-	-
	-	254,717	(401,893)	147,176	-
<b>Other restricted funds</b>					
Digital inclusion	4,432	60,351	(64,255)	-	528
Health Fairs	414	-	-	(414)	-
Minibus	15,009	-	-	-	15,009
Digital – other	-	33,260	(20,815)	-	12,445
Lung Health Engagement	-	49,485	(20,434)	-	29,051
Census 2021	5,168	4,060	(3,428)	(5,800)	-
	25,023	147,156	(108,932)	(6,214)	57,033
	25,023	401,873	(510,825)	140,962	57,033

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

**Contractual activity**

The charity continued to provide these services for elderly people in the London Borough of Hammersmith & Fulham on behalf of the Borough in the year paid for by funding from the Borough's Third Sector Investment Fund:

- Active Age: Physical and recreational activities, and cyber café.
- Choice: Advice and information at 105, Greyhound Road.
- In Touch: Befriending, meals, social activities, outings and shopping transport service.
- Volunteering: Support.

The Borough's contractual programme is intended to be supported by the charity's fundraising efforts. This year, this support was also provided from unrestricted reserves. The charity continued to look for cost savings on the programme in the year and aim to increase fundraising income going forward.

**Other restricted funds.**

The charity continued in the year the digital inclusion project funded by the Lottery. The year was the third year of a five-year outreach initiative to advise the elderly in the Borough of information technology matters through workshops run by volunteers.

Digital diabetes and DigitAll projects comprised 'digital other' and were funded by the NHS and Open Age respectively.

The Lung Health Engagement Worker is funded by the NHS.

The minibus fund will absorb the minibus's depreciation and originated from crowd funding for the minibus.

Comparative information in respect of the preceding period is as follows:

	31 March 2020	Incoming resources	Resources expended	Transfer between funds	31 March 2021
	£	£	£	£	£
<b>Contractual activity</b>					
Council funding	-	215,351	(382,035)	166,684	-
Other	-	2,872	(2,872)	-	-
	-	218,223	(384,907)	166,684	-
<b>Other restricted funds</b>					
Digital inclusion	3,027	57,132	(55,727)	-	4,432
Health Fairs	414	-	-	-	414
Minibus	-	15,009	-	-	15,009
Census 2021	-	6,508	(1,340)	-	5,168
	3,441	78,649	(57,067)	-	25,023
	3,441	296,872	(441,974)	166,684	25,023

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

**14. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Restricted Funds</b>	<b>Designated Funds</b>	<b>Unrestricted Funds</b>	<b>2022 Total</b>
	£	£	£	£
Tangible Fixed Assets	-	15,009	40,763	55,772
Net current assets	57,033	111,191	277,041	445,265
<b>Total</b>	<b>57,033</b>	<b>126,200</b>	<b>317,804</b>	<b>501,037</b>

Comparative information in respect of the preceding period is as follows:

	<b>Restricted Funds</b>	<b>Designated Funds</b>	<b>Unrestricted Funds</b>	<b>2021 Total</b>
	£	£	£	£
Tangible Fixed Assets	67,710	4,130	634	72,474
Net current assets	(42,687)	216,852	346,064	520,229
<b>Total</b>	<b>25,023</b>	<b>220,982</b>	<b>346,698</b>	<b>592,703</b>

**18. FINANCIAL COMMITMENTS**

At 31 March 2022 the charitable company had no future minimum lease payments (2021: none).

**19. BENEFITS IN KIND**

The annual rent due to the Borough under the charity's occupation of the property at 105, Greyhound Road was nil in both years. The annual market rent of £51,500 has been brought into income as a benefit-in-kind in both years, and a corresponding rent charge of the same figure has been included in expenditure in both years.

Volunteers' services have not been quantified in the financial statements. There were several hundred volunteers, most of whom were involved in the befriending service provided under contract to the Borough under the S.L.A. Other volunteers worked in the shop, on the Digital Inclusion project, in reception and administration at the day centre, as escorts on shopping trips and outings, rendering advice and information, and in providing meals at the day centre.

Organisations contributed equipment, kitchen provisions and other goods, and their employees' services, in both years. These benefits have not been quantified in the financial statements.

**20. RELATED PARTY TRANSACTIONS**

There were no related party transactions in the financial year (2021: none).

**Age UK Hammersmith & Fulham**  
**Notes To The Financial Statements**  
**For The Year Ended 31 March 2022**

**21. MEMBERS LIABILITY**

The company is limited by guarantee and has no share capital. The liability of each member in the event of winding up is £1.

**AGE UK HAMMERSMITH & FULHAM**

England & Wales - Charity number 289124

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# Accounts

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**AGE UK HAMMERSMITH & FULHAM.**  
**ANNUAL REPORT**  
**AND**  
**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST. MARCH, 2021.**

COMPANY NO. 01685692.

CHARITY NO. 289124.

**AGE UK HAMMERSMITH & FULHAM**  
**ANNUAL REPORT for the year ended 31st. March 2021.**

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**AGE UK HAMMERSMITH & FULHAM****ANNUAL REPORT Y.E. 31 MARCH 2021****CHAIR'S REPORT**

A crisis often brings out the best in people. I believe we at Age UK Hammersmith and Fulham have truly shown our best during the tribulations of the past year.

Not only did we keep providing many of our usual services for our beneficiaries, but we also developed new ones to suit the changed times. Although we were in *lockdown*, we certainly didn't lock down. Quite the reverse. We swung into action with an incredible array of new services which are detailed in Derec Craig's report.

We were amongst the first charities in the borough to re-open after each lockdown, making sure that those who rely on us for physical contact and friendship were not let down.

We ended the year with a modest deficit, which the trustees had previously approved. We are very grateful for the legacies and donations we received during the year. I would also like to pay special thanks to:

- The London Borough of Hammersmith and Fulham for their continuing support
- Land Securities plc for their retail support

Looking forward, we have strategic plans to increase our footprint within the borough. Our overarching aim is to reach more elderly people who need our services and to assist them on their route to the alleviation of loneliness.

None of this is possible without the support, creativity and dedication of our marvellous team, both staff and volunteers, led by Derec. They deserve our sincere thanks for what has been a gruelling year.

We say goodbye with thanks to Bryan Naylor who has served as a trustee for many years. He brought to us his extensive knowledge of local government and civic society. He was also the driving force behind the Consultative Forum.

Robin Fawcett

Chair

AGE UK HAMMERSMITH & FULHAM

ANNUAL REPORT Y.E. 31 MARCH 2021

## CHIEF EXECUTIVE'S REPORT

It has been a challenging year for everyone living through the pandemic. But it has been even more difficult for older people, as they have been required to shield at home and are particularly susceptible to COVID-19. During that time, we have lost some of our clients and our heartfelt condolences go out to their families and friends. On a brighter note, the vaccination programme has been going well and most, if not all, of our cohort will have had both doses, allowing them to safely re-emerge into everyday society.

### **The Tribulation of 2020/21**

The pandemic meant that our activity centre and charity shop was closed for approximately eight months of that year. This resulted in reduced income from our shop, and we were forced to radically adjust our service provision to ensure that we were still able to meet the desperate needs of older residents. We helped to address digital poverty, created a meal delivery service, and set up groups of volunteers to provide practical help such as prescription collection and essential shopping. We moved some of our activities, such as bingo, art, and exercise classes, online using Zoom so participants could join in from their homes. We worked with various commercial organisations to provide freshly-made meals and delivery to clients' homes on Mondays to Fridays during lockdown. Reducing loneliness and isolation, and improving health and wellbeing are our ongoing aspirations for all older people, but last year's lockdowns had demonstrable negative effects on this population and on those shielding. Our aim is to provide an increasing range of preventative services to ensure that, as people live for longer, their later years are fulfilling and enjoyable, and that individuals can maintain connections within their communities.

In partnership with the London Borough of Hammersmith and Fulham and The Big Lottery, we continue to initiate fresh and interesting ways to secure better health and independence for older people, and to promote images of a healthy and happier later life. This frequently includes the use of information technology to access services, entertainment and connection to friends and family. We are working hard to give older people the confidence and training to use new technology, access devices and obtain connectivity, so that they can independently step into the often-mysterious online world.

### **Our key achievements**

In a challenging year, we have concentrated on adapting our services and activities to cope with lockdown and the closure of our activity centre for most of the 12 months. During the 2020/21, our key achievements have included:

- Supporting 1,372 older people, with 9,922 contacts with our service users.
- We delivered up to 166 befriending volunteering hours per week, we made 78 new companionship befriending matches, and up to 140 older people received a weekly befriending service.
- 156 older people received ongoing practical help and 57 older people received one-off practical help.
- We had a total of 75 unique shopping service users and ran 128 shopping trips.
- We had 839 Advice and Information client contacts with a mix of telephone appointments and face-to-face contact.
- Healthy, freshly-cooked lunches continue to be the focus for our Community Café, and the numbers attending have continued to increase. The Community Café served 4,455 lunches over the year.
- We held 831 one-to-one digital skills sessions and 288 one-to-one outreach information sessions. We also provided 83 staff training interventions.
- We had over 230 active volunteers. 74 new volunteers were recruited, and 39 pre-existing volunteers re-engaged.

## **Befriending**

According to research conducted by Age UK, social isolation is an objective measure of the number of contacts that people have, whilst loneliness is a subjective feeling about the gap between a person's desired and actual levels of social contact. Loneliness occurs when people's ability to have meaningful conversations and interactions is inhibited. Social activities are an essential component of successful approaches to tackling loneliness, but for many lonely people such activities are only effective when complemented by emotional and practical support to access them.

