# AGE CONCERN KINGSTON UPON THAMES

England & Wales · Charity number 299988

## Details

| | |
|---|---|
| **Other names** | MALDEN AND COOMBE OLD PEOPLE'S WELFARE ASSOCIATION, STAYWELL |
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 02272550 |
| **Registered** | 1988-08-24 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | Raleigh House<br>14 Nelson Road<br>New Malden<br>Surrey<br>KT3 5EA |
| **Phone** | 02089428256 |
| **Email** | admin@staywellservices.org.uk |
| **Website** | www.staywellservices.org.uk |

## Activities

**Objects:** THE ORGANISATION'S OBJECTS ('OBJECTS') ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING:(1) THE RELIEF OF THOSE IN NEED, BY REASON OF YOUTH, AGE, ILL-HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE;(2) THE RELIEF OF UNEMPLOYMENT FOR THE BENEFIT OF THE PUBLIC IN SUCH WAYS AS MAY BE THOUGHT FIT, INCLUDING ASSISTANCE TO FIND EMPLOYMENT.

**Activities:** Practical support to enable older people to live safely and independently in their own homes. Day services; Information and Advice; Community Team; Community Connectors (social prescribing) service; Befriending & social engagement; Handyperson service; Help at Home service; Dementia support; Community Furniture; Proactive Anticipatory Care; Peer Support for People with Severe Mental Illness.

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## Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty, Other Charitable Purposes
- **Who:** Elderly/old People, Other Defined Groups

## Geography

- **Area of benefit:** NOT DEFINED - IN PRACTICE ROYAL BOROUGH OF KINGSTON UPON THAMES.
- Kingston Upon Thames
- Surrey

## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-03-31 | £2,205,584 | £1,938,824 | £4,933,267 | 71 |
| 2024-03-31 | £1,913,949 | £1,894,071 | £4,234,290 | 71 |
| 2023-03-31 | £1,855,088 | £1,852,971 | £4,140,101 | 75 |
| 2022-03-31 | £1,715,174 | £1,744,777 | £4,200,473 | 69 |
| 2021-03-31 | £1,947,772 | £1,763,501 | £4,156,003 | 73 |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **Robert Philipp Phillips** | Chair | 2019-10-24 |
| ANNE CLAIRE CANN | | |
| Dr Deborah Stinson | | 2013-10-24 |
| Dr Jane Celia Hopton D'Souza | | 2019-10-24 |
| ELIZABETH AITCHISON | | |
| Helen Pyecroft | | 2025-10-23 |
| Richard Bailey | | 2025-10-23 |

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**AGE CONCERN KINGSTON UPON THAMES**

England & Wales - Charity number 299988

# Accounts

**REGISTERED COMPANY NUMBER: 02272550 (England and Wales)**
**REGISTERED CHARITY NUMBER: 299988**

# REPORT OF THE TRUSTEES AND

# AUDITED FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2025

# FOR

# AGE CONCERN KINGSTON UPON THAMES
# (A COMPANY LIMITED BY GUARANTEE)

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

**AGE CONCERN KINGSTON UPON THAMES**

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**FOR THE YEAR ENDED 31 MARCH 2025**


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# REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

Our vision and objects

Our charitable objects are:

The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage, in any manner which now or hereafter may be deemed by law to be charitable in England and Wales.

**Our vision is:**

To make life a greater life.

Our core work is with older people and we aim to support our beneficiaries to live with independence and dignity, decide the direction of their own lives and enjoy life as part of the community. We work to influence local policy and practice and create a greater understanding of the needs of our users and their potential to contribute to community life. We aim to foster greater understanding between the generations by involving younger people in our work through volunteering. Through our Information and Advice and social prescribing work we address the needs of people who experience financial hardship and disadvantage.

**Public Benefit**

We review our aims, objectives and activities each year and, in doing so, the Trustees have taken into account the general guidance on public benefit published by the Charity Commission. In reviewing our aims, and planning objectives and activities to meet them in the future, we consider and evaluate the outcomes of each activity and the impact of our work on our beneficiaries and stakeholders.

Objectives for the year 2024-25

Our overarching objectives for the year 2024-25 were:
- to enhance the mental and physical wellbeing of the people we work with
- to involve and empower the people we work with
- to ensure the long-term financial sustainability of the charity and
- to be a leader in our field.

Our strategy to achieve these objectives has been to maintain our focus on our service users and stakeholders, listening to them and building our services around what they say they want, and what we have learned works. We support and work with individuals, their families and carers via our building-based services, our Information, Advice and Guidance service and our work in the community. One of our key objectives is to ensure our financial strategy is driven by, and supports, our vision, values and aims.

**Summary of our main activities**

We offer a holistic, outcomes-focused and evidence-based range of services. Our building-based services act as hubs, with a range of targeted prevention and support services provided in buildings, complemented by flexible outreach services provided from buildings. Our person-led approach is designed to ensure that a whole array of services is easily accessible, according to each individual's needs and wishes. In the operation and development of all our activities, we are committed to working in partnership, and, as a local organisation, advocating for the interests of our user groups. With a staff team of 75,combining decades of experience and local knowledge, Staywell is the leading organisation supporting older people in Kingston borough.

There are four main strands to our activities:

**Meaningful social activities and support**

Services which aim to reduce social isolation and to foster connections that help build strong and cohesive communities:

- Raleigh House Day CentreM
- The Bradbury Centre
- 'FaNS' Friendly and Neighbourly Support Befriending projects

**Home support services**

A range of services that support people to live independently and safely in a comfortable home environment and stay out of hospital and residential care:

- Community Team
- Home from Hospital service
- Help@Home service
- Handyperson service
- Kingston Community Furniture

**Health and Wellbeing**

Services that encourage people to keep active and engaged, maintaining physical and mental health or delaying/reducing deterioration, an approach which is also fundamental in our day service and community centre provision:

- Community Connectors service
- Peer Support for Older People with Serious Mental Illness
- Dementia Support
- Opportunities for Volunteering

We continue to play a key role in Kingston and Richmond's multi-disciplinary approach to supporting people who have rising health and social care needs - the Proactive Anticipatory Care programme (PAC).

**Information, Advice and Guidance (IAG)**

A specialist service which aims to inform people of their choices, empower them and ensure they are receiving all their financial and other entitlements.

## ACHIEVEMENTS AND PERFORMANCE
### Charitable activities

In total during 2024-25 we worked with 2,400 unique individuals.

629 older people were regularly supported on a weekly basis via our At Home services and our Raleigh and Bradbury centres.

Across all services we worked with 1,126 people aged 80 and over, of whom 739 were 85 and over; of these 361 were 90 and over, comprising 31% of the 90+ year-olds who live in our community.

In March 2024 our Help@Home service made a record 924 home visits, beating our previous record of 905 from March 2022.

Generally, our users are getting older and frailer. We are seeing more older people with dementia and higher numbers with mental health issues. The numbers of those living on their own is rising. For example, of those who were supported by our Home from Hospital service, 76% lived on their own.

The feedback we have received from carers, users and professional frontline partners over the last year has never been more positive.

### Meaningful Social Activities and Support

Day Services

Loneliness, inactivity and isolation are major problems for our ageing population - these are amongst the issues we aim to address through the provision of high-quality day services at Raleigh House and The Bradbury.

Buildings where services for the community are housed, and from which they are delivered, offer a huge opportunity to respond flexibly and creatively to the needs and aspirations of a wide range of people. Through a hub and spoke model we aim to offer services and facilities to the wider community, as well as to people using centres on a weekly or daily basis. The hubs provide an extensive range of activities and services under one roof and act as bases for our community outreach services: FaNS Friendly and Neighbourly Support scheme, the Community Team, Home from Hospital, Community Connectors (social prescribing service), Proactive Anticipatory Care team and Help@Home/Handyperson/Furniture collection services. There are no comparable venues elsewhere which are accessible to any older person. Our centres also play a vital part in supporting carers and providing respite.

Our experience and evidence demonstrate that our day services play an important part in preventing older people from becoming isolated and inactive, with consequent impact on their overall physical and mental health and wellbeing. Our users come from all parts of the borough and the majority have multiple and significant needs, including dementia and learning disabilities, as well as physical impairments. Raleigh House caters for very frail people who need personal care; The Bradbury Centre is geared towards those who are able to look after their own personal care. However, both services are 'universal' in that they are open to all older people who live in the borough.

Day services are commissioned by Kingston Council through a Day Opportunities contract and this year we have seen a growth in demand. Day service attendances increased by 12% on the previous year and almost 2,000 more sessions were provided than in 2022-23 - evidence of the increasing need for these services. The need for support for people living with dementia is evidenced by an increase of 22% in the number of people living with the condition using day services at both Raleigh House and The Bradbury.

Our approach remains to evolve our services to meet the changing needs and choices of older people and their carers, to make a tangible difference to their quality of life and support them to stay living in their own homes whilst they can safely do so.

**Case Study**
'Betty' is an example of someone we have supported as her needs developed over a period of years. Referred by her GP for social prescribing with one of our Community Connectors in 2020, she was independent and active in her community but there were some concerns about her memory. She joined The Bradbury after a diagnosis of dementia in 2022, attending once a week, enjoying the company of others and going on trips and attending classes. Her physical needs increased during that year as did the day service team's communication with her son and Staywell assisted Betty with an application for accessible transport and a Taxicard. She was also given advice regarding the incontinence clinic by our IAG team, and her son was signposted to Kingston Carer's Network for support. The following year Betty began using our Help@Home services.

During 2023, Betty suffered a series of falls, infections and hospital admissions and her dementia became more advanced. Sadly, her physical cand mental health became much poorer and she began to use a wheelchair. Her son struggled with her care and there were concerns about her weight and food/fluid intake.

In the autumn of that year Staywell's Community Team referred her for Occupational Therapy and she began attending Raleigh House, where she received personal care support, as well as going to The Bradbury. Over time since then Betty's situation has vastly improved. We liaised with her dietician to support her with recommended food options and increase her calorie intake. She gained a significant amount of weight and her mood, alertness, communication and ability to join in activities all improved markedly, being noticed by other members as well as her own family and the staff teams at both day centres. Her son described Staywell's involvement as 'a complete game changer.'

Betty now attends Bradbury three times a week and Raleigh House weekly, where she has a regular shower. Her weight is stable and she is eating much better, enjoying her days and participating in many of the activities on offer to some degree. She is almost always in good spirits and her son has fed back that he hadn't seen her this cheerful for a long time.

**Befriending**

Staywell's befriending and companionship services include one-to-one befriending, telephone befriending and social activities within our centres offering regular social contact and emotional support to older and lonely adults over the age of 65 years, providing friendship and helping to promote a feeling of self-worth. 75% of clients are aged 80 and over.

Our FaNS (Friendly and Neighbourly Support Scheme) scheme was set up in 2019 with National Lottery funding to develop and increase the capacity of our befriending and companionship services and we are grateful to the National Lottery for a second tranche of funding from November 2022.

Demand for befriending remains high but we continue to find it more difficult to recruit new volunteers since the pandemic. We currently have 27 volunteer befrienders, each of whom was in touch with between one and ten people, offering support, friendship, contact with the outside world, emotional support and reassurance where they can. Befriending activities include outings and small group walks.

The continuing impact of our befriending services is due to the way that our teams work across service and organisational boundaries. Our volunteer befrienders are supported not only by the Coordinator funded by the Lottery grant but by a wider team with the skills and expertise needed to respond to clients' often complex needs. This provides confidence and reassurance to our volunteers, clients and the professionals making referrals. Our local knowledge and strong partnership connections, particularly with Primary Care and our voluntary sector partners ensure that we are linking people to the right local groups and resources.

This means that a volunteer befriending relationship arranged through Staywell's FaNS project will have an impact on more than loneliness and isolation. People are connected into the Staywell community and consequently exposed to a range of appropriate local services tailored to their needs and preferences.

Demand for befriending continues to grow, we continue to receive a steady stream of referrals from health and social care partners for people who are lonely and/or isolated. More people want face-to-face contact, rather than phone calls alone.

**Home Support Services**

**Help@Home**

Our Help@Home service provides support with a range of practical tasks in and around the home. This chargeable service includes cleaning, laundry and ironing, shopping, cooking and other household tasks, as well as accompanying clients on outings and to appointments and providing sitting services so that unpaid family carers can have some respite. Each client receives a home assessment and is matched with an experienced home-helper.

In 2024-25 client numbers increased by almost 10% to 245, with our team delivering 13,644 hours of help.