Befriending is an essential service at Age UK Hammersmith & Fulham. Many older people feel isolated and lonely. We try to alleviate this loneliness by providing emotional, practical and social support. Our clients are aged 50 and over; they have little or no contact with others and do not often leave their homes; they might be ill or disabled; and they might have non-acute mental health needs or lack confidence because of recent life-changing experiences.

We match an older person with a carefully selected and trained volunteer, who agrees to visit on a regular basis, usually once a week for about an hour or two. Befriending may simply involve popping round to somebody's home for a cup of tea and a chat, but may include helping an older person with small practical tasks.

## **Staying Independent – Practical Help**

Through In-Touch Support, we also help our older residents with small practical tasks, such as:

- escorting a client to a GP or hospital appointment
- accompanying an older person to the local library, to shops or a café
- small gardening jobs

## **Shopping Service**

Older people can be less mobile and, without help, would not be able to do their shopping on their own.

We offer a fortnightly escorted door-to-door shopping service for people who could not otherwise do their own shopping. The trip includes a helpful, fully-trained driver who can also help with heavy bags, and usually a volunteer escort to provide additional support.

Clients enjoy an increased sense of independence along with a little social engagement. Volunteers are also present to assist in running the shopping trips, carrying bags, and helping clients on and off the minibus.

Our shopping service:

- helps our clients feel less isolated
- provides an opportunity to build friendships with other shoppers
- offers an opportunity to see the outside world, walk and be in the fresh air
- enables clients to cook their own food after buying what they chose for themselves
- creates something to look forward to

We call our clients every two weeks even if they do not wish to go out.

## **Information and Advice**

Staying independent also means being able to make the right decisions for oneself. Issues such as managing money, minimising the impact of life events such as the loss of a spouse or unexpected expenditure, keeping track of spending with a weekly budget, getting advice from peers who might be in a similar situation on switching services, sorting out paperwork – these are some the key concerns in later life.

Too many older people in the UK face poverty and financial disadvantage which prevents them making the most of later life. We hear from older people struggling to manage on their income or faced with unexpected bills.

We help them, through Information and Advice, to know their rights, and to make the best choices for themselves – from identifying benefits to which they are entitled to discussing options that help make later life at home more manageable.

Examples of success of the I&A service include offering support and tangible outcomes for clients in the areas of housing benefit, council tax, attendance allowance, and pension credits.

75% of service users are aged 60-80, 55% of service users are women and on average 38% are White British.

### **Combating Social Isolation - Digital Inclusion**

We aim to

- encourage health and wellbeing
- tackle digital poverty and exclusion

Though figures show internet use among older people is increasing, this group is still less likely to use the internet than their younger counterparts, with nearly four million people over 65 having never used the internet (Age UK 2018).

So much of our lives today are managed online, from shopping to banking, to paying bills, to arranging a GP visit or ordering prescriptions, and this requires everyone to have at least basic digital skills.

Research suggests that people who do not use the internet are more likely to feel isolated from others. This is particularly so for those who are less mobile, where the internet can improve wellbeing through invoking a sense of community by connecting with likeminded people online (ActiveAge, 2010; Chaskin et al. 2001).

This feeling of exclusion due to a lack of digital skills can be compounded by the cost of equipment and the affordability of Wi-Fi.

While it may not be of interest to all, the ability to go online can help older people stay connected with family and friends, find activities and support, and build social links with people who have similar interests and outlook on life, all of which can help maintain independence and improve wellbeing.

Helping older people explore their interests, rather than focussing on the project from a digital perspective, results in more successful engagement. People want to know specific things at particular times, and not simply be told that technology can help them with certain issues which may be of no interest or use to them personally.

### **Working with the Community**

At Age UK Hammersmith and Fulham, we create opportunities for volunteers to participate and contribute to the community as active citizens.

Volunteering can benefit a variety of stakeholders, from the volunteers themselves and the organisations involving them to service users and the wider community.

In Time Well Spent, the national survey on the volunteering experience published by the NCVO in January 2019, the most common benefits volunteers reported were enjoyment (93%), a sense of personal achievement (90%) and feeling that they make a difference (90%). Over three-quarters (77%) agree it improves their mental health and wellbeing. Over two-thirds (68%) agree it helps them feel less

isolated – this is even higher among younger volunteers (77% for those aged 18–24 and 76% for those aged 25–34).

*“Volunteering with Age UK Hammersmith and Fulham has kept me busy and responsible within my community. Helping others gives me purpose and I get to give back. I have been checking on client wellbeing, helping them to keep in contact with their friends and family. However, now that I am able to have direct contact with clients again it is more rewarding.” Nicolas*

*“After finding myself on furlough for an extended period due to the Covid pandemic, volunteering for Age UK H&F gave me back a sense of purpose and fulfilment that I had long missed. I have met new people, put my skills to good use and have grown both personally and professionally. The brilliant team here supported me every step of the way and I am very grateful to have had this opportunity.” Victoria*

### **Partnering in the Community**

Working in the borough for nearly four decades enables us to appreciate how helping older people requires many trusted members of the community to play a role in identifying people at risk and referring them onwards. These community members include GPs and their staff, district nurses, social care workers, people in faith communities, and neighbours and family members.

We are proud that Age UK H&F is seen to be a dependable and trustworthy organisation in the borough. Our focus is on collaborating with partnership organisations to share learning and to ensure that we reach those older residents most in need and provide them with services that reduce loneliness and isolation.

Below are just a few examples of our local partnerships and referral relationships.

We work with social prescribers and GP surgeries, and we also work with the local hospitals to help those who have been recently discharged acclimatise to being back in the community. We also help with activities and exercise classes that promote staying active, with a tutor to give guidance through our sessions.

We worked with the H&F Community Aid Network, social prescribers, link workers and West London NHS Trust, enabling us to provide the vital help needed during the pandemic and numerous lockdowns. For those who were asked to shield, we formed a vital link to the outside world, providing online activities, befrienders, information and advice, cooked meal delivery services, and prescription and essential shopping pick up services.

We work with mental health organisations, such as Richmond Fellowship, Claybrook Centre and Mind among others, and together, we are better able to respond to older residents with more complex mental needs. We can enable them to cope with crises while remaining in the community, and delaying or preventing admission into hospital.

We collaborated with local sheltered housing associations to enable their housebound residents to make use of our shopping service and to receive additional practical support if needed.

Through partnerships with the RNIB, Deafblind UK, Alzheimer's Society, we provide digital support and training for older residents with special needs or their carers.

At the start of the COVID-19 pandemic, we established a home meal delivery service, as well as an emergency supply service involving local businesses and suppliers, including Peardrops Catering, Chelsea FC via Compass Catering, Di Lusso Travel, Fresh Fitness Foods, Harvest Foods via Caring Group Ltd (Ivy Restaurants), Net-a-Porter, Rude Health Café, and Waitrose.

We promoted our home meal delivery service to key workers to support their critical work with vulnerable older residents. Links were made with:

- LBHF Sheltered Housing
- Adult Social Worker Services and Charing Cross Hospital Social Worker Team
- Community Champions
- Community Independence Services
- Link Worker Teams
- GP Surgeries
- Crisis Care Point of Access
- Adult Social Care Response and Reablement (OT)

Finally, our work would not be possible without the dedication of many volunteers. Through a few corporate partnerships and academic internship programmes, we can support new, remote volunteering opportunities.

We also developed new partnerships with the likes of the Lyric Hammersmith, Bayley & Sage, the Royal Botanic Gardens, Kew, and Amazon, to reward our volunteers and enrich their client relationships.

### **Governance**

After being thrust into the deep end of managing the organisation due to Mrs Stephenson's illness and untimely death, I benefitted from invaluable guidance and support from our Chair, Robin Fawcett, and the Board of Trustees, particularly around mitigating the issues of lockdown and the pandemic. Their good counsel, commitment and hard work is much appreciated and has enabled the organisation to meet its aims and objectives.

My sincere thanks to all our Trustees, staff, volunteers and to friends of the organisation who support us to ensure that older people in Hammersmith and Fulham receive the care and attention they deserve.

**Derec Craig**  
**Chief Executive**

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup> March 2021.**

**COMPANY INFORMATION.**

Directors and Trustees throughout the year and since the year-end were as follows:

Robin Fawcett (Chair)  
Alistair Baxter (Vice-Chair)  
Bryan Naylor (resigned in year)  
Emmanuel Asamoah (Treasurer)  
Liz Baran  
Amanda Lloyd-Harris (from 16<sup>th</sup> June 2020)  
Alexandra Stainov (from 16<sup>th</sup> June 2020 and resigned in year)  
James Flitton (from 16<sup>th</sup> June 2020)  
Seema Odedra (from 16<sup>th</sup> June 2020)  
Andrew Lyons (from 17<sup>th</sup> August 2021)

Chief Executive: Dawn Stephenson until 14<sup>th</sup> August 2020

Interim Chief Executive during Dawn Stephenson's leave of absence and following Dawn Stephenson's departure: Derec Craig

Company Secretary: Andrew Thompson

Registered Company Number: 01685692 (Limited by Guarantee and Without a Share Capital in England and Wales)

Registered Charity Number: 289124 (in England and Wales)

Registered Office and principal place of business: 105, Greyhound Road, London, W.6 8NJ

Telephone number: 020 7386 9085

Website address: <http://www.ageuk.org.uk/hammersmithandfulham>

E-mail address: [info@ageukhf.org.uk](mailto:info@ageukhf.org.uk)

Auditors: Warrener Stewart Limited, Harwood House, 43 Harwood Road, Fulham, London, S.W.6 4QP.