Help@Home enables people to stay living independently in their own homes who would be unable to do so without the support provided. This often also provides great reassurance to families, many of whom live far from their loved ones, including overseas. The service has grown as it has demonstrated its worth in providing flexible support to meet people's varied needs.

Help@Home's unique selling point is its close integration with our other services, giving staff, as well as clients, easy access to a range of support and expertise to help people deal with the myriad issues that ageing can bring. The Help@Homers are trained to be familiar with all our activities, and to monitor their clients for changes in their circumstances which might mean they could benefit from another Staywell service, for example, a Handyperson visit or a benefits check.

We receive no external funding for this service; all income is generated through charges. During this period the service has supported our Home from Hospital scheme, with that funding enabling us to offer up to six hours of free support to people 65+ to help them settle back in at home when discharged.

**Handyperson Service**

Our Handyperson service offers a range of simple and low-cost interventions including small building repairs, minor adaptations such as the installation of grab rails and key safes, 'odd' jobs (such as putting up curtain rails, moving furniture), falls and accident checks, and home safety and energy efficiency checks. These are the types of interventions which enable older, disabled and vulnerable people to live independently in their own homes for longer, in greater levels of comfort and security.

In addition, we offer garden tidying and grass cutting, plus one-to-one computer tuition and help with setting up laptops, tuning in and troubleshooting problems with TVs. The service is supported by volunteers.

Evidence consistently shows that older people place great value on services that provide 'that little bit of help' to support them them to stay living independently, and there is considerable demand for the service. Staywell's Handyperson scheme also works in an integrated way with our other services, notably our Community and IAG Teams.

In 2024-25 the service supported 216 households.

We have received no external funding for this important service for several years; it has been sustained by income from charges, subsidised through our charitable resources. As set out in our last annual report, we invested in a new storage facility and an electric vehicle for the service. We are delighted to report that an application to the National Lottery Community Fund for funding for 2025-26 was successful. This will enable us to offer free Handyperson services to pensioners on the lowest incomes.

**Kingston Community Furniture**

Kingston Community Furniture (KCF) was part of Staywell for eleven years. Its goals were:

- to provide high quality reusable furniture to anyone experiencing deprivation or social exclusion
- to divert waste back into reuse/recycling and away from landfill as a means of encouraging environmental sustainability together with a reduction in carbon emissions
- to generate voluntary and work placement opportunities for anyone experiencing marginalisation and encourage their integration into the community.

We knew last year that Kingston Council were withdrawing their support for the scheme but a grant in 2024-25 enabled us to spend the year adapting the model. Whilst we no longer have a retail premises, demand for used furniture removal remains high. We have developed our 'bulky waste' collection service and any proceeds will contribute to our organisational running costs and enable us to keep charges for our other services as low as possible.

Importantly, KCF supports our Home from Hospital service by removing and rearranging furniture in people's homes to create space for hospital beds and equipment, an area of increasing demand.

**Older People's Community Team**

Older people face heightened risk of admission to hospital or residential care as a result of ill-health (including mental ill-health), disability, social isolation, unsuitable housing and loss of support networks. However, the ageing process is not necessarily one of progressive decline and, by working with people in a targeted way, our experience demonstrates that there are multiple opportunities to effect positive changes that will not only reduce A&E attendance and unplanned hospital and residential admissions but also improve the quality of life and safety of older people living at home.

This community outreach service, delivered by a small team of part-time staff and volunteers, supported 213 people. People referred by a GP or other professional usually need support with independent living due to frailty. Clients are very often housebound. A Community Team worker or volunteer visits each person in their home and discusses their situation including medical history, how they manage activities of daily living, housing situation, income and benefits, levels of social contact and risk of falls. The objective is to support and encourage people to take up appropriate sources of support which will help them regain and/or retain their independence. Over recent years the service has seen an increase in the levels of complexity in clients referred, including people with undiagnosed dementia alongside physical ill-health and people self-neglecting and/or living in unsuitable accommodation.

One of the strengths of the Community Team is its ability to respond flexibly to people's changing needs, and speedily harness the expertise of Staywell's other services, such as Information, Advice and Guidance, and Befriending. It works closely alongside our Community Connectors social prescribing service and PAC (Proactive Anticipatory Care) Coordinators.

The model of engagement used by the Community Team fosters a relationship of trust because it places the focus on the older person's aspirations - what they would like to do to stay well - rather than on assessing their entitlement to services or their financial means. Unlike many other community services, it is not time-limited but wholly outcome-focussed. This, together with its ability to offer people an extensive choice of services provided by Staywell and other agencies, plus Staywell's long-established and strategic position in the local health and social care system, is at the heart of its success.

A new three-year contract with Kingston Council, following a competitive tender process, commenced in April 2024.

**Home from Hospital Service**

We successfully applied to the South West London Health Integrated Care Board (ICB) Health Inequalities Fund to continue providing our Home from Hospital service during 2024-25.

The objective of this work is to support older, frail people to be discharged back home more quickly, safely and sustainably than might otherwise be possible. The service works on a proactive in-reach model to try and build relationships of trust with people whilst still in hospital and to build relationships with clinical and social services staff to promote use of the service. The skills and extensive community knowledge of our other outreach services enables us to deliver the service in an agile way. For example, our Help@Home service can shop and make meals for people returning home and Kingston Community Furniture vehicles and manpower provide the practical means of creating 'microenvironments' (rooms which need to be rearranged to accommodate a hospital bed and other equipment) in people's homes.

**Case Study**
'Mrs B', aged 79, was referred to Home from Hospital via Staywell's befriending service. She was taken to hospital as an emergency and although not admitted, was discharged still feeling quite unwell. The concern was that she was the carer for her husband with dementia and urgently needed respite.

We referred Mr B. to Staywell's day services and to our Older People's Community Team for wider support. Within the week, a Community Team Coordinator visited and subsequently took Mr B. for a taster day at Raleigh House day centre. Mr B. settled in straight away and chose to become a regular member, providing him with social contact, activity and monitoring, and his wife with much-needed regular respite.

On follow up a few weeks' later both clients were happy. Mrs B. continues to receive regular calls from her befriender, who can quickly refer any concerns to the Befriending Coordinator.

Due to the ending of the short-term project funding, there was a risk that the Home from Hospital service would have been lost to Kingston. We worked with Kingston Council Adult Social Care to ensure the continuation of the service in 2025-25, resourced jointly by the Better Care Fund and the ICB.

**Health and Wellbeing**

**Proactive Anticipatory Care**

The Proactive Anticipatory Care Model (PAC) is Kingston and Richmond's multi-disciplinary approach to working with people who have rising health and care needs. The PAC team includes GPs, community, adult social care and hospital-based services working together to provide more proactive and coordinated care. The approach helps people to stay healthier for longer, reduces the need for reactive health care and supports work to address the wider determinants of health, helping to find ways of keeping local people well, for longer.

In the past year our PAC Care Coordinators supported 101 clients, working with New Malden and Worcester Park Primary Care Network which spearheaded the original PAC proof of concept. These Coordinators, who are at the heart of the model, help people plan ahead, be more in control and manage changes in their health and wellbeing, harnessing the considerable strength of working together as a local community.

Staywell remains strategically engaged with the development of the PAC model in Kingston and Richmond and funding has been confirmed for 2025-26

**Community Connectors Service**

Our team of Community Connectors provide social prescribing on behalf of eight of the borough's GP practices. The roles are funded through the NHS Additional Roles Reimbursement Scheme (ARRS).

The Connectors work with referred individuals aged 18+, drawing on their strengths, interests and skills (assets) in order to identify goals to improve the person's quality of life, health and wellbeing. The focus, where possible, is on self-help/support, and self-care and management, enabling people to access and use voluntary and community services and resources wherever possible, as well as maintaining the individual's independence at home. Individuals are encouraged and supported to engage with services through motivational discussions, escorting a person to a service or programme of activities, researching and introducing other community options etc.

The pressure of demand on other support services both voluntary and statutory and build-up of waiting lists - or lack of any services, notably in supporting people with their mental health and housing needs - places pressures on the Community Connector service. This has been sustained through close team-working, peer support and wide sharing of the skills, expertise and local knowledge across all of Staywell's services.

Our plans for the future are to continue to help local GP practices provide personalised support to people whose social situations add major challenges to leading a healthy and happy life, as part of the drive to tackle health inequalities and improve population health and wellbeing. The practices with whom we currently work in partnership have confirmed funding for 2025-26.

**Peer Support for Older People with Serious Mental Illness**

The service is funded by South West London & St George's Mental Health Trust (SWLSGT) and delivered by Mind in Kingston in partnership with SWLSGT, Staywell and other local voluntary organisations. The service is open to people with severe mental illness (SMI) who are service users of the mental health trust. Staywell provides group and one-to-one peer support to people aged 65+, focusing on their aspirations and goals. Part of the transformation of community mental health services, the model enables professionals to use their lived experience of mental health issues as a positive way of connecting with clients.

**Information, Advice and Guidance**

Our Information and Advice service's typical client is aged between 80 and 89; a high proportion of them live alone. The bulk of the work involves securing age-related benefits, support at home, housing issues and accessible transport. Income maximisation is a key area where we aim to be proactive, assisting clients to access benefits such as Attendance Allowance, Pension Credit and accessible transport schemes.

In 2024-25 we worked with 1,072 unique individuals and helped people claim disability benefits worth over £145,000.

We also advise on Appointeeships, Lasting Powers of Attorney and Wills, and inform families and carers about Care Needs Assessments and Carer's Assessments. We continue to provide an Alternative Office for the Department of Work and Pensions (DWP), processing disability benefit applications on its behalf.

A new three-year contract with Kingston Council, following a competitive tender process, commenced in April 2024.

Information, Advice and Guidance remains an important gateway for older people to access support services. In the increasingly digital world, our in-person approach is highly valued by clients. We will continue to champion high-quality, impartial, information and advice and believe it is crucial for older people, their families and informal carers, and a fundamental part of our service portfolio.

### Opportunities for volunteering

Volunteer help is central to the successful delivery and the character of our services. Although, like many charities, we have found it has become more difficult to recruit suitable volunteers, 83 local people supported our services by volunteering in a variety of roles.

Volunteers do not just bring a measurable financial value to our work; they bring a wealth of skills, experience and knowledge - not least local knowledge - and often personal experience, for example, as a carer or a service-user. They add a richness to our service provision which cannot be quantified.

### Working in partnership

Staywell is the largest local voluntary sector provider of services in the borough of Kingston, and we spent over £1.9 million on charitable activities in 2024-25. As we evidence within this report, all our services work together in an integrated way, in partnership with the person and their network and with colleagues in other organisations, both statutory and voluntary. They are designed to work coherently to help prevent and delay ill-health and unnecessary admission into hospital or, prematurely, to residential care, whilst also helping to maintain and improve people's physical and mental wellbeing, enabling them to remain active and independent in their own homes, in our centres and in the community, thereby bolstering community resilience.

An exciting new development in 2024 was the opening of a Kingston Council Occupational Therapy Assessment Centre in Raleigh House. This has had positive impacts for both partners with frontline staff sharing expertise and learning. Service users have benefitted from reduced waiting times and mutual referrals to services. We hope that there will be further opportunities for joint working in the next few years.

We are working in partnership with Kingston Council Public Health to re-establish an Older People's Forum in Kingston borough, its launch meeting was held in October 2024.

### Investment Performance

During the year under review, the income return achieved on our investment portfolio managed by Rathbones was 3.4%. The property investments held by the organisation produced a return of 7.5% on their capital value.The short-term cash deposits earned interest at an average rate of 1.2%.

## FINANCIAL REVIEW

### Financial position

The Statement of Financial Activities shows a net surplus at the year-end of £698,977. Three key factors contribute to our secure financial position: a revaluation of our investment properties; a positive year for our Rathbones investment portfolio which produced net gains and the inclusion (due to charity accounting rules) of a generous legacy, which we have not yet actually received in the bank. These factors mask the ongoing operational challenges in ensuring our services cover their costs.

### Principal funding sources

The charitable company receives and acknowledges money from the Royal Borough of Kingston upon Thames for the provision of Information, Advice and Guidance; Older People's Community Team, and day services (Raleigh House and The Bradbury). We also acknowledge support for Kingston Community Furniture from the Royal Borough of Kingston Resilience Fund and from the Royal Borough of Kingston Public Health department for funding towards the Kingston Older People's Forum.

Funding from the National Lottery has enabled us to maintain our FaNS befriending activity, and we are grateful for their support.

We received and acknowledge funding from South West London ICB and the New Malden and Worcester Park Primary Care Network for Proactive Anticipatory Care; from South West London ICB for our Home from Hospital Service and from the Surbiton Health Centre and Chessington & Surbiton Primary Care Networks for the Community Connectors social prescribing service. We received and acknowledge funding from SWLSTG via Mind in Kingston for our Mental Health Peer Support project.

Income generated from centres contributes towards the cost of meals, transport and other activity, and the maintenance of our centres. Our Help@Home and Handyperson services are primary purpose trading activities, with income from charges. Kingston Community Furniture generated funds for the charity from furniture resales and waste collection services.

We are grateful for the continuing support of the Kingston Nursing Association. We also thank the many individual donors, including legacy donors - often grateful service users and their relatives - who supported us during 2024-25.

A further major source of income is investment income.

### Investment policy and objectives

The Board's policy is to hold a proportion of funds not required for immediate operational expense as long-term investments. Such funds are invested in global equity and fixed interest instruments at a risk level which the Board considers prudent. From time to time the Board reviews performance of the investments and considers alternative options to maximise returns for the charity.

The charity's current investment portfolio comprises three main elements:

- equity and fixed interest investments managed by Rathbones Investment Management
- social investments - directly held property let as social housing
- short-term cash deposits.

Our investment objectives are to maintain the capital value of the assets and to generate income to support our charitable activities.

## FINANCIAL REVIEW

### Reserves policy, risks and uncertainties

The Board of Trustees of Staywell reviews the Reserves Policy on an annual basis in the context of the risks and opportunities facing the organisation, its plans and its resources. Its reserves policy aligns with its investment policy, i.e. to manage its assets to achieve the best value for the charity's beneficiaries.

We actively work to diversify and widen our funding and supporter base and to enrich and develop our proposition as both a charity and a service provider. Although our recent successful tenders to Kingston Council have given us greater security, with three-year contracts for our 'core' services, which can be extended for up to two years, the contract values remain what they were more than a decade ago - in effect a cut of at least 30% over that period. Meanwhile the cost of providing these vital services to people with higher and more complex needs continues to grow.

In the light of these risks and demands, the Board aims to maintain a prudent level of retained, unrestricted reserves, including liquid cash assets, equivalent to approximately six months' expenditure. The holding of reserves is recognised as good practice by the Charity Commission. These reserves provide working capital for operational running costs and short-term cash flow issues (such as late payment of contract instalments) and support the delivery of the organisation's objectives in an efficient and cost-effective way. This provides a means of managing unforeseen expenditure and allows business development to continue in an environment where a significant proportion of our funding is short-term and there is stiff competition for funding from other sources, such as charitable trusts. In 2018 the charity reported a deficit in excess of £0.5million and its general reserves were 15% below its target level. For the last seven years our reserves have been utilised to fund service delivery.

Reserves mean that were there to be a sudden event, such as another pandemic, or an unanticipated reduction in our grant or contract income, we would have time to reconfigure our services to ensure continuity for the approximately 630 regular users who rely on us each week and also enable us to meet our legal requirements in relation to statutory redundancy payments to staff, should we have to wind down any services due to lack of funding.

With some greater certainty about the next two to four years, the Board has reviewed the designation of funds. The need to maximise assets means that a redevelopment of part of Raleigh House is considered possible within the next five to ten years. The Board has therefore designated a Property Maintenance and Development Fund of £600,000 towards this and the costs of maintaining our other buildings.

The total funds at year-end were £4,933,267 of which £132,217 was unrealised gains on the investment portfolio.Of these total funds, £3,072,366 can only be realised by disposing of tangible fixed assets (i.e. fixed assets, primarily buildings, used for the delivery of services) and social investments. The year-end value of the managed investments was £1,193,659, the income from which, together with income from the social investments, directly supports those services that are not funded through grants or contracts, notably our Handyperson and Help@Home services and helps us with our support costs.

The amount of free reserves, i.e. the funds we have that can be spent on any of our charitable purposes, was £1,244,234. These comprise the total funds excluding tangible fixed assets (£1,822,366), social investments (£1,250,000), the designated funds (£834,557) and restricted reserves (£16,667). The funds were therefore above the target by £27,290. Thanks to a generous legacy which was received in July 2025, a new fund has been designated this year for investment in the development of our services over the next two to three years. This investment will include a new website offering improved ways for the public to contact and interact with us digitally and the establishment of a hardship fund, enabling us to support people whose financial situation may prevent them from accessing our services.

This Policy and the designation of funds will be reviewed during the financial year 2025-26.

## FUTURE DEVELOPMENTS

Next year we will mark and celebrate 80 years of supporting older and disadvantaged people in our community. Our 'ancestor' organisation, Malden and Coombe Old People's Welfare Association, was founded in 1946. We plan to use this anniversary as an opportunity to celebrate the contribution of older people in our community as well as highlight the overlooked needs of those who rely on our support more than ever. We have set ourselves a fundraising target of £80,000 and if we achieve this whilst sustaining and developing our range of services, we believe we will put Staywell on a solid foundation to continue to play a vital role in our community for another 80 years!

Increased demand for community services and the expectation from contracting authorities that providers will deliver 'more for less' is the context of our planning. However, we are optimistic that the forthcoming NHS 10-year Plan will offer greater opportunities to frontline organisations providing evidence-based preventative services such as ourselves.

We will continue to provide vital services that support people in practical and emotional ways and target loneliness, isolation and the effects of frailty and dementia.

The proportion of our income generated from charges to service users has increased and, as the thresholds for statutory care and support continue to be raised, we know that the numbers of people having to pay for their own care and support will also increase. We therefore continue to focus on the quality and development of our Help@Home and associated services.

We will continue to work with Kingston's wider voluntary sector and community partners, healthcare sector and the local authority.

We will continue to maximise the use of our assets for the benefit of our communities and to ensure the long-term sustainability of the charity.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing document

Staywell (Age Concern Kingston upon Thames) is a limited company. Its governing document is its Articles of Association, dated 12th September 2013, and members of the Board of Trustees are the directors of the company. The charity has used the working name of Staywell since September 2014.

### Recruitment and appointment of new trustees

Trustees are recruited by various means, including advertising in newspapers, our own publications and on our website. The Board is elected in accordance with the Articles of Association. Trustees serve for a term of three years and may be re-elected; any Trustee elected as Chair may serve for a maximum of six years. Appointment is by election at the Annual General Meeting, which usually takes place in October each year.

### Organisational structure and decision making

The charity is governed by its Board of Trustees, which met four times during the financial year 2024-25, in addition to the Annual General Meeting.

A scheme of delegation is in place; the Chief Executive, who is also Company Secretary, has overall responsibility for the day-to-day management of the organisation and delegates performance and quality management responsibilities to the Deputy Chief Executive, including ensuring that services are delivered in line with the operational policies, contract specifications or grant conditions. Service managers are responsible for day-to-day operational management and the supervision and development of both staff and volunteers.

The Finance Group (which in the year being reported consisted of the Chief Executive, the Deputy Chief Executive, the Financial Controller, and the Treasurer) met every four to six weeks. The senior management team met weekly and employees and volunteers continued to be involved in the development of the organisation through staff briefings, team meetings, and one-to-one meetings with their line managers.

### Induction and training of new trustees

New Trustees receive an induction which provides an overview of the organisation, its ethos and strategic aims, the activities and services it provides, funding, and policies and procedures, including diversity and equality, as well as the role and responsibilities of Trustees.

Our Trustees are experienced and knowledgeable about our work and the needs of our users and have skills and experience in a wide variety of fields, including social care, healthcare, local government, and the commercial sector. Ongoing training and development is provided in various ways. Trustees participate in strategic planning and other development sessions alongside staff, volunteers and other stakeholders. Trustees also meet from time to time between Board meetings, to focus on development of their skills and understanding of the organisation. Senior staff and managers periodically attend Board meetings to give presentations and update Trustees on developments affecting the work of the organisation.

### Key management remuneration

The pay of the Chief Executive is set by the Board. The pay of the remaining Senior Management Team, and staff is reviewed annually by the Finance Group, in line with both market conditions and affordability for the charity, and a proposal is submitted to the Board for their approval.

### Wider network

Staywell is an independent local charity.

## REPORT OF THE TRUSTEES
**FOR THE YEAR ENDED 31 MARCH 2025**

### REFERENCE AND ADMINISTRATIVE DETAILS

**Registered Company number**
02272550 (England and Wales)

**Registered Charity number**
299988

**Registered office**
Raleigh House
14 Nelson Road
New Malden
Surrey
KT3 5EA

**Trustees**
Ms E Aitchison
Mrs A C Cann
Ms C Fitzgerald
Dr D Stinson
Mr A J Sherville (resigned 24/10/24)
Dr J C H D'Souza
Mr R P Phillips

**Auditors**
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

**Chief Executive Officer and Company Secretary**
Mr S Brennan

**Bankers**

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Handelsbanken
Burgoine Quay
8 Lower Teddington Road
Kingston upon Thames
KT1 4ER

National Westminster Bank Plc
New Malden Branch
64 High Street
New Malden
KT3 4HB

**Investment Managers**
Rathbones Investment Management
Port of Liverpool Building
Pier Head
Liverpool
L3 1NW

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Kingston upon Thames for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

## AUDITORS

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 4 September 2025 and signed on its behalf by:

Mr R P Phillips - Trustee

## REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN KINGSTON UPON THAMES

### Opinion

We have audited the financial statements of Age Concern Kingston upon Thames (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Statement of Financial Position, the 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with 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 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 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 Report of the Independent Auditors 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.

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 this gives rise to 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.

### Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**
As explained more fully in the Statement of Trustees' Responsibilities, 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 charitable company or to cease operations, or have no realistic alternative but to do so.

**Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charity's activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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. This description forms part of our Report of the Independent Auditors.

**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 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 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.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

11 September 2025

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
### FOR THE YEAR ENDED 31 MARCH 2025

| | Notes | Unrestricted funds £ | Restricted funds £ | 2025 Total funds £ | 2024 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 3 | 267,488 | - | 267,488 | 69,355 |
| **Charitable activities** | 5 | | | | |
| Kingston Day & Transport Services | | 740,673 | - | 740,673 | 698,810 |
| Kingston Information, Advice & Advocacy | | 90,000 | - | 90,000 | 90,000 |
| Kingston Community Services | | 616,090 | 212,815 | 828,905 | 800,733 |
| Kingston Community Furniture | | 92,323 | 25,996 | 118,319 | 141,059 |
| Investment income | 4 | 160,199 | - | 160,199 | 113,992 |
| **Total** | | 1,966,773 | 238,811 | 2,205,584 | 1,913,949 |
| **EXPENDITURE ON** | | | | | |
| **Charitable activities** | 6 | | | | |
| Kingston Day & Transport Services | | 759,389 | - | 759,389 | 771,282 |
| Kingston Information, Advice & Advocacy | | 87,095 | - | 87,095 | 84,426 |
| Kingston Community Services | | 732,892 | 198,419 | 931,311 | 855,138 |
| Kingston Community Furniture | | 135,033 | 25,996 | 161,029 | 183,225 |
| **Total** | | 1,714,409 | 224,415 | 1,938,824 | 1,894,071 |
| Net gains on investments | | 132,217 | - | 132,217 | 74,311 |
| **NET INCOME** | | 384,581 | 14,396 | 398,977 | 94,189 |
| **Other recognised gains/(losses)** | | | | | |
| Gains on revaluation of fixed assets | | 300,000 | - | 300,000 | - |
| **Net movement in funds** | | 684,581 | 14,396 | 698,977 | 94,189 |
| **RECONCILIATION OF FUNDS** | | | | | |
| Total funds brought forward | | 4,232,019 | 2,271 | 4,234,290 | 4,140,101 |
| **TOTAL FUNDS CARRIED FORWARD** | | 4,916,600 | 16,667 | 4,933,267 | 4,234,290 |

The notes form part of these financial statements

## AGE CONCERN KINGSTON UPON THAMES (REGISTERED NUMBER: 02272550)

## STATEMENT OF FINANCIAL POSITION
**31 MARCH 2025**

| | Notes | 2025 £ | 2024 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Tangible assets | 13 | 1,822,366 | 1,456,639 |
| **Investments** | | | |
| Investments | 14 | 1,193,659 | 1,168,498 |
| Investment property | 15 | 1,250,000 | 1,135,000 |
| | | 4,266,025 | 3,760,137 |
| **CURRENT ASSETS** | | | |
| Stocks | 16 | - | 1,000 |
| Debtors | 17 | 415,714 | 252,901 |
| Cash at bank | | 388,261 | 384,154 |
| | | 803,975 | 638,055 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 18 | (136,733) | (163,902) |
| **NET CURRENT ASSETS** | | 667,242 | 474,153 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,933,267 | 4,234,290 |
| **NET ASSETS** | | 4,933,267 | 4,234,290 |
| **FUNDS** | 21 | | |
| Unrestricted funds: | | | |
| General fund | | 2,136,351 | 1,376,621 |
| Revaluation reserve | | 482,064 | 182,064 |
| Building development reserve | | 600,000 | 600,000 |
| Fair value reserve | | 1,064,445 | 938,334 |
| Social Investment Fund | | 399,183 | 1,135,000 |
| Capacity Development Fund | | 234,557 | - |
| | | 4,916,600 | 4,232,019 |
| Restricted funds | | 16,667 | 2,271 |
| **TOTAL FUNDS** | | 4,933,267 | 4,234,290 |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 4 September 2025 and were signed on its behalf by:

Mr R P Phillips - Trustee

The notes form part of these financial statements

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF CASH FLOWS
### FOR THE YEAR ENDED 31 MARCH 2025

| | Notes | 2025 £ | 2024 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Cash generated from operations | 1 | (71,353) | (130,179) |
| Net cash used in operating activities | | (71,353) | (130,179) |
| **Cash flows from investing activities** | | | |
| Purchase of tangible fixed assets | | (77,795) | (2,358) |
| Purchase of fixed asset investments | | (139,708) | (232,465) |
| Sale of tangible fixed assets | | 1,000 | - |
| Sale of fixed asset investments | | 131,764 | 214,347 |
| Interest received | | 4,625 | 3,170 |
| Dividends received | | 23,650 | 26,218 |
| Rents received on investment property | | 131,924 | 84,604 |
| Net cash provided by investing activities | | 75,460 | 93,516 |
| **Change in cash and cash equivalents in the reporting period** | | 4,107 | (36,663) |
| **Cash and cash equivalents at the beginning of the reporting period** | | 384,154 | 420,817 |
| **Cash and cash equivalents at the end of the reporting period** | | 388,261 | 384,154 |

The notes form part of these financial statements

## NOTES TO THE STATEMENT OF CASH FLOWS
**FOR THE YEAR ENDED 31 MARCH 2025**

### 1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2025 £ | 2024 £ |
|---|---|---|
| **Net income for the reporting period (as per the Statement of Financial Activities)** | 398,977 | 94,189 |
| **Adjustments for:** | | |
| Depreciation charges | 7,997 | 7,747 |
| Gain on investments | (132,217) | (74,311) |
| Loss on disposal of fixed assets | 3,071 | - |
| Interest received | (4,625) | (3,170) |
| Dividends received | (23,650) | (26,218) |
| Rents received on investment property | (131,924) | (84,604) |
| Decrease in stocks | 1,000 | - |
| Increase in debtors | (162,813) | (43,097) |
| Decrease in creditors | (27,169) | (715) |
| **Net cash used in operations** | (71,353) | (130,179) |

### 2. ANALYSIS OF CHANGES IN NET FUNDS

| | At 1/4/24 £ | Cash flow £ | At 31/3/25 £ |
|---|---|---|---|
| **Net cash** | | | |
| Cash at bank | 384,154 | 4,107 | 388,261 |
| | 384,154 | 4,107 | 388,261 |
| **Total** | 384,154 | 4,107 | 388,261 |

The notes form part of these financial statements

## 1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is Raleigh House, 14 Nelson Road, New Malden, Surrey, KT3 5EA. The registered number of the company is 02272550. The registered number of the charity is 299988.

The financial information presented is for the year ended 31 March 2025 and 31 March 2024. The financial information is presented in sterling.

## 2. ACCOUNTING POLICIES

**Basis of preparing the financial statements**
The financial statements of the charitable company, 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 accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

a) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. In future years, the key risks to the charity are a fall in contractual and grant income. The trustees have a series of measures to control, mitigate and minimise the effects of a fall in income, including the development and maintaining of a diverse range of activities and income in order to reduce the risk of over-reliance on a single source, and a prudent reserves policy.

b) Significant judgements and estimates.

Preparation of the financial statements requires management to make significant judgements and estimates. The items in the financial statements where these judgements and estimates have been made include:

(i) Revaluation of investment properties and freehold properties. The charity carries its investment property and freehold property at fair value with changes in fair value being recognised in the statement of financial activities.

**Income**
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts with the Royal Borough of Kingston upon Thames and Clinical Care Commissioners in respect of patient services.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date.

Legacies are recognised on a case-by-case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

## 2. ACCOUNTING POLICIES - continued

**Income**
Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by the investment advisor of the investment portfolio.

Rental income from the investment properties is recognised when receivable.

**Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Charitable activities**
Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**
Governance costs include those incurred in the governance of the charity and comprise the production of the statutory accounts and the audit of the charity.

**Allocation and apportionment of costs**
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

**Intangible fixed assets**
Intangible fixed assets acquired separately are initially recognised at cost. Software that is integral to the operation of hardware is capitalised as part of the relevant item of tangible fixed assets. Software that is not integral to the operation of the hardware is capitalised as an intangible fixed asset. Depreciation is not provided on software in development until this is brought into use.

| | |
|---|---|
| Software development costs | 25% on cost. |

**Tangible fixed assets**

| | |
|---|---|
| Computer equipment | 33.3% on cost. |
| Motor vehicles | 20.0% on cost. |
| Furniture and equipment | 12.5 % & 20% on cost. |
| Short Leasehold | 20% on cost. |

Freehold property is not depreciated. Freehold property is revalued annually and stated at the revalued amount.

**Investment property**
Investment properties are included at their fair value. Fair value is based on market value and is reappraised annually by an independent professional valuer. Any movements due to unrealised gains on valuation are recognised in the Statement of Financial Activities.

**Stocks**
Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

**Taxation**
The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

## 2. ACCOUNTING POLICIES - continued

**Fund accounting**

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Fixed asset investments**
Investments are included in the Statement of Financial Position at their fair value.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

**Leasing commitments**
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

**Cash at bank**
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Debtors**
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

**Creditors**
Creditors are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at the settlement amount.

**Financial instruments**
The charity only has financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**VAT**
The charity reclaims VAT incurred on goods and services in line with the standard method of partial exemption. Irrecoverable VAT is treated as a central cost and allocated to the relevant activities in the Statement of Financial Activities.

## 3. DONATIONS AND LEGACIES

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Donations | 26,931 | 19,355 |
| Legacies | 240,557 | 50,000 |
| | 267,488 | 69,355 |

## 4. INVESTMENT INCOME

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Rents received | 131,924 | 84,604 |
| Dividends receivable | 23,650 | 26,218 |
| Deposit account interest | 4,625 | 3,170 |
| | 160,199 | 113,992 |

## 5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| **Contract income:** | | |
| Royal Borough of Kingston upon Thames | | |
| Kingston Day and Transport Services | 485,970 | 325,000 |
| Kingston Information, Advice and Advocacy | 90,000 | 90,000 |
| Kingston Community Services | 130,945 | 137,868 |
| | 706,915 | 552,868 |
| Royal Borough of Kingston upon Thames - Kingston Community Furniture | - | 45,000 |
| Kingston Primary Care Networks | 80,864 | 127,348 |
| Peer Support | 22,644 | - |
| Other contracts | - | 3,747 |
| Total contract income | 810,423 | 728,963 |
| **Grant income:** | | |
| NHS South West London - Proactive Anticipatory Care Grant | 56,593 | 60,276 |
| The National Lottery Community Fund - FaNS Project Grant | 94,210 | 91,813 |
| NHS South West London - Home from Hospital | 46,008 | 58,679 |
| Royal Borough of Kingston upon Thames - Kingston Community Furniture | 22,000 | - |
| Older Persons Forum | 20,000 | - |
| Other grants | - | 5,065 |
| Total grant income | 238,811 | 215,833 |
| **Services income from:** | | |
| Kingston Day and Transport Services | 254,731 | 364,997 |
| Kingston Community Services | 381,634 | 324,750 |
| Kingston Community Furniture | 92,298 | 96,059 |
| Total services income | 728,663 | 785,806 |
| Total income from charitable activities | 1,777,897 | 1,730,602 |

## 6. CHARITABLE ACTIVITIES COSTS

| | Direct Costs | Support costs (see note 7) | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 594,083 | 165,306 | 759,389 |
| Kingston Information, Advice & Advocacy | 66,480 | 20,615 | 87,095 |
| Kingston Community Services | 678,039 | 253,272 | 931,311 |
| Kingston Community Furniture | 130,840 | 30,189 | 161,029 |
| | 1,469,442 | 469,382 | 1,938,824 |

**31/03/2024 comparatives for charitable activities costs**

| | Direct costs | Support costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 603,248 | 168,034 | 771,282 |
| Kingston Information, Advice & Advocacy | 63,439 | 20,987 | 84,426 |
| Kingston Community Services | 598,404 | 256,734 | 855,138 |
| Kingston Community Furniture | 152,535 | 30,687 | 183,225 |
| | 1,417,629 | 476,442 | 1,894,071 |

## 7. SUPPORT COSTS

| | Overheads | Governance costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 162,591 | 2,715 | 165,306 |
| Kingston Information, Advice & Advocacy | 20,276 | 339 | 20,615 |
| Kingston Community Services | 249,122 | 4,150 | 253,272 |
| Kingston Community Furniture | 29,693 | 496 | 30,189 |
| | 461,682 | 7,700 | 469,382 |

**31/03/2024 comparatives for support costs**

| | Overheads 2024 | Governance costs 2024 | Totals 2024 |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 165,234 | 2,800 | 168,034 |
| Kingston Information, Advice & Advocacy | 20,427 | 560 | 20,987 |
| Kingston Community Services | 252,814 | 3,920 | 256,734 |
| Kingston Community Furniture | 29,987 | 700 | 30,687 |
| | 468,462 | 7,980 | 476,442 |

## 8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 5,300 | 5,455 |
| Auditors' remuneration for non audit work | 2,400 | 2,525 |
| Depreciation - owned assets | 7,997 | 1,755 |
| Deficit on disposal of fixed assets | 3,071 | - |
| Development costs amortisation | - | 5,992 |
| Operating lease - property rent | 28,000 | 28,000 |

## 9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

**Trustees' expenses**

There were no trustees' expenses for the year ended 31 March 2025 nor for the year ended 31 March 2024.

During the year trustees provided donations to the charity of £5,000 (2024 £6,075).

## 10. STAFF COSTS

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 1,256,561 | 1,247,259 |
| Social security costs | 87,784 | 67,433 |
| Other pension costs | 179,160 | 173,320 |
| | 1,523,505 | 1,488,012 |

The average monthly number of employees during the year was as follows:

| | 2025 | 2024 |
|---|---|---|
| Management | 4 | 4 |
| Staff | 67 | 67 |
| | 71 | 71 |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 2025 | 2024 |
|---|---|---|
| £80,001 - £90,000 | 1 | 1 |

Based on full-time equivalent - Management 4 (2024: 4), Staff 46 (2024: 46).