Banker: Lloyds Bank P.L.C.

## Age UK Hammersmith & Fulham.

Annual Report for the year ended 31<sup>st</sup> March 2021.

### Objects and Public Benefit.

#### Objects.

The objects of the charity are laid out in Article 4 of Association as follows:

#### 4. Objects.

*The Objects for which the Charity (the "Objects") is established and to which it is specifically restricted are to promote the following purposes for the benefit of the public and/or older people in and around Hammersmith and Fulham:*

*4.1. Preventing or relieving the poverty of older people;*

*4.2. Advancing education;*

*4.3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);*

*4.4. Promoting equality and diversity;*

*4.5. Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and*

*4.6. Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;*

*the outcome of this being the promotion of the well-being of older people.*

The charity is established for charitable purposes only under section 1(1) of the Charities Act 2011 because its objects:

- Conform with the purpose contained in section 3(1)(j) of the Act (*the relief of those in need because of youth, age, ill-health, disability, financial hardship or other disadvantage*), and
- Constitute a public benefit under section 4 of the Act.

#### Public Benefit.

The age restriction of the objectives to older people and the geographical restriction of the objectives to in and around the Borough do not obviate the application of section 4 of the Act.

The Trustees do have, and have had in the year, regard to the Charity Commission's guidance on public benefit.

**AGE UK HAMMERSMITH & FULHAM**  
**ANNUAL REPORT for the year ended 31<sup>st</sup> March 2021.**

**Governance, Organisation and Indemnity of Trustees.**

Governance - summary.

The governing documents of the charity comprise the Memorandum and Articles of Association.

Governance - in detail.

Although the charity carries the 'Age UK' name, it is an independent charity and, in particular, it is independent of Age UK national. However, in order to be able to use the 'Age UK' name the charity is party to a branding agreement with Age UK national.

The charity has members, as required by U.K. company law, who have the power at general meetings to effect certain changes upon the charity, so long as company law, the Memorandum and Articles of Association and the Charity Commission allow. Members have not subscribed for any shares. Members can be drawn from the representatives of the voluntary bodies, departments of central Government, local statutory authorities, companies and unincorporated associations serving or operating in and around the Borough. Members can also be drawn from those adult individuals, and those individuals aged sixteen or seventeen years, who are interested in furthering the work of the charity.

The Board of Trustees and Directors is elected by, and is subject to re-election by, the members at the Annual General Meeting. Trustees and Directors serve for three years. Should a casual vacancy arise part-way through an elected Board member's term of office, then the Board can fill that vacancy over the unexpired term of office. The Board can co-opt persons up to one-third of its elected number at any time, and these co-optees will fall for election at the next A.G.M. Elected Directors and Trustees automatically become members of the charity upon their election. The Board can refuse any application for membership of the charity. The Board can also terminate an existing membership of the charity subject to the member being heard at a Board meeting before the decision is made and subject to the member appealing to the other members at a general meeting.

The Board takes ultimate responsibility for the stewardship of the charity and constitutes the Directors under company law and the Trustees under charity law.

The Chief Executive is the most senior employee and he manages the charity overall. The Chief Executive reports to the Chair, who in turn reports to the Board.

A finance sub-committee meets quarterly.

Organisation.

The charity occupies the property at 105, Greyhound Road, Hammersmith. The property is owned by the Borough and is occupied by the charity at a nil rent although a service charge is payable.

The Greyhound Road property offers a hall, library, kitchen, tea and coffee point, cyber café, meeting room, offices and a garden.

105, Greyhound Road is an activity day centre for the elderly, and provides luncheons cooked on the premises for several days per week, and various other services. These latter services include a cyber café, physical exercise classes, an art class, and an advice and information service.

Shopping trips, outings, digital inclusion advice and befriending services are provided away from the day centre.

The mainstay of the charity's income is derived from the Borough under a contract of the nature of a service level agreement. The Borough's funding comes from its Third Sector Investment Fund.

The charity offers the digital inclusion project funded by the Lottery. This is a five-year outreach initiative to advise the elderly in the Borough of information technology matters through workshops run by volunteers.

Volunteers play a substantial part in the charity's activities, particularly acting as befrienders to beneficiaries. Additionally, they work in the shop, as escorts on shopping trip and outings, in catering, in administration, on reception, in rendering advice and information, within the digital inclusion project and in other areas.

There is a shop selling donated goods in the West 12 Shopping Centre in Shepherd's Bush under the stewardship of the full-time Shop Manager and her assistant (both employees).

#### Indemnity of Trustees.

Both at the date of signing of this report and throughout the year, Article 34.1 of Association required the charity to indemnify any Trustee in accordance with sections 232 to 234 of the Companies Act, 2006.

In particular, cover under an insurance policy held by the charity was available in respect of the indemnity of Trustees in the course of their duties. The annual premium paid by the charity was £482 in the year and in the previous year under the policy. The cover continued to be available at the date of this report.

**AGE UK HAMMERSMITH & FULHAM**  
**ANNUAL REPORT for the year ended 31<sup>st</sup> March 2021.**

**Finance Officer's Report.**

Basis of preparation of the financial statements.

The financial statements attached as appendix B comply with:

- The Accounting and Reporting by Charities: Statement of Recommended Practice,
- Section 1A of the Financial Reporting Standard 102 applicable in the U.K. and Republic of Ireland,
- The Companies Act, 2006, and
- The Memorandum and Articles of Association.

Funds.

Analysis.

At the year-end the funds of the charity totalled £592,703 and were split as to:

- An unrestricted general income fund of £346,698 which the Trustees can spend as they see fit within the object of the charity, and
- £220,982 of unrestricted income funds designated at the discretion of the Trustees for particular purposes, and
- £25,023 of restricted income funds to be disbursed at the direction of their presenter.

*The unrestricted general income fund* comprised the charity's reserves. Further information on the charity's reserves policy can be found in another section of this annual report. The free reserves constituted the part of the reserves that was easily-realisable. The free reserves held at the year-end just exceeded the figure required by the policy.

The unrestricted designated funds.

Two transfers were made from the unrestricted general income fund in order to set up two designated funds for Covid-19 expenditure (£50,000) and for property expenditure (£103,000). Note fourteen to the financial statements provides further details.

Restricted funds.

Note sixteen to the financial statements provides further details.

Income and expenditure.

Total incoming resources were £515,029 and total resources expendable were £540,881. Accordingly, there was an excess of expenditure over income of £25,852 and this was the charity's overall deficit for the year.

Regarding the *unrestricted general income fund*, the shop sales of donated goods of £36,867 were a significant fall on the good business of the previous year's figure of £102,312 because of closures under the Covid-19 pandemic. The support of Age UK National was appreciated through its annual grant and other grants issued to cater for the Covid-19 pandemic.

Significant pandemic financial support for the activity centre and the shop was realised through

H.M. Government.

A modest proportion of charitable activities of £26,451 was funded out of the unrestricted general income fund, together with governance costs of £13,299 and the costs of the fundraising of £53,648.

With incoming resources of £172,419 and total resources expendable of £93,398, the unrestricted general income fund posted a surplus of £79,021.

However, the fund fell over the year due to a transfer to the restricted fund and the net result of various transfers to and from designated funds.

The unrestricted designated funds possessed income of £45,738 (including the legacies) for the purchase of a minibus and expenditure of £5,509 in the year on pandemic protection at the activity centre. They posted a surplus of £40,229. There were funds in hand at the beginning of the year. There were various transfers to and from the unrestricted general income fund. One designated fund was substantially transferred to the general income fund by way of reimbursement of the latter for staff costs borne. The income of £45,738 was applied to the minibus fund.

Legacy funding of £15,823 was available in the year. The charity is aware of the importance of this source of unrestricted income to the charity's funding.

With restricted income of £296,872 and restricted expenditure of £441,974, the restricted funds posted a deficit of £145,102. The expenditure was incurred on charitable activities in support of the Borough's S.L.A. and, to a lesser extent, on the digital inclusion project funded by the Lottery. The Borough's support of £160,000 continued together with the free rent at the activity centre of £51,500 towards our flagship contractual programme under the S.L.A.

The unrestricted general income fund was drawn upon to provide the funding of the deficit on the restricted fund for the Borough's S.L.A. In order for us to deliver fully the Borough's S.L.A., we incurred additional expenditure amounting to £166,684 which was financed from our unrestricted general income fund. For future years, we intend to raise additional funds for this restricted fund's purpose and/or seek to reduce the expenditure disbursed by the latter fund.

The four other restricted funds posted an overall surplus of £21,582, and not one was in deficit. Within this overall figure, the largest surplus was incurred by the minibus fund at £15,009. That new fund's income was raised to fund the acquisition of the minibus.

Comparison of income and expenditure in the year under review to the previous year.

The previous year's income was flattered by a large legacy although shop sales were normal. However, in the year under review, shop sales were quite muted due to Covid-19 pandemic closures. Consequently, the income fell by £100,189 to the figure in the year. Nevertheless, in the year under review substantial Covid-19 grants were receivable from Age UK and from H.M. Government and there was much funding receivable that was designated to, and restricted to, the minibus' acquisition. The Lottery continued to fund the digital inclusion initiative in both years but in the year under review moderate grants were receivable for general purpose and for the Census 2021 programme.

Charitable expenditure rose by a fair margin upon comparison of the year under review to the previous year. Fundraising expenditure was little changed over the two years and governance costs fell although both years' figures contained a special one-off and large item.