## 11. 31/03/2024 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | |
| Donations and legacies | 69,355 | - | 69,355 |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 698,810 | - | 698,810 |
| Kingston Information, Advice & Advocacy | 90,000 | - | 90,000 |
| Kingston Community Services | 589,965 | 210,768 | 800,733 |
| Kingston Community Furniture | 141,059 | - | 141,059 |
| Investment income | 113,992 | - | 113,992 |
| **Total** | 1,703,181 | 210,768 | 1,913,949 |
| **EXPENDITURE ON** | | | |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 771,282 | - | 771,282 |
| Kingston Information, Advice & Advocacy | 84,426 | - | 84,426 |
| Kingston Community Services | 581,387 | 273,751 | 855,138 |
| Kingston Community Furniture | 183,225 | - | 183,225 |
| **Total** | 1,620,320 | 273,751 | 1,894,071 |
| Net gains on investments | 74,311 | - | 74,311 |
| **NET INCOME/(EXPENDITURE)** | 157,172 | (62,983) | 94,189 |
| **RECONCILIATION OF FUNDS** | | | |
| Total funds brought forward | 4,074,847 | 65,254 | 4,140,101 |
| **TOTAL FUNDS CARRIED FORWARD** | 4,232,019 | 2,271 | 4,234,290 |

## 12. INTANGIBLE FIXED ASSETS

| | Development costs £ |
|---|---|
| **COST** | |
| At 1 April 2024 and 31 March 2025 | 203,817 |
| **AMORTISATION** | |
| At 1 April 2024 and 31 March 2025 | 203,817 |
| **NET BOOK VALUE** | |
| At 31 March 2025 | - |
| At 31 March 2024 | - |

## 13. TANGIBLE FIXED ASSETS

| | Freehold property £ | Short leasehold £ | Plant and machinery £ |
|---|---|---|---|
| **COST OR VALUATION** | | | |
| At 1 April 2024 | 1,450,000 | 12,080 | - |
| Additions | - | - | 24,991 |
| Disposals | - | - | - |
| Revaluations | 300,000 | - | - |
| Reclassification | - | - | 75,033 |
| At 31 March 2025 | 1,750,000 | 12,080 | 100,024 |
| **DEPRECIATION** | | | |
| At 1 April 2024 | - | 12,080 | - |
| Charge for year | - | - | - |
| Eliminated on disposal | - | - | - |
| Reclassification/transfer | - | - | 72,506 |
| At 31 March 2025 | - | 12,080 | 72,506 |
| **NET BOOK VALUE** | | | |
| At 31 March 2025 | 1,750,000 | - | 27,518 |
| At 31 March 2024 | 1,450,000 | - | - |

| | Fixtures and fittings £ | Motor vehicles £ | Computer equipment £ | Totals £ |
|---|---|---|---|---|
| **COST OR VALUATION** | | | | |
| At 1 April 2024 | 227,638 | 82,593 | - | 1,772,311 |
| Additions | 17,248 | 9,000 | 26,556 | 77,795 |
| Disposals | - | (9,000) | (6,486) | (15,486) |
| Revaluations | - | - | - | 300,000 |
| Reclassification | (184,875) | - | 109,842 | - |
| At 31 March 2025 | 60,011 | 82,593 | 129,912 | 2,134,620 |
| **DEPRECIATION** | | | | |
| At 1 April 2024 | 225,114 | 78,478 | - | 315,672 |
| Charge for year | 3,992 | 900 | 3,105 | 7,997 |
| Eliminated on disposal | - | (4,929) | (6,486) | (11,415) |
| Reclassification/transfer | (182,348) | - | 109,842 | - |
| At 31 March 2025 | 46,758 | 74,449 | 106,461 | 312,254 |
| **NET BOOK VALUE** | | | | |
| At 31 March 2025 | 13,253 | 8,144 | 23,451 | 1,822,366 |
| At 31 March 2024 | 2,524 | 4,115 | - | 1,456,639 |

The market valuation of the freehold properties as at 31 March 2025 was £1,750,000 (2024: £1,450,000). The historic cost was £1,267,936 (2024: £1,267,936).

The freehold properties were valued on 31 March 2025 by Blakes Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued.

## 14. FIXED ASSET INVESTMENTS

| | Listed investments £ |
|---|---|
| **MARKET VALUE** | |
| At 1 April 2024 | 1,168,498 |
| Additions | 139,708 |
| Disposals | (131,251) |
| Revaluations | 16,704 |
| At 31 March 2025 | 1,193,659 |
| **NET BOOK VALUE** | |
| At 31 March 2025 | 1,193,659 |
| At 31 March 2024 | 1,168,498 |

There were no investment assets outside the UK.

The market value of the fixed asset investments at 31 March 2025 was £1,193,658 (2024: £1,168,498). The fair value of the fixed asset investments is based on quoted market prices at the balance sheet date.

The historic cost of the fixed asset investments at 31 March 2025 was £980,030 (2024: £965,981).

## 15. INVESTMENT PROPERTY

| | £ |
|---|---|
| **FAIR VALUE** | |
| At 1 April 2024 | 1,135,000 |
| Revaluation | 115,000 |
| At 31 March 2025 | 1,250,000 |
| **NET BOOK VALUE** | |
| At 31 March 2025 | 1,250,000 |
| At 31 March 2024 | 1,135,000 |

The market value of the investment properties at 31 March 2025 was £1,250,000 (2024: £1,135,000). The historic cost was £399,183 (2024: £399,183).

The investment properties were valued on 31 March 2025 by Blakes Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued.

## 16. STOCKS

| | 2025 £ | 2024 £ |
|---|---|---|
| Stocks | - | 1,000 |

## 17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Trade debtors | 53,325 | 133,414 |
| Other debtors | 27,806 | 14,127 |
| Prepayments | 44,026 | 55,360 |
| Accrued income | 290,557 | 50,000 |
| | 415,714 | 252,901 |

## 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Trade creditors | 36,137 | 31,172 |
| Social security and other taxes | 18,647 | 16,936 |
| VAT | 619 | 2,719 |
| Other creditors | 20,520 | 330 |
| Deferred income | - | 23,000 |
| Accrued expenses | 60,810 | 89,745 |
| | 136,733 | 163,902 |

| | £ | £ |
|---|---|---|
| Deferred Income | | |
| Balance at 1 April 2024 | 23,000 | 53,241 |
| Amounts released to incoming resources | (23,000) | (53,241) |
| Amounts deferred in the year | - | 23,000 |
| Balance at 31 March 2025 | - | 23,000 |

Deferred income comprises income received during the year which relates to the next financial year.

## 19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Within one year | 29,117 | 25,838 |
| Between one and five years | 15,024 | 37,500 |
| | 44,141 | 63,338 |

## 20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted funds £ | Restricted funds £ | 2025 Total funds £ | 2024 Total funds £ |
|---|---|---|---|---|
| Fixed assets | 1,822,366 | - | 1,822,366 | 1,456,639 |
| Investments | 2,443,659 | - | 2,443,659 | 2,303,498 |
| Current assets | 787,308 | 16,667 | 803,975 | 638,055 |
| Current liabilities | (136,733) | - | (136,733) | (163,902) |
| | 4,916,600 | 16,667 | 4,933,267 | 4,234,290 |

Comparatives for net assets between funds

| | Unrestricted funds £ | Restricted funds £ | 2024 Total funds £ |
|---|---|---|---|
| Fixed assets | 1,456,639 | - | 1,456,639 |
| Investments | 2,303,498 | - | 2,303,498 |
| Current assets | 635,784 | 2,271 | 638,055 |
| Current liabilities | (163,902) | - | (163,902) |
| | 4,232,019 | 2,271 | 4,234,290 |

## 21. MOVEMENT IN FUNDS

| | At 1/4/24 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/25 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,376,621 | 23,913 | 735,817 | 2,136,351 |
| Revaluation reserve | 182,064 | 300,000 | - | 482,064 |
| Building development reserve | 600,000 | - | - | 600,000 |
| Fair value reserve | 938,334 | 126,111 | - | 1,064,445 |
| Social Investment Fund | 1,135,000 | - | (735,817) | 399,183 |
| Capacity Development Fund | - | 234,557 | - | 234,557 |
| | 4,232,019 | 684,581 | - | 4,916,600 |
| **Restricted funds** | | | | |
| Magic Table Purchase/Maintenance | 2,271 | - | - | 2,271 |
| Older Persons Forum | - | 14,396 | - | 14,396 |
| | 2,271 | 14,396 | - | 16,667 |
| **TOTAL FUNDS** | 4,234,290 | 698,977 | - | 4,933,267 |

## 21. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,732,216 | (1,714,409) | 6,106 | 23,913 |
| Revaluation reserve | - | - | 300,000 | 300,000 |
| Fair value reserve | - | - | 126,111 | 126,111 |
| Capacity Development Fund | 234,557 | - | - | 234,557 |
| | 1,966,773 | (1,714,409) | 432,217 | 684,581 |
| **Restricted funds** | | | | |
| The National Lottery Community Fund (FaNS project) | 94,210 | (94,210) | - | - |
| Anticipatory Care Service | 56,593 | (56,593) | - | - |
| NHS South West London - Home from Hospital | 46,008 | (46,008) | - | - |
| Older Persons Forum | 20,000 | (5,604) | - | 14,396 |
| Kingston Community Furniture | 22,000 | (22,000) | - | - |
| | 238,811 | (224,415) | - | 14,396 |
| **TOTAL FUNDS** | 2,205,584 | (1,938,824) | 432,217 | 698,977 |

**Comparatives for movement in funds**

| | At 1/4/23 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/24 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,368,110 | 93,511 | (85,000) | 1,376,621 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 1,200,000 | - | (600,000) | 600,000 |
| Transformation Fund | 450,000 | - | (450,000) | - |
| Fair value reserve | 874,673 | 63,661 | - | 938,334 |
| Social Investment Fund | - | - | 1,135,000 | 1,135,000 |
| | 4,074,847 | 157,172 | - | 4,232,019 |
| **Restricted funds** | | | | |
| Magic Table Purchase/Maintenance | 2,271 | - | - | 2,271 |
| The National Lottery Community Fund (FaNS project) | 62,983 | (62,983) | - | - |
| | 65,254 | (62,983) | - | 2,271 |
| **TOTAL FUNDS** | 4,140,101 | 94,189 | - | 4,234,290 |

## 21. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,703,181 | (1,620,320) | 10,650 | 93,511 |
| Fair value reserve | - | - | 63,661 | 63,661 |
| | 1,703,181 | (1,620,320) | 74,311 | 157,172 |
| **Restricted funds** | | | | |
| The National Lottery Community Fund (FaNS project) | 91,813 | (154,796) | - | (62,983) |
| Anticipatory Care Service | 60,276 | (60,276) | - | - |
| NHS South West London - Home from Hospital | 58,679 | (58,679) | - | - |
| | 210,768 | (273,751) | - | (62,983) |
| **TOTAL FUNDS** | 1,913,949 | (1,894,071) | 74,311 | 94,189 |

**Designated Funds**

Revaluation Reserve
This fund has been designated to the unrealised revaluation movements on tangible fixed asset land and buildings.

Fair Value Reserve
This fund has been designated to the fair value movements on investment properties and listed investments.

Building Development Reserve
This fund has been designated for the maintenance, repair and modernisation of Raleigh House and other buildings.

Transformation Fund
This fund has been designated for investing in infrastructure and service development to ensure ongoing viability of the charity.

Social Investment Fund
This fund has been designated to the cost of the investment properties let for social housing. The value element of the investment properties is included in the fair value reserve.

Capacity Development Fund
This fund has been designated for the investment in the development of our services over the next two to three years. This investment will include a new website offering improved ways for the public to contact and interact with us digitally and the establishment of a hardship fund, enabling us to support people whose financial situation may prevent them from accessing our services.

**Restricted Funds**

Magic Table Purchase/Maintenance
Grants towards the purchase of the Tovertafel 'Magic Table'.

The National Lottery Community Fund - RC London and South East Region
Grant towards the FaNS project (Friendly and Neighbourly Support).

Anticipatory Care Service
Grants towards the Proactive Anticipatory Care service.

NHS South West London - Home from Hospital
Grant towards the Hospital Discharge service.

## 21. MOVEMENT IN FUNDS - continued

Older Persons Forum
A grant from the Council to support the initial set up of the forum and 3-year sustainment to work towards becoming a thriving and self-sustainable group.

Kingston Community Furniture
Funded by The Royal Borough of Kingston upon Thames, Community Resilience Fund.

**Transfers between funds**

A designated fund transfer was made between the social investment fund and the general fund for the value element of the investment properties.

## 22. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. Pension contributions totalling £18,343 (2024 £nil) were payable to the fund at the balance sheet date and are included in creditors.

## 23. CONTINGENT LIABILITIES

The Royal Borough of Kingston upon Thames has a charge of £4,250 over the freehold property at 37 Knights Park, Kingston upon Thames, representing less than 1% of value. This charge will only crystallise if the property is no longer used for charitable purposes.

## 24. RELATED PARTY DISCLOSURES

The key management personnel of the charity comprise the CEO and Deputy CEO. The key management personnel of the charity received earnings and benefits of £177,632 (2024: £162,696).

## 25. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1. There were 11 members as at 31 March 2025 (2024: 14).

**AGE CONCERN KINGSTON UPON THAMES**

England & Wales - Charity number 299988

# Accounts

**REGISTERED COMPANY NUMBER: 02272550 (England and Wales)**
**REGISTERED CHARITY NUMBER: 299988**

# REPORT OF THE TRUSTEES AND

# AUDITED FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2024

# FOR

# AGE CONCERN KINGSTON UPON THAMES
# (A COMPANY LIMITED BY GUARANTEE)

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

**AGE CONCERN KINGSTON UPON THAMES**

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**FOR THE YEAR ENDED 31 MARCH 2024**


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# REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

### OBJECTIVES AND ACTIVITIES
Our vision and objects

Our charitable objects are:

The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage, in any manner which now or hereafter may be deemed by law to be charitable in England and Wales.

**Our vision is:**

To make life a greater life.