Unsurprisingly, an immodest deficit was suffered in the year under review compared to a large surplus in the previous year.

#### Covid-19 pandemic.

To focus on what the Board of Trustees decided to do as a result of the pandemic, the following can be related:

\* A strategy was instigated intended to produce effectiveness of working and efficiency savings. The Chief Executive undertook measures towards executing this strategy with a number of initiatives including the expansion of the shopping service, the virtual befriending of beneficiaries and the provision of meals to beneficiaries' homes. Expenditure was incurred on cleansing items which has been charged to the various charitable activities and to the shop, although protection expenditure at the activity centre was charged to governance costs.

\* An allowance towards agile working was made with laptop computer assets for working away from the activity centre being acquired and capitalised. The depreciation was charged against the £50,000 Covid-19 designated fund in the year and will be charged similarly after the year-end.

\* A specific Board decision of highlight was approving a £50,000 Covid-19 designated fund to cover future expenditure brought on by the pandemic as well as the laptop computers' depreciation and the pandemic protection expenditure incurred in the year at the activity centre that has been treated as governance costs.

#### Fixed asset.

The minibus acquired in the year for £60,747 was funded as to £45,738 placed in a designated fund and £15,009 held in a restricted fund. Depreciation will be charged to the fund.

#### Investment of funds.

These were held in immediate and short-notice bank deposit accounts at the year-end although annual fixed-term bank deposits matured in the year giving rise to a satisfactory crediting of interest that was agreed at the time of the initial deposit. The bank concerned was Lloyds Bank, a U.K. High Street bank. Interest rates at High Street banks remained low at the year-end. Investment of funds outside of Lloyds Bank were not pursued because of the risk to the principal invested and a breach of the Articles of Association.

#### Going concern.

The financial statements were prepared on the going concern basis. The Trustees have a reasonable expectation that the charity will continue in operational existence for the foreseeable future, despite the impact of the Covid-19 pandemic. The income from the shop is reliable, the Borough's contractual funding will last until 31 March 2023 if neither side opts out and there are substantial unrestricted funds on hand.

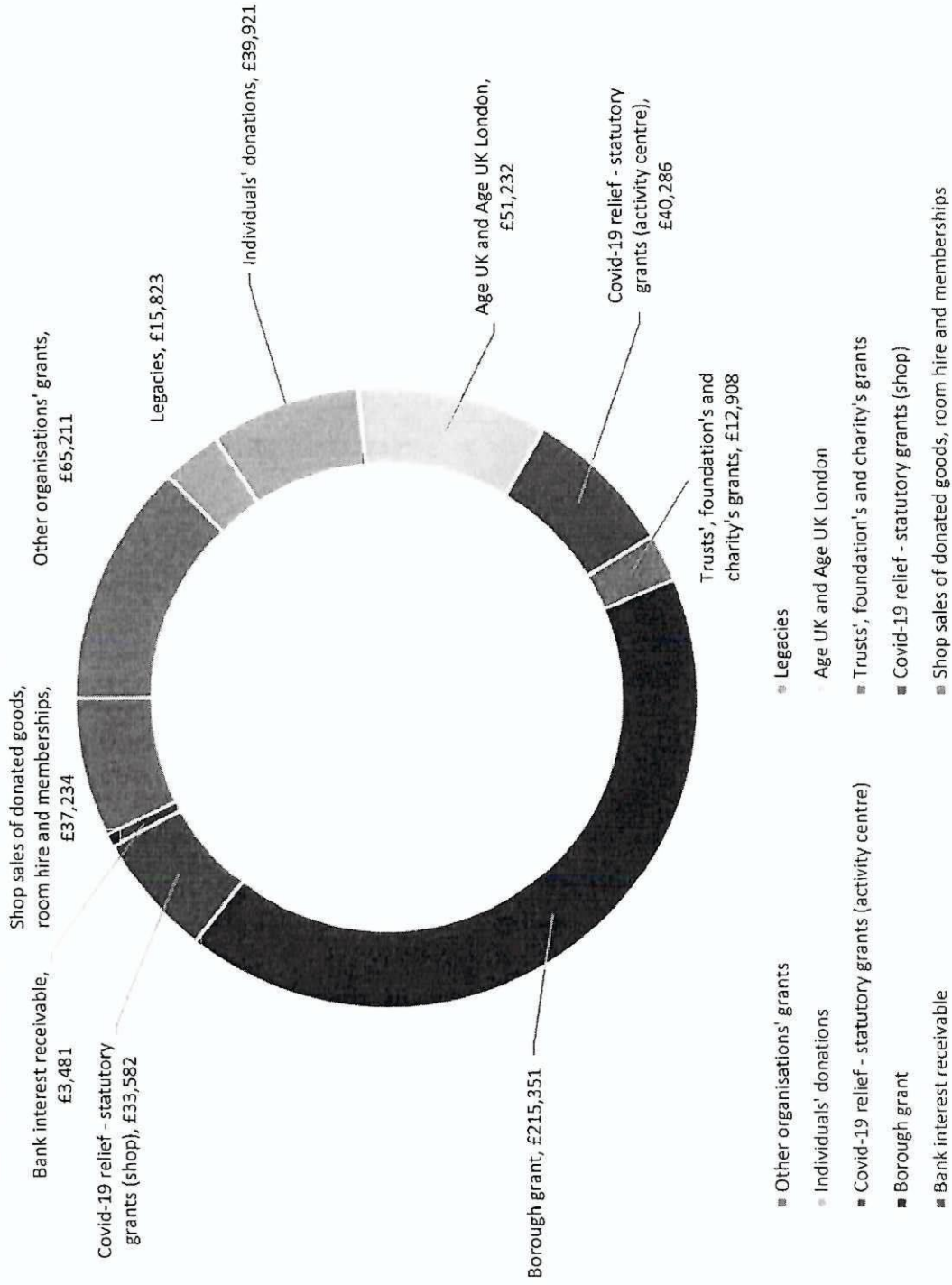
#### Property use.

The charity appreciated the use of the Borough's premises at 105, Greyhound Road, Hammersmith as an activity centre at a nil rent. This benefit-in-kind of £51,500 has been brought into the financial statements as income and matched by the equivalent figure of rent within buildings expenditure.

#### Volunteers.

Their input is not quantified in the financial statements.

**Age UK Hammersmith & Fulham - Income £515,029 for the year ended 31 March 2021.**



- Other organisations' grants
- Individuals' donations
- Covid-19 relief - statutory grants (activity centre)
- Borough grant
- Bank interest receivable
- Legacies
- Age UK and Age UK London
- Trusts', foundation's and charity's grants
- Covid-19 relief - statutory grants (shop)
- Shop sales of donated goods, room hire and memberships

### Expenditure - 31 March 2021

Equipment, £5,054, 1%    Depreciation, £6,320, 1%

Activities, £9,518, 2%

Volunteers, £1,580, 0%

Professional, £15,360, 3%

Buildings, £97,785, 18%

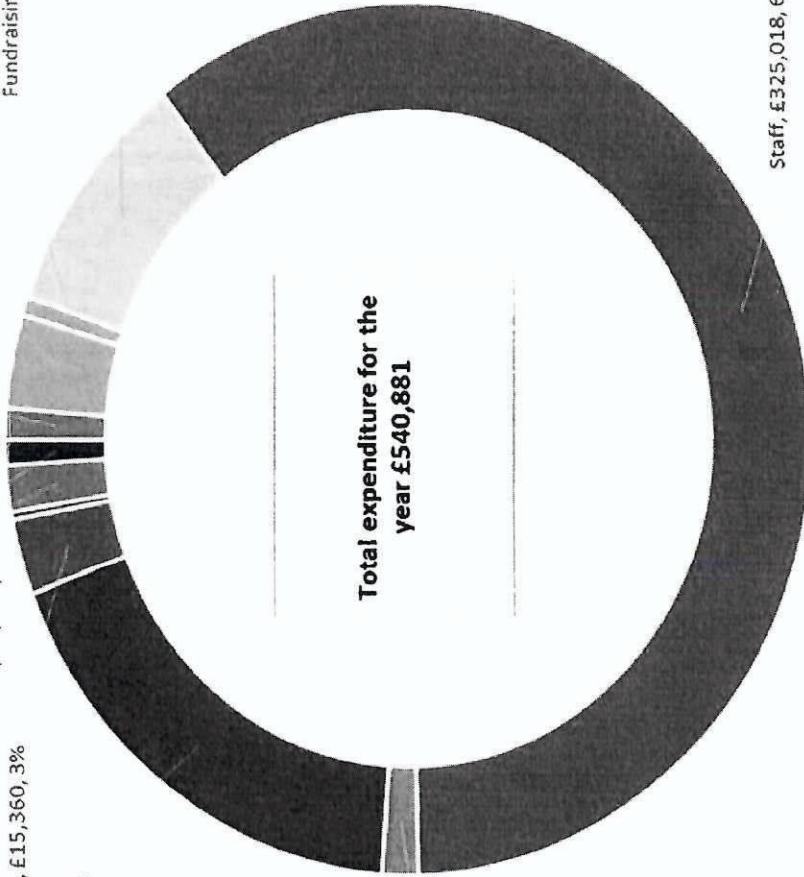
Governance, £18,808, 4%

Fundraising, £3,762, 1%

Shop sales, £49,886, 9%

Office, £7,790, 1%

Staff, £325,018, 60%



**Total expenditure for the year £540,881**

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup> March 2021.**

**RESERVES POLICY.**

**Basis and calculation of reserves.**

The reserves consist of that part of the unrestricted general income fund that is realisable within the next twelve months. The Trustees consider that they had free reserves of £346,064 at 31<sup>st</sup> March, 2021, consisting of the unrestricted general income fund of £346,698 less that part held as fixed assets of £634.