Our core work is with older people and we aim to support our beneficiaries to live with independence and dignity, decide the direction of their own lives and enjoy life as part of the community. We work to influence local policy and practice and create a greater understanding of the needs of our users and their potential to contribute to community life. We aim to foster greater understanding between the generations by involving younger people in our work through volunteering. Through our Kingston Community Furniture service we address the needs of people who experience financial hardship and disadvantage.

**Public Benefit**

We review our aims, objectives and activities each year and, in doing so, the Trustees have taken into account the general guidance on public benefit published by the Charity Commission. In reviewing our aims, and planning objectives and activities to meet them in the future, we consider and evaluate the outcomes of each activity and the impact of our work on our beneficiaries and stakeholders.

**Objectives for the year 2023-24**

Our overarching objectives for the year 2023-24 were:
- to enhance the mental and physical wellbeing of the people we work with,
- to involve and empower the people we work with.
- to ensure the long-term financial sustainability of the charity and
- to be a leader in our field.

Our strategy to achieve these objectives has been to maintain our focus on our service users and stakeholders, listening to them and building our services around what they say they want, and what we have learned works. We support and work with individuals, their families and carers via our building-based services, our Information and Advice service and our work in the community. One of our key objectives is to ensure our financial strategy is driven by, and supports, our vision, values and aims.

**Summary of our main activities**

We offer a holistic, outcomes-focused and evidence-based range of services. Our building-based services act as hubs, with a range of targeted prevention and support services provided in buildings, complemented by flexible outreach services provided from buildings. Our person-centred approach is designed to ensure that a whole array of services is easily accessible, according to each individual's needs and wishes. In the operation and development of all our activities, we are committed to working in partnership, and, as a local organisation, advocating for the interests of our user groups.

There are four main strands to our activities:

**Meaningful social activities and support**

Services which aim to reduce social isolation and to foster connections that help build strong and cohesive communities:

- Raleigh House Day Centre
- The Bradbury Centre
- 'FaNS' Friendly and Neighbourly Support Befriending projects

**Home support services**

A range of services which support people to live independently and safely in a comfortable home environment and stay out of hospital and residential care:

- Community Team
- Home from Hospital service
- Help at Home service
- Handyperson service
- Kingston Community Furniture

**Health and wellbeing**

Services which help encourage people to keep active and engaged, maintaining physical and mental health or delaying/reducing deterioration, an approach which is also fundamental in our day service and community centre provision:

- Community Connectors service
- Dementia Support
- Opportunities for volunteering

We continue to play a key role in the local multi-disciplinary approach to supporting people who have rising health and social care needs - the Proactive Anticipatory Care programme.

**Information and advice**

A specialist service which aims to inform people of their choices, empower them and ensure they are receiving all their financial and other entitlements.

## ACHIEVEMENT AND PERFORMANCE

### Charitable activities

In total during 2023-24 we worked with 2,873 unique individuals, providing support to 24% of the borough's residents aged 85 and over, and 28% of the 90+ population.

Our 39 volunteer befrienders supported 85 isolated older people with regular phone calls and visits between 1 and 3 times per week. In total they made over 920 calls as well as over 1,220 home visits during the year.

Day Services and Help at Home services supported 425 people between them, providing 12,204 hours' support.

Our Home from Hospital Team provided 96 individuals with practical assistance, information and advice, and follow-up support.

Our Handyperson service supported 225 people with 755 home visits.

Our Information and Advice service dealt with 1,180 unique clients over the year.

Our Social Prescribers dealt with 1,228 individuals, supporting 11 of the borough's GP practices.

Our Community Team provided guidance and help to 227 individuals.

Our Proactive Anticipatory Care team coordinated care for 143 individuals.

**Meaningful Social Activities and Support**

**Day Services**

Loneliness, inactivity and isolation are major problems for our ageing population - these are amongst the issues we aim to address through the provision of high-quality day services at Raleigh House and The Bradbury.

Buildings where services for the community are housed, and from which they are delivered, offer a huge opportunity to respond flexibly and creatively to the needs and aspirations of a wide range of people. Through a hub and spoke model we aim to offer services and facilities to the wider community, as well as to people using centres on a weekly or daily basis. The hubs provide an extensive range of activities and services under one roof and act as bases for our community outreach services, the Community Team, Community Connectors (social prescribing service), Proactive Anticipatory Care team and Help at Home/Handyperson. There are no comparable venues elsewhere which are accessible to any older person. Our centres also play a vital part in supporting carers and providing respite.

Our experience and evidence demonstrate that our day services play an important part in preventing older people from becoming isolated and inactive, with consequent impact on their overall physical and mental health and wellbeing. Our users come from all parts of the borough and many have multiple and significant needs, including dementia and learning disabilities, as well as physical impairments. Raleigh House caters for very frail people who need personal care; The Bradbury Centre is geared towards those who are able to look after their own personal care. However, both services are 'universal' in that they are open to all older people who live in the borough.

Our new Day Opportunities contract with Kingston Council came into effect during this financial year, providing a more viable funding base for the continued development of our much-needed day services.

Our approach remains to evolve our services to meet the changing needs and choices of older people and to adapt and develop within the financial constraints we work with. The longer-term effects of the Covid-19 pandemic and lockdowns remain manifest, with a dramatic increase in the proportion of people living with dementia using our day services, typically to provide much-needed respite to unpaid carers. The people we support are frailer and their needs are more complex than ever before.

**Case Study**
'Diana' was referred to Staywell by her GP in 2021. Having previously been a very independent and capable person, she had suffered an almost immediate change in her capabilities following the death of her husband in 2018. Over the course of six months her memory declined substantially and within a year she required a great deal of support from her son and daughter-in-law. She suffered with depression, memory issues and frequent episodes of crying. At this time she was prescribed medication for anxiety and attended a local day centre on an ad hoc basis. Diana's attendance was patchy - she would often forget to go and wasn't enthusiastic about it. When Covid hit in 2020 this day centre closed.

The impact of Covid lockdown on Diana was great; she declined rapidly despite being in a supportive bubble with her son and daughter-in-law and her diabetes spiralled out of control.

Diana started to attend Raleigh House once a week when the centre re-opened after Covid restrictions were eased. Her daughter-in-law accompanied her at first as Diana didn't know any other attendees and was a little nervous to leave the house. Her diabetes was still an issue and her daughter-in-law felt that increasing Diana's attendance would ensure that she was eating a more appropriate diet and taking her medication. It would also increase her social contact and mental stimulation, which might help slow the symptoms of her dementia. Regular opportunities to be mobile would also prolong her physical independence. It meant a lot to Diana's family that she would be able to remain living in her own home for as long as possible.

Since then, Diana's attendance at Raleigh has gradually increased, and she comes five days a week. She also took up daily visits from our Help@Home service, helping her to prepare meals and encouraging her to get ready for bed and select her clothes for the following morning. She used our Handyperson service to fit a key safe to her property to allow carers to access her home.

Staywell staff constantly monitor Diana's needs and have adapted the service she receives according to these. She receives hairdressing, podiatry, a regular shower and teeth cleaning at the centre and received her Covid booster there. We maintain regular contact with her relatives and stepped in to help when Diana's boiler broke down whilst her family were away on holiday. Without these services Diana would undoubtedly be in residential care.

**Befriending**

Staywell's befriending and companionship services include one-to-one befriending, telephone befriending and social activities within our social centres offering regular social contact and emotional support to older and lonely adults over the age of 65 years, providing friendship and helping to promote a feeling of self-worth. 71% of clients are aged 80 and over.

Our FaNS (Friendly and Neighbourly Support) project was set up in 2019 with National Lottery funding to develop and increase the capacity of our befriending and companionship services and we are grateful to the National Lottery for a second tranche of funding from November 2022.

Demand for befriending remains high but we continue to find it more difficult to recruit new volunteers since the pandemic. At the end of the financial year we had 39 volunteer befrienders, each of whom was in touch with between one and ten people, offering support, friendship, contact with the outside world, providing emotional support and reassurance where they could.

The continuing impact of our befriending services is due to the way that our teams work across service and organisational boundaries. Our volunteer befrienders are supported not only by the Coordinator funded by the Lottery grant but by a wider team with the skills and expertise needed to respond to clients' often complex needs. This provides confidence and reassurance to our volunteers, clients and the professionals making referrals. Our local knowledge and strong partnership connections, particularly with Primary Care and our voluntary sector partners ensure that we are linking people to the right local groups and resources.

This means that a volunteer befriending relationship arranged through Staywell's FaNS project will have an impact on more than loneliness and isolation. People are connected into the Staywell community and consequently exposed to a range of appropriate local services tailored to their needs and preferences.

Demand for befriending continues to grow, we continue to receive a steady stream of referrals from health and social care partners for people who are lonely and/or isolated. More people want face-to-face contact, rather than phone calls alone. In the past year we have expanded the scope of befriending, to include outings and small group walks.

**Home Support Services**

**Help at Home**

Our Help at Home service provides support with a range of practical tasks in and around the home. It is another example of a service where 'that little bit of help' makes a significant and measurable difference in the lives of older people living independently at home. This chargeable service includes cleaning, laundry and ironing, shopping, cooking and other household tasks, as well as accompanying clients on outings and to appointments. Each client receives a home assessment and is matched with an experienced home-helper.

In 2023-24 we provided over 12,000 hours of help, to over 200 people.

Help at Home enables people to stay living independently in their own homes who would be unable to do so without the support provided. This often also provides great reassurance to families, many of whom live far from their loved ones, including overseas. The service has grown as it has demonstrated its worth in providing flexible support to meet people's varied needs, including many people who continued to socially isolate at home for months after restrictions were officially lifted.

Help at Home's unique selling point is its close integration with our other services, giving staff, as well as clients, easy access to a range of support and expertise to help people deal with the myriad of issues that ageing can bring. The Help@Homers are trained to be familiar with all our activities, and to monitor their clients for changes in their circumstances which might mean they could benefit from another Staywell service: a Handyperson visit or a benefits check, for example.

We receive no external funding for this service; all income is generated through charges. During this period the service has supported our Home from Hospital scheme, with that funding enabling us to offer up to six hours of free support to people 65+ to help them settle back in at home when discharged.

**Handyperson Service**

Our Handyperson service offers a range of simple and low-cost interventions including small building repairs, minor adaptations such as the installation of grab rails and key safes, 'odd' jobs (such as putting up curtain rails, moving furniture), falls and accident checks, and home safety and energy efficiency checks. These are the types of interventions which enable older, disabled and vulnerable people to live independently in their own homes for longer, in greater levels of comfort and security.

In addition, we offer garden tidying and grass cutting, plus one-to-one computer tuition and help with setting up laptops, tuning in and trouble-shooting problems with TVs. The service is supported by volunteers.

Evidence consistently shows that older people place great value on services that provide 'that little bit of help' and enable them to remain living independently in their own homes, and there is considerable demand for the service. Staywell's Handyperson scheme also works in an integrated way with our other services, notably our Community Team and Information and Advice.

We receive no external funding for this service; all income is generated through charges.

**Kingston Community Furniture**

Kingston Community Furniture (KCF) has been part of Staywell for ten years. Its goals are:

- to provide high quality reusable furniture to anyone experiencing deprivation or social exclusion
- to divert waste back into reuse/recycling and away from landfill as a means of encouraging environmental sustainability together with a reduction in carbon emissions
- to generate voluntary and work placement opportunities for anyone experiencing marginalisation and encourage their integration into the community.

KCF is based in Kingston borough, where it has a warehouse and collects re-useable furniture free of charge. It has a pop-up shop in neighbouring Walton-on-Thames and provides 'bulky waste' collection services to households in the Surrey boroughs of Elmbridge, Epsom & Ewell, Runnymede and Spelthorne.

KCF supports our Home from Hospital service by removing and rearranging furniture in people's homes to create space for hospital beds and equipment.

We were given notice by Kingston Council that they would no longer commission KCF from April 2024. We were successful with a grant application to support the work into 2024-25.

**Community Team**

Older people face heightened risk of admission to hospital or residential care as a result of ill-health (including mental ill-health), disability, social isolation, unsuitable housing and loss of support networks. However, the ageing process is not necessarily one of progressive decline and, by working with people in a targeted way, our experience demonstrates that there are multiple opportunities to effect positive changes that will not only reduce A&E attendance and unplanned hospital and residential admissions but also improve the quality of life and safety of older people living in their own homes.