**The level of reserves required to be held under the policy and its rationale.**

The policy of the charity is to hold reserves at any one time equivalent to six months' expenditure on all fronts, including expenditure out of restricted and unrestricted designated income funds. This level of reserves is designed to:

- Cater for an unforeseen calamity, and
- Provide for the extra and routine costs of a temporary or permanent diminution of activities, should restricted funding be withdrawn and/or the charity encounter a shortfall of unrestricted funding.

Reserves held in excess of those required under the policy will be expended on the charity's beneficiaries except where financial projections predict a fall in reserves to a level below that set by the policy (calculated before such expenditure on beneficiaries) in which case the reserves will be retained.

**Tenancy-at-will commitment at the shop in the West 12 Shopping Centre.**

The charity has not included any lease commitment in the definition of the level of reserves required to be held under the policy, insofar as the commitment extends beyond six months into the future. This is because:

- A designated fund has been set up to cover shop costs.
- The lease expired on 26 February 2021 and the shop is occupied under a tenancy-at-will with a minimal notice to leave the premises required.
- There is not a rent charge.

However, it is planned to draft a new three-year lease with rolling mutual break options after twelve months.

**Lease commitment at 105, Greyhound Road's activity centre (subject to contract).**

The charity has deducted the lease commitment, excluding rent, in the definition of the level of reserves required to be held under the policy, insofar as the commitment extends beyond six months from the year-end and until 31 March 2023. This is because:

- The charity takes the view that it has complied, and will comply, with the terms of the Borough's funding and of the lease, so that the Borough will waive in full the annual market rent of £51,500.
- The lease expires on 31 March 2023.
- A designated fund has been established to cover the annual market rent to 31 March 2023.

#### **Finance leases.**

The charity has not included any finance lease commitment in the definition of the level of reserves required to be held under the policy, insofar as the commitment extends beyond six months into the future. This is because of the immateriality of the item.

#### **Position at 31st. March, 2021.**

The forecast expenditure on all fronts for the twelve months to 31<sup>st</sup> March 2022 is £619,364, excluding the free rent of the activity centre at 105, Greyhound Road. The free reserves at 31<sup>st</sup> March, 2021 of £318,723 represented just over six months' worth of this expenditure, after retaining the lease commitment, excluding rent, of that property in the period from 1 October 2021 to 31 March 2023.

The excess reserves of a week of expenditure will need to be retained given planned reserve levels in the future. This is the case particularly given the Covid-19 pandemic of the calendar years 2020 and 2021, which has reduced shop sales, reduced beneficiaries' charges and necessitated increased safety and computer expenditure.

Accordingly, the charity is content with the reserves level.

#### **Review of the policy.**

This is carried out annually by the charity.

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup> March 2021.**

**Risk Management.**

In acknowledging their responsibility towards risk management, the Trustees have considered the following:

- ✓ The charity operates in a low-risk environment.
- ✓ The charity is managed by the Chief Executive, who supervises the team of staff. The Chief Executive is in communication with the Chair of the Trustees and she attends every Board meeting of the Trustees.
- ✓ The charity operates from the activity centre at 105, Greyhound Road, where the Chief Executive can maintain a close watch on the charity's operations.
- ✓ The Chief Executive carries out a documented risk management exercise which is agreed by the Trustees.

The Charity Commission defines major risks as those which:

- ✓ Would cause a high loss to the charity if they crystallised, and
- ✓ Have a high probability of occurrence.

The Trustees are of the view that:

- Major risks have been, and are, identified and reviewed by themselves,
- Systems have then been, and are then, established to mitigate the major risks.

**AGE UK HAMMERSMITH & FULHAM**  
**ANNUAL REPORT for the year ended 31<sup>st</sup> March 2021.**

**Statement of Trustees' Responsibilities.**

The Trustees are required by law to prepare this annual report and financial statements for each financial year which give a true and fair view of the state of affairs of the charity at the end of that year and of its incoming resources and expenditure of resources for the year then ended. In preparing those financial statements, the Trustees are required to:

1. Select suitable accounting policies and then apply them consistently;
2. Make judgements and estimates that are reasonable and prudent;
3. State whether the accounting policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures being disclosed and explained in the financial statements; and
4. Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safe-guarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Auditors.**

Brown & Batts L.L.P. have resigned as auditors. Warrener Stewart have been appointed by the Trustees to fill the arising casual vacancy in that office and have carried out the audit of the financial statements for the year. The Trustees express their thanks to the previous auditors, Brown & Batts L.L.P. for their service in that office for about a decade.

The Trustees will be holding a tender process that will select an auditor from those invited to so tender in respect of the financial statements for the year ending 31<sup>st</sup> March 2022. The members at the forthcoming Annual General Meeting will be asked to approve the appointment of the auditor for the year ending 31<sup>st</sup> March 2022 arising from the tender process.

**Approval.**

This report was approved on behalf of the Directors and Trustees on 29<sup>th</sup> September, 2021 by:



Mr. Robin Fawcett,  
Chair of Directors and Trustees.

## AGE UK HAMMERSMITH & FULHAM – APPENDIX A

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH & FULHAM

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#### Opinion

We have audited the financial statements of Age UK Hammersmith & Fulham (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and in other respects the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

#### Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Auditors' Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

## **AGE UK HAMMERSMITH & FULHAM**

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH & FULHAM (CONTINUED)**

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In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of our knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

- We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

#### **Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

**AGE UK HAMMERSMITH & FULHAM**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH & FULHAM (CONTINUED)**

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**Auditors' responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Our assessment of the susceptibility of the entity's financial statements is considered to be low. We reached this conclusion after consideration of the following:

- Because of the regulated nature of the charity, there are strong controls in place and adequate high-level monitoring such that any unexpected items would be identified and enquired into by management; and
- Management decisions are closely overseen and monitored by independent trustees indicating that the likelihood of any single individual being in a position to override controls to effect fraud is low.

We designed our audit procedures to respond to identified risks, including non-compliance with laws and regulations (irregularities) that are material to the financial statements. Some of the specific procedures performed to detect irregularities, including fraud, are detailed below:

- The review of control accounts and journal entries for large, unusual or unauthorised entries;
- The analytical review of the detailed profit and loss account for unexpected variances or items that fell outside our understanding of the business;
- Obtaining and reviewing a list of connected persons and entities and reviewing ledgers for undisclosed related party transactions; and
- Reviewing compliance with the rules and guidelines set out by the Charity Commission.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to material misstatement in the financial statements or non-compliance with regulation. This risk increases the more the compliance with a law or regulation is removed from the events and transactions reflected in the financial statements as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring because of fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors' Report.

**AGE UK HAMMERSMITH & FULHAM**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH & FULHAM (CONTINUED)**

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**Use of our report**

This report is made solely to the Charity's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.



**Colin Edney (senior statutory auditor)**

For and on behalf of  
Warrener Stewart  
43 Harwood Road  
London  
SW6 4QP

Date: 30 September 2021

**APPENDIX B.**

**AGE UK HAMMERSMITH & FULHAM.**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST. MARCH, 2021.**

**CONTENTS.**

- I           Income and Expenditure Account - Statement of Financial Activities.
- II           Balance Sheet.
- III          Notes to the Financial Statements.