This community outreach service, delivered by a small team of part-time staff and volunteers, supported 227 older people, 74% of whom were aged 80 or over. People referred by a GP or other professional usually need support with independent living due to frailty. Clients are very often housebound. A Community Team worker or volunteer visits each person in their home and discusses their situation including medical history, how they manage activities of daily living, housing situation, income and benefits, levels of social contact and risk of falls. The objective is to support and encourage people to take up appropriate sources of support which will help them regain and/or retain their independence. Since the pandemic the service has seen an increase in the levels of complexity in clients referred, including people with undiagnosed dementia alongside physical ill-health and people self-neglecting and/or living in unsuitable accommodation.

One of the strengths of the Community Team is its ability to respond flexibly to people's changing needs, and speedily harness the expertise of Staywell's other services, such as Information and Advice, and Befriending and it works closely alongside our Community Connectors social prescribing service and PAC (Proactive Anticipatory Care) Coordinators.

The model of engagement used by the Community Team fosters a relationship of trust because it places the focus on the older person's aspirations, and what they would like to do to stay well, rather than on assessing their entitlement to services or their financial means. This, together with its ability to offer people an extensive choice of services provided by Staywell and other agencies, plus Staywell's long-established and strategic position in the local health and social care system, is at the heart of its success.

This work was put out to tender by Kingston Council in autumn 2023 and we were successful in winning a new three-year contract from April 2024.

**Case Study**
'Eliza', aged, 88 was referred to our Community Team due to social isolation, needing practical support and to explore downsizing from her current home.

When we made contact, Eliza was very tearful after losing her daughter earlier in the year. She was very undecided about everything, could not make any decisions and seemed lonely.

With Eliza we identified that she needed encouragement to socialise; she wanted bereavement counselling, a stairlift due to her arthritic knees and help with her garden.

We made introductory visits with her to a local day centre and older people's club, linked her with our Handyperson service for gardening and with our Information and Advice for Dial-a-Ride and Attendance Allowance. We also liaised with the stairlift company on her behalf.

Eliza was put on a waiting list for bereavement counselling. Although she remained undecided about moving, her Attendance Allowance application was successful. She enjoyed one of the local clubs and now attends two or three times a week. She is more outgoing and confident meeting people and has been on outings to the seaside.

**Home from Hospital Service**

We successfully applied to the South West London Health Integrated Care Board (ICB) Innovation fund to continue providing our Home from Hospital service during 2023-24. Additional 'Winter Pressures' funding from Kingston Hospital Foundation Trust enabled us to increase capacity over the winter period.

The objective of this work is to support older, frail people to be discharged back home more quickly, safely and sustainably than might otherwise be possible. The service works on a proactive in-reach model to try and build relationships of trust with people whilst still in hospital and to build relationships with clinical and social services staff in order to promote use of the service. The skills and extensive community knowledge of our other outreach services enables us to deliver the service in an agile way. For example, our Help@Home service can shop and make meals for people returning home and Kingston Community Furniture vehicles and manpower provide the practical means of creating microenvironments (rooms which need to be rearranged to accommodate a hospital bed and other equipment) in people's homes.

We were successful in applying to the ICB Health Inequalities Fund to continue developing this work from January 2024 to March 2025.

**Health and Wellbeing**

**Proactive Anticipatory Care**

The Proactive Anticipatory Care Model (PAC) is Kingston and Richmond's multi-disciplinary approach to working with people who have rising health and care needs. The PAC team includes GPs, community, adult social care and hospital-based services working together to provide more proactive and coordinated care. The approach helps people to stay healthier for longer, reduces the need for reactive health care and supports work to address the wider determinants of health, helping to find ways of keeping local people well, for longer.

In the past year our PAC Care Coordinators, working with New Malden and Worcester Park PCN, which spearheaded the original PAC proof of concept, supported 143 clients. These Coordinators, who are at the heart of the model, help people plan-ahead, be more in control and manage changes in their health and wellbeing, harnessing the considerable strength of working together as a local community.

**Community Connectors Service**

Our team of Community Connectors provide social prescribing on behalf of 11 of the borough's GP practices. The roles are funded through the NHS Additional Roles Reimbursement Scheme or 'ARRS'.

The Connectors work with referred individuals 18+, drawing on their strengths, interests and skills (assets) in order to identify goals to improve the person's quality of life, health and wellbeing. The focus, where possible, is on self-help/support, and self-care and management, enabling people to access and use voluntary and community services and resources wherever possible, as well as maintaining the individual's independence at home. Individuals are encouraged and supported to engage with services through motivational discussions, escorting a person to a service or programme of activities, researching and introducing other community options etc.

The pressure of demand on other support services both voluntary and statutory and build-up of waiting lists - or lack of any services, notably in supporting people with their mental health and housing needs - places pressures on the Community Connector service. This has been sustained through close team-working, peer support and wide sharing of the skills, expertise and local knowledge across all of Staywell's services.

Our plans for the future are to continue to help local GP practices provide personalised support to people whose social situations add major challenges to leading a healthy and happy life, as part of the drive to tackle health inequalities and improve population health and wellbeing.

**Information and Advice**

Our Information and Advice service's typical client is aged between 80 and 89; a high proportion of them live alone. The bulk of the work involves age-related benefits, support at home, housing issues and accessible transport. Income maximisation is a key area, in which we aim to be proactive, assisting clients to access benefits such as Attendance Allowance, Pension Credit and accessible transport schemes.

We recorded 274 successful financial outcomes for 225 clients, the value of which was £181,889.

We also advise on appointeeships, lasting powers of attorney and wills, and inform families and carers about care needs assessments and carer's assessments. We continue to provide an Alternative Office for the Department of Work and Pensions (DWP), processing disability benefit applications on its behalf.

This work was put out to tender by Kingston Council in autumn 2023 and we were successful in winning a new three-year contract from April 2024.

Information and Advice remains an important gateway for older people to access support services. In the increasingly digital world, our in-person approach is highly valued by clients. We will continue to champion high-quality, impartial, information and advice and believe it is crucial for older people, their families and informal carers, and a fundamental part of our service portfolio.

**Opportunities for volunteering**

Volunteer help is central to the successful delivery and the character of our services. Although it has become more difficult to recruit volunteers, 72 local people supported our services by volunteering in a variety of roles.

Volunteers do not just bring a measurable financial value to our work; they bring a wealth of skills, experience and knowledge - not least local knowledge - and often personal experience, for example, as a carer or a service-user. They add a richness to our service provision which cannot be quantified.

**Working in partnership**

Staywell is the largest voluntary sector provider of services in the borough of Kingston, and we spent over £1.89 million on charitable activities in 2023-24. As we evidence within this report, all our services work together in an integrated way, in partnership with the person and their network and with colleagues in other organisations, both statutory and voluntary. They are designed to work coherently to help prevent and delay ill-health and unnecessary admission into hospital or, prematurely, to residential care, whilst also helping to maintain and improve people's physical and mental wellbeing, enabling them to remain active and independent in their own homes, in our centres and in the community, thereby bolstering community resilience.

**Investment Performance**

During the year under review, the income return achieved on our investment portfolio managed by Rathbones was 8.4%. The property investments held by the organisation produced a return of 7.45% on their capital value. The short-term cash deposits earned interest at an average rate of 0.4%.

## FINANCIAL REVIEW

**Financial position**

The Statement of Financial Activities shows a net surplus at the year-end of £94,189.

**Principal funding sources**

The charitable company receives and acknowledges money from the Royal Borough of Kingston upon Thames for the provision of Information and Advice, Community Team, and day services (Raleigh House and The Bradbury). We also acknowledge support for KCF from the Royal Borough of Kingston Resilience Fund.

Funding from the National Lottery has enabled us to maintain our FaNS befriending activity, and we are grateful for their support.

We received and acknowledge funding from NHS SW London for Proactive Anticipatory Care and our Home from Hospital Service and from Kingston's Primary Care Networks for the Community Connectors social prescribing service.

Income generated from centres contributes towards the cost of meals, transport and other activity, and the maintenance of our centres. Our Help@Home and Handyperson services are primary purpose trading activities, with income from charges. Kingston Community Furniture generates funds for the charity from furniture resales and waste collection services.

We are grateful for continuing support from the Rotary Clubs of Kingston and New Malden, and the Kingston Nursing Association. We also thank the many individual donors, often grateful service users and their relatives, who supported us during 2023-24.

A further major source of income is investment income.

**Investment policy and objectives**

The Board's policy is to hold a proportion of funds not required for immediate operational expense as long-term investments. Such funds are invested in global equity and fixed interest instruments at a risk level which the Board considers prudent. From time to time the Board reviews performance of the investments and considers alternative options to maximise returns for the charity.

The charity's current investment portfolio comprises three main elements:

- equity and fixed interest investments managed by Rathbones Investment Management
- social investments - directly held property let as social housing
- short-term cash deposits.

Our investment objectives are to maintain the capital value of the assets and to generate income to support our charitable activities.

## FINANCIAL REVIEW
### Reserves policy, risks and uncertainties

The Board of Trustees of Staywell reviews the Reserves Policy on an annual basis in the context of the risks and opportunities facing the organisation, its plans and its resources. Its reserves policy aligns with its investment policy, i.e. to manage its assets to achieve the best value for the charity's beneficiaries.

We actively work to diversify and widen our funding and supporter base and to enrich and develop our proposition as both a charity and a service provider. Although our recent successful tenders to Kingston Council have given us greater security, with three-year contracts for our 'core' services, which can be extended for up to two years, the contract values remain what they were a decade ago - in effect a cut of 33% over that period. Meanwhile the cost of providing these vital services to people with higher and more complex needs, continues to grow.

In the light of these risks and demands, the Board aims to maintain a prudent level of retained, unrestricted reserves, including liquid cash assets, equivalent to approximately six months' expenditure. The holding of reserves is recognised as good practice by the Charity Commission. These reserves provide working capital for operational running costs and short-term cash flow issues (such as late payment of contract instalments) and support the delivery of the organisation's objectives in an efficient and cost-effective way. This provides a means of managing unforeseen expenditure and allows business development to continue in an environment where a significant proportion of our funding is short-term and there is stiff competition for funding from other sources, such as charitable trusts. In 2018 the charity reported a deficit in excess of £0.5million and its general reserves were 15% below its target level. For the last six years our reserves have been utilised to fund service delivery.

Reserves mean that were there to be a sudden event, such as another pandemic, or an unanticipated reduction in our grant or contract income, we would have time to reconfigure our services to ensure continuity for the approximately 450 regular users who rely on us each week and also enable us to meet our legal requirements in relation to statutory redundancy payments to staff, should we have to wind down any services due to lack of funding

With some greater certainty about the next three to five years, the Board has reviewed the designation of funds. The need to maximise assets means that a redevelopment of part of Raleigh House is considered possible within the next five to ten years. The Board has therefore designated a Property Maintenance and Development Fund of £600,000 towards this and the costs of maintaining our other buildings.

The total funds at year-end were £4,234,290, of which £71,567 was unrealised gains on the investment portfolio (compared with losses of £62,489 in 2022-23).

Of these total funds, £2,591,639 can only be realised by disposing of tangible fixed assets (i.e. fixed assets, primarily buildings, used for the delivery of services) and social investments The year-end value of the managed investments was £1,168,498, the income from which, together with income from the social investments, directly supports those services which are not funded through grants or contracts, notably our Handyperson and Help@Home services and helps us with our support costs.

The amount of free reserves, i.e. the funds we have which can be spent on any of our charitable purposes, was £1,040,380. These comprise the total funds excluding tangible fixed assets (£1,456,639), social investments (£1,135,000), the designated funds (£600,000) and restricted reserves (£2,271). The funds were therefore above the target by £94,458. The free reserves include an estimated £50,000 legacy which has to be accounted for but has not yet been received. The free reserves have been committed towards capital expenditure during the year 2024-25, including a necessary I.T. upgrade and a storage building and vehicles for our Handyperson service.

This Policy and the designation of funds will be reviewed during the financial year 2024-25.

## FUTURE DEVELOPMENTS

Increased demand for community services and the expectation from contracting authorities that providers will deliver 'more for less' is the context of our planning.

We will continue to provide vital services that support people in practical and emotional ways and target loneliness, isolation and the effects of frailty and dementia.

The proportion of our income which is generated from charges to service users has increased and, as the thresholds for statutory care and support continue to be raised, we know that the numbers of people having to pay for their own care and support will also increase. We are therefore focusing on the quality and development of our Help@Home and associated services.

We will continue to work with Kingston's wider voluntary sector and community partners, healthcare sector and the local authority. In the next few months a new Peer Support Service for Older People will be launched in partnership with Mind in Kingston and South West London St George's Mental Health Trust.