**AGE UK HAMMERSMITH & FULHAM.**  
**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST. MARCH, 2021.**

**STATEMENT OF FINANCIAL ACTIVITIES**

		Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2020	
		<u>Unrestricted</u> <u>General</u> <u>income fund</u> <u>(reserves</u>		<u>Unrestricted</u> <u>Designated</u> <u>income funds</u>	<u>Restricted</u> <u>income funds</u>	<u>Total of all</u> <u>funds</u>	<u>Total of all</u> <u>funds</u>
Note		£	£	£	£	£	£
<i>Income from:</i>							
Grants, legacies, donations, Age UK and other							
	Legacies	-	15,823	-	15,823	186,719	
	Individuals' donations	2b	28	24,707	15,186	39,921	4,931
	Age UK National and Age UK London - grants	2b	46,024	5,208	-	51,232	21,899
	Trusts', foundation's and charity's grants	2b	5,500	-	7,408	12,908	-
	Other organisations' grants	2b	6,501	-	58,710	65,211	65,262
	Room hire and memberships	2b	150	-	217	367	2,916
	Profit on sale of fixed asset		-	-	-	-	1,850
	Covid-19 relief - statutory grants (shop)		33,582	-	-	33,582	-
	Covid-19 relief - statutory grants (activity centre)		40,286	-	-	40,286	-
	Charitable activities - contract with Borough	2a	-	-	215,351	215,351	225,464
	Shop sales of donated goods		36,867	-	-	36,867	102,312
	Bank interest receivable		3,481	-	-	3,481	3,865
	<b>Incoming resources in total</b>		<b>172,419</b>	<b>45,738</b>	<b>296,872</b>	<b>515,029</b>	<b>615,218</b>
<i>Expenditure on:</i>							
Raising funds							
	Fundraising	4	3,762	-	-	3,762	216
	Shop	4	49,886	-	-	49,886	53,712
			53,648	-	-	53,648	53,928
Charitable activities							
	Staff	3	16,042	-	308,976	325,018	267,213
	Buildings	3	6,463	-	91,322	97,785	95,298
	Professional fees	3	1,275	-	14,085	15,360	8,404
	Volunteers	3	14	-	1,566	1,580	1,863
	Office	3	509	-	7,281	7,790	10,864
	Activities	3	10	-	9,508	9,518	17,821
	Equipment	3	371	-	4,683	5,054	9,880
	Depreciation	3	1,767	-	4,553	6,320	3,909
	Governance	5	13,299	5,509	-	18,808	20,571
	<b>Resources expendable in total</b>		<b>93,398</b>	<b>5,509</b>	<b>441,974</b>	<b>540,861</b>	<b>489,851</b>
	<b>Net incoming resources/(resources expendable) for the year</b>		<b>79,021</b>	<b>40,229</b>	<b>(145,102)</b>	<b>(25,852)</b>	<b>125,367</b>
Transfers between funds:							
	Absorption of deficit on the SLA restricted income fund by the general fund	16	(166,684)	-	166,684	-	-
	Setting up of a designated fund for Covid-19 costs of the year and for beyond the year-end	14	(50,000)	50,000	-	-	-
	Shop laptop computer's depreciation charge against designated fund for Covid-19 costs	14	127	(127)	-	-	-
	Activity centre's computers' depreciation charge against designated fund for Covid-19	14	1,273	(1,273)	-	-	-
	Setting up of a designated property fund	14	(103,000)	103,000	-	-	-
	Absorption by designated funds of staff, shop and vehicle costs that were previously borne by the general fund	14	126,924	(126,924)	-	-	-
	<b>Funds at 31st. March, 2020</b>		<b>459,037</b>	<b>156,077</b>	<b>3,441</b>	<b>618,555</b>	<b>493,188</b>
	<b>Funds at 31st. March, 2021</b>		<b>£ 346,698</b>	<b>£ 220,982</b>	<b>£ 25,023</b>	<b>£ 592,703</b>	<b>£ 618,555</b>

This account has been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice (Financial Reporting Standard 102 version).

The notes on pages III to XVI form part of the financial statements.

AGE UK HAMMERSMITH & FULHAM.  
BALANCE SHEET AS AT 31ST. MARCH, 2021.

	Note	At 31st. March, 2021 £	At 31st. March, 2021 £	At 31st. March, 2020 £	At 31st. March, 2020 £
<b>FIXED ASSETS</b>					
Tangible assets					
Fixtures and equipment - finance-leased	9	-		3,000	
Fixtures and equipment - owned	9	11,727		3,638	
Minibus - owned	9	60,747		-	
			<u>72,474</u>		<u>6,638</u>
<b>CURRENT ASSETS</b>					
Debtors					
Sundry debtors		85		85	
Value added tax recoverable		12,142		3,630	
Prepaid expenditure		-		3,071	
Accrued income - grants		15,337		5,100	
		<u>27,564</u>		<u>11,886</u>	
Cash at bank and in hand		<u>509,995</u>		<u>623,657</u>	
			537,559		635,543
<b>CURRENT LIABILITIES</b>					
Creditors: Amounts falling due within one year					
Sundry creditor		1,106		1,239	
Bought ledger		-		792	
Payroll taxation, social security and pension contributions		5,708		6,778	
Finance leases		1,376		3,025	
Accrued expenditure		9,140		10,019	
			<u>(17,330)</u>		<u>(21,853)</u>
<b>NET CURRENT ASSETS</b>			<u>520,229</u>		<u>613,690</u>
<b>NON-CURRENT LIABILITIES</b>					
Creditors: Amounts falling due after one year					
Finance leases					<u>(1,773)</u>
<b>TOTAL ASSETS LESS LIABILITIES</b>			<u>£ 592,703</u>		<u>£ 618,555</u>
<b>CAPITAL AND RESERVES</b>					
Income and expenditure account					
Unrestricted General Income Fund	17		346,698		459,037
Other reserves					
Unrestricted Designated Income Funds	14		<u>220,982</u>		<u>156,077</u>
Total Unrestricted Funds			567,680		615,114
Restricted Income Funds	16		25,023		3,441
			<u>£ 592,703</u>		<u>£ 618,555</u>

Approved on behalf of the Directors and Trustees on 29th, September 2021 by:

Mr. Robin Fawcett  
Chair of Directors and Trustees

Emmanuel Asamoah  
Director, Trustee and Treasurer

The notes on pages III to XVI form part of the financial statements.

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,**  
**2021.**

III

1 ACCOUNTING POLICES.

1.01 General.

The accounts have been prepared in accordance with the Companies Act of 2006, the Accounting and Reporting by Charities: Statement of Recommended Practice FRS 102 version (S.O.R.P.), and the applicable accounting standard: the Financial Reporting Standard 102 (FRS 102) applicable in the U.K. and the Republic of Ireland. The charity has taken advantage of section 1A of FRS 102 due to its small size. The accounts have been prepared under the historical cost convention, as modified by the measurement of financial assets and liabilities at fair value. The charity's significant accounting policies are stated in this note. Not all of these significant accounting policies required the Trustees to make difficult, subjective or complex judgments or estimates. The assets and liabilities of the charity that were subjected to a significant degree of estimation or judgement were: depreciation of assets, the timing of the capitalisation of costs and assets and the recoverability of trade debt.

1.02 Donations and Legacy.

Donations and the legacy were credited as income when there was certainty as to their amount and the entitlement of the charity thereto, and there was probability as to receipt.

Donated goods (apart from those for resale in the shop), facilities and services were included in income at the value thereof to the charity i.e. the amount that the charity would have paid for the goods, facilities and services or their equivalent on the open market. The income was matched by the equivalent expenditure. The use of the activity centre provided by the Borough rent-free was brought into the financial statements as income at the market rent together with the equivalent rental expenditure.

Donated goods for resale in the shop were brought into account when sold with the income recorded being the sale proceeds. There was not any expenditure connected with their procurement, apart from the costs of transport to the shop from the donors.

Income other than grant income is recognised at the fair value of the consideration received or receivable for the goods and services provided.

Donations for the purchase of fixed assets were credited in full as income and held as a restricted fund during the life of the assets that they had wholly or partly purchased. The restricted fund was charged each year with depreciation.

Donations designated for the purchase of fixed assets were credited in full as income and held as an unrestricted designated fund during the life of the assets that they had wholly or partly purchased. The unrestricted designated fund was charged each year with depreciation.

Covid-19 pandemic donations from Age UK England, Age UK London and elsewhere were treated as unrestricted income of the general reserve fund.

The services of volunteers have not been brought into the financial statements.

1.03 Grants and Contracted Income.

These incomes were credited as income on the earlier date of when they were received or when they were receivable unless it was specified that they were for a future accounting period, in which case they were included in the balance sheet as deferred income. As a pre-requisite, the incomes were only credited or deferred as income when there was certainty as to their amount, the entitlement of the charity thereto and probability as to their receipt.

Grants were allocated to the head of:

- Income from charitable activities

if they were obtained by way of an involved and detailed application process, and followed by close monitoring and supervision by the grantor. Grants were not allocated to this head if they were obtained by straightforward means, with limited follow-up of their spending undertaken by the grantor.

Contractual income was allocated to this head, because the services provided constituted activities in the furtherance of the charity's object.

Grants and contracted income received for specific purposes were accounted for as restricted funds.

Grants for the purchase of fixed assets were credited in full as income and held as a restricted fund during the life of the assets that they had wholly or partly purchased. The restricted fund was charged each year with depreciation.

Grants designated for the purchase of fixed assets were credited in full as income and held as an unrestricted designated fund during the life of the assets that they had wholly or partly purchased. The unrestricted designated fund was charged each year with depreciation.

Covid-19 pandemic grants from Governmental sources and elsewhere were treated as unrestricted income of the general reserve fund.

#### 1.04 Restricted Income Funds.

Restricted funds were used for the specific purposes laid down by the contractor, donor or grantor in the furtherance of the object of the charity. Charitable expenditure which met those criteria was charged to the fund.

#### 1.05 Unrestricted General Income Fund (reserve fund).

This fund comprised grants, donations, legacies, shop sales and other income raised for the object of the charity including to relieve the Covid-19 pandemic but otherwise without further specified purpose.

#### 1.06 Unrestricted Designated Income Funds.

These funds were unrestricted income funds set aside by the Trustees for particular purposes.

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,**  
**2021.**

V

The funds included a £50,000 transfer from the general income fund to cover Covid-19 protection and related computer expenditure incurred in the year and further Covid-19 expenditure after the year-end. This was required by the Board of Trustees.

**1.07 Expenditure on Charitable Activities.**

Staff costs were allocated to various activities on the basis of staff time spent on those activities and non-staff expenses were allocated having regard to actual consumption, floor areas, nature of the activity and other criteria.

In distinguishing between the following two heads of expenditure incurred on charitable activities:

- Directly, and
- Support,

the basic rule was that if it were impractical to allocate expenditure between one head and the other then such expenditure was split 70/30 between the two heads. The direct expenditure allocation was 70% and the support expenditure allocation was 30%.

Expenditure was provided for when the charity had an obligation to transfer value to a third party and was allocated on reasonable and justifiable grounds.

**1.08 Expenditure on Raised Funds.**

This unrestricted expenditure comprised the cost of operating the charity shop, the staff cost of the fundraising manager, and costs incurred in inducing people and organisations to contribute financially to the object of the charity, whether for a restricted purpose or not.

Expenditure was provided for when the charity had an obligation to transfer value to a third party and was allocated on reasonable and justifiable grounds.

**1.09 Expenditure on Governance.**

This unrestricted expenditure related to the costs of running the charity such as the audit and of other statutory compliance, and included any costs which could not be identified as charitable expenditure on activities or incurred on raised funds. It included Covid-19 pandemic protection expenditure at the activity centre.

Expenditure was provided for when the charity had an obligation to transfer value to a third party and was allocated on reasonable and justifiable grounds.

**1.10 Depreciation of Tangible Fixed Assets.**

The policy was to provide depreciation on all tangible fixed assets at rates calculated to write off the cost of each asset over its estimated useful life on a straight-line basis.

The rates were: Fixtures and equipment (owned) - 20%, fixtures and equipment (finance-leased) – over a period equal to that of the lease and motor vehicles – 20%. Assets costing under £1,000 were written off in the year of purchase.

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,**  
**2021.**

VI

1.11 Pension costs.

The charity contributed to employees' private defined contribution pension schemes, and to the NEST organisation under H.M. Government's auto-enrolment of pensions.

The pension costs represented the contributions payable to these schemes.

1.12 Leases.

Rental costs under operating leases (where the risks and rewards attached to the asset remained with the lessor) were recognised in equal annual instalments over the period of the lease. See note ten for details of the operating leases.

Finance charges under finance leases (where the risks and rewards attached to the assets were transferred to the charity as lessee) were recognised under the sum of the digits method. The assets were capitalised at estimated cost with the amounts owed to the lessor shown as finance lease creditors including finance charges up to the balance sheet date. Payments under the leases were offset against the finance lease creditors. Finance charges were included in equipment costs.

1.13 Value Added Tax.

The charity was registered for the tax and was partially exempt for this purpose. The charity was under the de minimis threshold for the purpose of the recovery of VAT paid that was attributable to exempt business activities, and accordingly the charity was able to recover from H.M. Revenue & Customs all of the VAT paid that was attributable to income within the scope of VAT. VAT paid that was not recoverable from H.M. Revenue & Customs on the ground that it was attributable to income outside the scope of VAT was included in governance costs.

1.14 Bad debts.

Provisions were made against monies due to the charity where the debts were overdue and the recovery was in doubt. Debts were written-off according to procedures agreed by the Trustees.

1.15 Other financial instruments.

Basic financial instruments were recognised as the amounts payable or receivable when the instrument was first recognised together with any subsequent transaction costs, but modified in respect of trade debtors for the assessment of potential bad debts.

1.16 Going concern.

The financial statements were prepared on the going concern basis. The Trustees have a reasonable expectation that the charity will continue in operational existence for the foreseeable future, despite the impact of the Covid-19 pandemic. The income from the shop is reliable, the Borough's contractual funding will last until 31 March 2023 if neither side opts out and there are substantial unrestricted funds on hand.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

## 2. INCOME.

## 2a. INCOME FROM CHARITABLE ACTIVITIES.

London Borough of Hammersmith & Fulham (L.B.H.& F.) - service level agreement (S.L.A.) under contract - receivable from the third sector investment fund (3SIF)  
London Borough of Hammersmith & Fulham (L.B.H.& F.) - use of their premises at 105 Greyhound Road at a zero rent - benefit-in-kind valued at market rent

London Borough of Hammersmith & Fulham (L.B.H.& F.)

Beneficiaries' charges - 105 Greyhound Road activities  
Beneficiaries' charges - Transport

Beneficiaries' charges under S.L.A. with London Borough of Hammersmith & Fulham

Totals

	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2020
	Unrestricted	Designated	Restricted	Total	Total
	£	£	£	£	£
	-	-	160,000	160,000	160,000
	-	-	51,500	51,500	51,500
	-	-	211,500	211,500	211,500
	-	-	2,880	2,880	12,826
	-	-	971	971	1,138
	-	-	3,851	3,851	13,964
	£ -	£ -	£ 215,351	£ 215,351	£ 225,464

## 2b. INCOME FROM GRANTS, DONATIONS, AGE UK AND OTHER (see also note 12 regarding benefits received).

Big Lottery for Digital Inclusion

Various organisations

Aztec Financial Services, Jersey

GP Ltd.

Accenture

Employee volunteering

Waltrose

LMA Property Ltd. for Christmas food hampers

LMA Property Ltd. for centre

UK Online

Other organisations' grants

Room hire

Memberships

Room hire and memberships

Website donations - designated for minibus

Crowd fundraising - restricted to minibus

Sundry individuals' donations at shop

Gardening

Cyber cafe

Yoga classes - donations

Individuals' donations for transport

Individuals' donations for minibus transport

Individuals' donations - designated for minibus

Individuals' donations

Age UK National - grants

Age UK National - Covid-19 relief

Age UK National/Cadbury Fdn.

Age UK London - grants

Age UK London - Covid-19 relief

Age UK National and Age UK London - grants

	-	-	57,132	57,132	60,398
	-	-	-	-	4,524
	5,511	-	-	-	-
	10	-	-	-	-
	300	-	-	-	-
	-	-	1,200	1,200	140
	680	-	-	680	200
	-	-	300	300	-
	-	-	24	24	-
	-	-	54	54	-
	£ 6,501	£ -	£ 58,710	£ 59,390	£ 65,262
	-	-	217	217	2,033
	150	-	-	150	883
	£ 150	£ -	£ 217	£ 367	£ 2,916
	-	16,066	-	16,066	367
	-	-	13,362	13,362	-
	28	-	-	28	178
	-	-	80	80	395
	-	-	18	18	32
	-	-	79	79	-
	-	-	37	37	-
	-	-	1,610	1,610	-
	-	8,641	-	8,641	3,959
	£ 28	£ 24,707	£ 15,186	£ 39,921	£ 4,931
	9,792	5,208	-	15,000	15,000
	35,117	-	-	35,117	-
	-	-	-	-	5,000
	-	-	-	-	1,899
	1,115	-	-	1,115	-
	£ 46,024	£ 5,208	£ -	£ 51,232	£ 21,899



**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.**

**4. EXPENDITURE ON RAISING FUNDS.**

	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2020
	<u>Unrestricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Total</u>
	<u>Fundraising</u>	<u>Shop</u>		
	£	£	£	£
Staff	3,210	32,512	35,722	32,018
Buildings	61	14,311	14,372	17,003
Professional	-	2,067	2,067	1,454
Volunteers	-	99	99	1,068
Office	180	58	238	202
Activities	-	-	-	1,857
Equipment	-	712	712	110
Depreciation	-	127	127	-
Website	311	-	311	216
	<u>3,762</u>	<u>49,886</u>	<u>53,648</u>	<u>53,928</u>

**5. EXPENDITURE ON GOVERNANCE.**

	<u>Unrestricted</u>	<u>Designated</u>	<u>Total</u>	<u>Unrestricted</u>
Staff costs	1,782	-	1,782	1,263
Sundries	5	-	5	3
Books and software	2,595	-	2,595	3,636
Value added tax	2,262	-	2,262	3,217
Bank charges	806	-	806	782
Subscriptions	198	-	198	1,242
Audit	5,000	-	5,000	2,500
Annual General Meeting, Board meetings & Annual Report	-	-	-	61
Legal	630	-	630	13
Strategic advice sought by Trustee Board for working in an ever more challenging environment	-	-	-	7,750
Covid-19 protection at centre	-	5,509	5,509	-
Payroll	21	-	21	104
	<u>£ 13,299</u>	<u>£ 5,509</u>	<u>£ 18,808</u>	<u>£ 20,571</u>

**6. FINANCIAL COMMITMENTS ACCRUING AFTER THE YEAR-END AND NOT PROVIDED FOR IN THE FINANCIAL STATEMENTS - FINANCE CHARGES AND DEPRECIATION UNDER FINANCE LEASES.**

	At 31st. March, 2021	At 31st. March, 2020
Overall	<u>£ 1,376</u>	<u>£ 7,798</u>
Within one year (for a commitment expiring within (2020: After) one year)	<u>£ 1,376</u>	<u>£ 6,025</u>

**7. FINANCIAL COMMITMENTS ACCRUING AFTER THE YEAR-END AND NOT PROVIDED FOR IN THE FINANCIAL STATEMENTS - BUSINESS RATES, BUILDINGS INSURANCE AND SERVICE CHARGES DUE UNDER PROPERTY LEASES.**

105, Greyhound Road activity centre:

Within one year (for a commitment expiring after one year)	<u>£ 17,625</u>	<u>£ 17,617</u>
Overall	<u>£ 36,458</u>	<u>£ 54,075</u>
Shop:		
Overall and within one year (for a commitment expiring within one year)	<u>£ 833</u>	<u>£ 9,167</u>

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

8. STAFF COSTS.	Year ended 31st. March, 2021 £	Year ended 31st. March, 2020 £
Salaries	323,299	267,296
Agency staff	3,749	532
Social Security	19,188	17,040
Pension contributions	14,405	12,479
Recruitment	1,396	1,784
Travel	-	109
Training	484	1,254
	<u>£ 362,521</u>	<u>£ 300,494</u>

Deducted in the financial statements as follows:

Charitable activities	325,017	267,213
Generated funds	35,722	32,018
Governance	1,782	1,263
	<u>£ 362,521</u>	<u>£ 300,494</u>

Not any employee earned a salary of £60,000 per annum or more in either year.

9. FIXED ASSETS.

These are tangible fixed assets for charity use.  
The minibus was first brought into use after the year-end.

	Fixtures and Equipment (finance- leased) £	Fixtures and Equipment (owned) £	Minibus (owned) £	Total £
<i>Cost:</i>				
At 31st. March, 2020	9,000	7,452	-	16,452
Additions	-	11,536	60,747	72,283
At 31st. March, 2021	<u>9,000</u>	<u>18,988</u>	<u>60,747</u>	<u>88,735</u>
<i>Accumulated Depreciation:</i>				
At 31st. March, 2020	6,000	3,814	-	9,814
Charge for year	3,000	3,447	-	6,447
At 31st. March, 2021	<u>9,000</u>	<u>7,261</u>	<u>-</u>	<u>16,261</u>
<i>Net book value:</i>				
At 31st. March, 2020	<u>£ 3,000</u>	<u>£ 3,638</u>	<u>£ -</u>	<u>£ 6,638</u>
At 31st. March, 2021	<u>£ -</u>	<u>£ 11,727</u>	<u>£ 60,747</u>	<u>£ 72,474</u>

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.**

**10. TAXATION.**

The charity was not liable to United Kingdom corporation tax in either year because:

- a) Its income from charitable activities and various grants were obtained from undertaking activities that were primary purposes of the charity.
- b) The sales at the shop were the result of the conversion of donated goods to cash.
- c) The other income was applied for charitable purposes.

There was minimal recovery of United Kingdom income tax under the gift aid scheme in either year.

The charity had been registered for European value added tax for many years. Shop sales of donated goods were subject to the tax at a zero rate and the charity's remaining income was either exempt from the tax under the welfare provisions or outside the scope of the tax. In both years the charity recovered the majority of the tax that it had paid.

**11. OPERATING LEASES.**

The charity's occupations of the shop and of 105, Greyhound Road were as the result of operating leases.

**12. TRUSTEES' REMUNERATION, BENEFITS, INDEMNITY INSURANCE AND EXPENSES.**

The Trustees, and persons connected with them, were not entitled to, and did not receive, any remuneration or benefits in either year, other than cover under an insurance policy that included Trustees' indemnity. The Articles of Association permit the taking out of the insurance policy. The annual premium paid was £482 in each of both years under the policy. Expenses were not reimbursed to Trustees in either year.

**13. BENEFITS-IN-KIND.**

The annual rent due to the Borough under the charity's occupation of the property at 105, Greyhound Road was nil in both years. The annual market rent of £51,500 has been brought into income as a benefit-in-kind in both years, and a corresponding rent charge of the same figure has been included in expenditure in both years.

Volunteers' services have not been quantified in the financial statements. There were several hundred volunteers, most of whom were involved in the befriending service provided under contract to the Borough under the S.L.A. Other volunteers worked (inter alia) in the shop, on the Digital Inclusion project, in reception and administration at the day centre, as escorts on shopping trips and outings, rendering advice and information, and in providing meals at the day centre.

Organisations contributed equipment, kitchen provisions and other goods, and their employees' services, in both years. These benefits have not been quantified in the financial statements.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

14. UNRESTRICTED DESIGNATED INCOME FUNDS.

The Trustees had designated funds for the following purposes :

	At 31st. March, 2020 £	Minibus acquisition: Individuals' donations £	Covid-19 spend: Depreciation of centre computers by way of transfer £	Covid-19 spend: Depreciation of shop computer by way of transfer £	Activity centre: Covid-19 protection expenditure £	Transfers (to)/from unrestricted income fund - absorption of costs £	At 31st. March, 2021 £
1 Staff and shop costs	154,980	-	-	-	(126,651)	28,329	
2 Minibus funding	-	45,738	-	-	-	45,738	
3 Covid-19	-	-	(1,273)	(127)	(5,509)	43,091	
4 Property fund	-	-	-	-	103,000	103,000	
1 Maintenance of minibus	1,097	-	-	-	(273)	824	
	<u>£ 156,077</u>	<u>£ 45,738</u>	<u>(£ 1,273)</u>	<u>(£ 127)</u>	<u>£ 26,076</u>	<u>£ 220,982</u>	

Notes.

- 1 The staff and minibus maintenance costs comprised those charged to the service level agreement restricted income fund but not covered by the income of that fund. Shop costs were not involved.
- 2 The minibus was first used after the year-end, whereupon depreciation will be borne by the fund.
- 3 Unrestricted general income funds were designated to cover Covid-19 costs of the year and for beyond the year-end.
- 4 Unrestricted general income funds were designated to cover the annual market rent of £51,500 at the activity centre in the case that the charity will fail to comply with either the terms of the Borough's funding or of the lease, and, as a result, that the Borough will withdraw its waiver in full of the annual market rent. It is assumed that the charity will not exercise its right to opt out of the lease in such a circumstance. Should the Borough exercise its right to end the lease in such a circumstance, the fund will be used to acquire a new property for the charity to occupy. The lease ends on 31 March 2023 and the fund of £103,000 represents two years' annual market rent.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

15. FUNDS - REPRESENTATION BY NET ASSETS.

Fund balances at 31st. March, 2021 were represented by:

	Unrestricted General income £	Unrestricted Designated income £	Borough's contract restricted income £	Digital Inclusion restricted income £	Pinnacle restricted income £	Minibus funding £	Census 2021 £	Consultative Forum Local & Vocal £	Total £
Tangible Fixed Assets	634	4,130	66,151	1,559	-	-	-	-	72,474
Current Assets	15,237	-	12,227	-	-	-	-	100	27,564
Cash at Bank and in Hand	337,298	216,852	(68,147)	3,536	414	15,009	5,133	(100)	509,995
Creditors: Amounts falling due within one year	(6,471)	-	(10,231)	(663)	-	-	35	-	(17,330)
Creditors: Amounts falling due after one year	-	-	-	-	-	-	-	-	-
<b>Total Net Assets</b>	<b>£ 346,698</b>	<b>£ 220,982</b>	<b>£ -</b>	<b>£ 4,432</b>	<b>£ 414</b>	<b>£ 15,009</b>	<b>£ 5,168</b>	<b>£ -</b>	<b>£ 592,703</b>

The unrestricted funds had sufficient assets in an appropriate form to enable their objectives to be achieved. The Borough restricted fund, although not in deficit as regards its net assets, was overdrawn at the bank. However, it was supported by cash advanced by the unrestricted funds.

AGE UK HAMMERSMITH & FULHAM.  
 NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

16. RESTRICTED INCOME FUNDS.

	At 31st. March, 2020	Income from charitable activities	Income: Grants, donations and other	Beneficiaries' charges	Total income	Total expenditure	Surplus/ (deficit) for the year	Transfer from unrestricted General income fund	At 31st. March, 2021
	£	£	£	£	£	£	£	£	£
L.B.H.& F.	-	211,500	-	3,851	215,351	(382,035)	(166,684)	166,684	-
Non-L.B.H.& F.	-	-	2,872	-	2,872	(2,872)	-	-	-
Funds for Borough's contractual activities	-	211,500	2,872	3,851	218,223	(384,907)	(166,684)	166,684	-
Digital Inclusion - funded by Lottery	3,027	-	57,132	-	57,132	(55,727)	1,405	-	4,432
Pinnacle Housing Group - for health fairs	414	-	-	-	-	-	-	-	414
Minibus funding	-	-	15,009	-	15,009	-	15,009	-	15,009
Census 2021	-	-	6,508	-	6,508	(1,340)	5,168	-	5,168
Other restricted funds	3,441	-	78,649	-	78,649	(57,067)	21,582	-	25,023
All restricted funds	£ 3,441	£ 211,500	£ 81,521	£ 3,851	£ 296,872	(£ 441,974)	(£ 145,102)	£ 166,684	£ 25,023

16. RESTRICTED FUNDS (CONTINUED).

Service level agreement (S.L.A.).

The charity continued to provide these services for elderly people in the London Borough of Hammersmith & Fulham on behalf of the Borough in the year paid for by funding from the Borough's Third Sector Investment Fund:

- Active Age: Physical and recreational activities, and cyber café.
- Choice: Advice and information at 105, Greyhound Road.
- In Touch: Befriending, meals, social activities, outings and shopping transport service.
- Volunteering: Support.

Other restricted funds.

The charity continued in the year the digital inclusion project funded by the Lottery. The year was the second year of a five-year outreach initiative to advise the elderly in the Borough of information technology matters through workshops run by volunteers.

Pinnacle Housing Group had granted funds towards the cost of karaoke lunches. No further income was received and, due to the pandemic, expenditure was not incurred. These funds were held at the year-end for future deployment.

Minibus funding. This new fund's income was raised to fund the acquisition of the minibus and is being held as a restricted fund to absorb the depreciation incurred thereupon from after the year-end.

The Census 2021 project commenced in the year funded by the Good Things Fdn. whereby at the activity centre clients were assisted in completing the census forms.

17. UNRESTRICTED GENERAL INCOME FUND.

Core.

This fund continued the general work of the charity. It was financed by Age UK's annual grant, statutory Covid-19 grants for the centre, bank interest receivable and legacies.

Fundraising.

Funding was raised from individuals and from both commercial and not-for-profit organisations.

Shop.

Shop sales of donated inventories continued in the West 12 Shopping Centre in Shepherd's Bush. The charity occupied the premises under a lease and then a tenancy-at-will granted rent-free from the owner of the Shopping Centre, although a service charge was payable.

18. COMPANY INFORMATION.

- Registered Company Number: 01685692 (Limited by Guarantee and Without a Share Capital in England and Wales).
- Registered Charity Number: 289124 (in England and Wales).
- Registered Office: 105, Greyhound Road, London, W.6 8NJ.
- The charity is a public benefit entity.