We will continue to maximise the use of our assets for the benefit of our communities and to ensure the long-term sustainability of the charity. The next financial year will see an exciting new initiative in partnership with Kingston Council: an Occupational Therapy Assessment Centre will open in our Raleigh House centre, enabling local authority Occupational Therapists to see many more clients than they do currently and reduce waiting times for assessment.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing document

Staywell (Age Concern Kingston upon Thames) is a limited company. Its governing document is its Articles of Association, dated 12th September 2013, and members of the Board of Trustees are the directors of the company. The charity has used the working name of Staywell since September 2014.

### Recruitment and appointment of new trustees

Trustees are recruited by various means, including advertising in newspapers, our own publications and on our website. The Board is elected in accordance with the Articles of Association. Trustees serve for a term of three years and may be re-elected; any Trustee elected as Chair may serve for a maximum of six years. Appointment is by election at the Annual General Meeting, which usually takes place in October each year.

### Organisational structure and decision making

The charity is governed by its Board of Trustees, which met four times during the financial year 2022-23, in addition to the Annual General Meeting.

A scheme of delegation is in place; the Chief Executive, who is also Company Secretary, has overall responsibility for the day-to-day management of the organisation and delegates performance and quality management responsibilities to the Deputy Chief Executive, including ensuring that services are delivered in line with the operational policies, contract specifications or grant conditions. Service managers are responsible for day-to-day operational management and the supervision and development of both staff and volunteers.

The Finance Group (which in the year being reported consisted of the Chief Executive, the Deputy Chief Executive, the Financial Controller, and the Treasurer) met every four to six weeks. The senior management team met weekly and employees and volunteers continued to be involved in the development of the organisation through staff briefings, team meetings, and one-to-one meetings with their line managers.

### Induction and training of new trustees

New Trustees receive an induction which provides an overview of the organisation, its ethos and strategic aims, the activities and services it provides, funding, and policies and procedures, including diversity and equality, as well as the role and responsibilities of Trustees.

Our Trustees are experienced and knowledgeable about our work and the needs of our users and have skills and experience in a wide variety of fields, including social care, healthcare, local government, and the commercial sector. Ongoing training and development is provided in various ways. Trustees participate in strategic planning and other development sessions alongside staff, volunteers and other stakeholders. Trustees also meet from time to time between Board meetings, to focus on development of their skills and understanding of the organisation. Senior staff and managers periodically attend Board meetings to give presentations and update Trustees on developments affecting the work of the organisation.

### Key management remuneration

The pay of the Chief Executive is set by the Board. The pay of the remaining Senior Management Team, and staff is reviewed annually by the Finance Group, in line with both market conditions and affordability for the charity, and a proposal is submitted to the Board for their approval.

### Wider network

Staywell is an independent local charity. We are members of the National Council for Voluntary Organisations. We are the lead provider in a network of voluntary sector organisations in Kingston contracted to deliver a range of services that promote resilience and social connectedness.

## REFERENCE AND ADMINISTRATIVE DETAILS

**Registered Company number**
02272550 (England and Wales)

**Registered Charity number**
299988

**Registered office**
Raleigh House
14 Nelson Road
New Malden
Surrey
KT3 5EA

**Trustees**
Ms E Aitchison
Mrs A C Cann
Ms C Fitzgerald
Dr D Stinson
Mr A J Sherville
Dr J C H D'Souza
Mr R P Phillips

**Auditors**
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
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**Chief Executive Officer and Company Secretary**
Mr S Brennan

**Bankers**

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KT1 2TU

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**Investment Managers**
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L3 1NW

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Kingston upon Thames for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

## AUDITORS

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 12/9/24 and signed on its behalf by:

X .....

Mr R P Phillips - Trustee

## REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN KINGSTON UPON THAMES

### Opinion

We have audited the financial statements of Age Concern Kingston upon Thames (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Statement of Financial Position, the 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with 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 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 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 Report of the Independent Auditors 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.

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 this gives rise to 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.

### Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, 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 charitable company or to cease operations, or have no realistic alternative but to do so.

**Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charity's activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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. This description forms part of our Report of the Independent Auditors.

**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 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 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.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

17 September 2024

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF FINANCIAL ACTIVITIES
## (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
### FOR THE YEAR ENDED 31 MARCH 2024

| | Notes | Unrestricted funds £ | Restricted funds £ | 2024 Total funds £ | 2023 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 3 | 69,355 | - | 69,355 | 30,607 |
| **Charitable activities** | 5 | | | | |
| Kingston Day & Transport Services | | 698,810 | - | 698,810 | 608,976 |
| Kingston Information, Advice & Advocacy | | 90,000 | - | 90,000 | 81,000 |
| Kingston Community Services | | 589,965 | 210,768 | 800,733 | 858,987 |
| Kingston Community Furniture | | 141,059 | - | 141,059 | 168,851 |
| Investment income | 4 | 113,992 | - | 113,992 | 106,667 |
| **Total** | | 1,703,181 | 210,768 | 1,913,949 | 1,855,088 |
| **EXPENDITURE ON** | | | | | |
| **Charitable activities** | 6 | | | | |
| Kingston Day & Transport Services | | 771,282 | - | 771,282 | 728,112 |
| Kingston Information, Advice & Advocacy | | 84,426 | - | 84,426 | 82,441 |
| Kingston Community Services | | 581,387 | 273,751 | 855,138 | 851,567 |
| Kingston Community Furniture | | 183,225 | - | 183,225 | 190,851 |
| **Total** | | 1,620,320 | 273,751 | 1,894,071 | 1,852,971 |
| Net gains/(losses) on investments | | 74,311 | - | 74,311 | (62,489) |
| **NET INCOME/(EXPENDITURE)** | | 157,172 | (62,983) | 94,189 | (60,372) |
| **RECONCILIATION OF FUNDS** | | | | | |
| Total funds brought forward | | 4,074,847 | 65,254 | 4,140,101 | 4,200,473 |
| **TOTAL FUNDS CARRIED FORWARD** | | 4,232,019 | 2,271 | 4,234,290 | 4,140,101 |

The notes form part of these financial statements

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF FINANCIAL POSITION
**31 MARCH 2024**

| | Notes | 2024 £ | 2023 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Intangible assets | 12 | - | 5,992 |
| Tangible assets | 13 | 1,456,639 | 1,456,036 |
| **Investments** | | | |
| Investments | 14 | 1,168,498 | 1,076,069 |
| Investment property | 15 | 1,135,000 | 1,135,000 |
| | | 3,760,137 | 3,673,097 |
| **CURRENT ASSETS** | | | |
| Stocks | 16 | 1,000 | 1,000 |
| Debtors | 17 | 252,901 | 209,804 |
| Cash at bank | | 384,154 | 420,817 |
| | | 638,055 | 631,621 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 18 | (163,902) | (164,617) |
| **NET CURRENT ASSETS** | | 474,153 | 467,004 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,234,290 | 4,140,101 |
| **NET ASSETS** | | 4,234,290 | 4,140,101 |
| **FUNDS** | 21 | | |
| Unrestricted funds: | | | |
| General fund | | 1,376,621 | 1,368,110 |
| Revaluation reserve | | 182,064 | 182,064 |
| Building development reserve | | 600,000 | 1,200,000 |
| Transformation Fund | | - | 450,000 |
| Fair value reserve | | 938,334 | 874,673 |
| Social Investment Fund | | 1,135,000 | - |
| | | 4,232,019 | 4,074,847 |
| Restricted funds | | 2,271 | 65,254 |
| **TOTAL FUNDS** | | 4,234,290 | 4,140,101 |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 12 September 2024 and were signed on its behalf by:

X

Mr R P Phillips - Trustee

The notes form part of these financial statements

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF CASH FLOWS
### FOR THE YEAR ENDED 31 MARCH 2024

| | Notes | 2024 £ | 2023 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Cash generated from operations | 1 | (130,179) | (156,753) |
| Net cash used in operating activities | | (130,179) | (156,753) |
| **Cash flows from investing activities** | | | |
| Purchase of tangible fixed assets | | (2,358) | - |
| Purchase of fixed asset investments | | (232,465) | (180,913) |
| Sale of fixed asset investments | | 214,347 | 158,199 |
| Interest received | | 3,170 | 2,757 |
| Dividends received | | 26,218 | 26,998 |
| Rents received on investment property | | 84,604 | 76,912 |
| Net cash provided by investing activities | | 93,516 | 83,953 |
| **Change in cash and cash equivalents in the reporting period** | | (36,663) | (72,800) |
| **Cash and cash equivalents at the beginning of the reporting period** | | 420,817 | 493,617 |
| **Cash and cash equivalents at the end of the reporting period** | | 384,154 | 420,817 |

The notes form part of these financial statements

## NOTES TO THE STATEMENT OF CASH FLOWS
**FOR THE YEAR ENDED 31 MARCH 2024**

### 1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| **Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)** | 94,189 | (60,372) |
| **Adjustments for:** | | |
| Depreciation charges | 7,747 | 20,118 |
| (Gain)/losses on investments | (74,311) | 62,489 |
| Interest received | (3,170) | (2,757) |
| Dividends received | (26,218) | (26,998) |
| Rents received on investment property | (84,604) | (76,912) |
| Increase in debtors | (43,097) | (81,143) |
| (Decrease)/increase in creditors | (715) | 8,822 |
| **Net cash used in operations** | (130,179) | (156,753) |

### 2. ANALYSIS OF CHANGES IN NET FUNDS

| | At 1/4/23 | Cash flow | At 31/3/24 |
|---|---|---|---|
| | £ | £ | £ |
| **Net cash** | | | |
| Cash at bank | 420,817 | (36,663) | 384,154 |
| | 420,817 | (36,663) | 384,154 |
| **Total** | 420,817 | (36,663) | 384,154 |

The notes form part of these financial statements

## 1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is Raleigh House, 14 Nelson Road, New Malden, Surrey, KT3 5EA. The registered number of the company is 02272550. The registered number of the charity is 299988.

The financial information presented is for the year ended 31 March 2024 and 31 March 2023. The financial information is presented in sterling.

## 2. ACCOUNTING POLICIES

**Basis of preparing the financial statements**
The financial statements of the charitable company, 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 accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

a) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. In future years, the key risks to the charity are a fall in contractual and grant income. The trustees have a series of measures to control, mitigate and minimise the effects of a fall in income, including the development and maintaining of a diverse range of activities and income in order to reduce the risk of over-reliance on a single source, and a prudent reserves policy.

b) Significant judgements and estimates.

Preparation of the financial statements requires management to make significant judgements and estimates. The items in the financial statements where these judgements and estimates have been made include:

(i) Tangible fixed assets. Fixtures and fittings and motor vehicles are depreciated over their useful lives taking into account residual values, where appropriate.

(ii) Intangible fixed assets. Development costs are amortised over their useful lives taking into account residual values, where appropriate.

(iii) Revaluation of investment properties and freehold properties. The charity carries its investment property and freehold property at fair value with changes in fair value being recognised in the statement of financial activities.

(iv) Impairments. Management makes judgement on whether there are any indications of impairments to the carrying amounts of the charity's assets.

(v) Allocation of costs. The allocation of support and governance costs between charitable and expenditure categories.

**Income**
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts with the Royal Borough of Kingston upon Thames and Clinical Care Commissioners in respect of patient services.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

## 2. ACCOUNTING POLICIES - continued

**Income**
Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date.

Legacies are recognised on a case-by-case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by the investment advisor of the investment portfolio.

Rental income from the investment properties is recognised when receivable.

**Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Charitable activities**
Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**
Governance costs include those incurred in the governance of the charity and comprise the production of the statutory accounts and the audit of the charity.

**Allocation and apportionment of costs**
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

**Intangible fixed assets**
Intangible fixed assets acquired separately are initially recognised at cost. Software that is integral to the operation of hardware is capitalised as part of the relevant item of tangible fixed assets. Software that is not integral to the operation of the hardware is capitalised as an intangible fixed asset. Depreciation is not provided on software in development until this is brought into use.

| | |
|---|---|
| Software development costs | 25% on cost. |

**Tangible fixed assets**

| | |
|---|---|
| Computer equipment | 33.3% on cost. |
| Motor vehicles | 20.0% on cost. |
| Furniture and equipment | 12.5 % & 20% on cost. |
| Short Leasehold | 20% on cost. |

Freehold property is not depreciated. Freehold property is revalued annually and stated at the revalued amount.

**Investment property**
Investment properties are included at their fair value. Fair value is based on market value and is reappraised annually by an independent professional valuer. Any movements due to unrealised gains on valuation are recognised in the Statement of Financial Activities.

## 2. ACCOUNTING POLICIES - continued

**Stocks**
Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

**Taxation**
The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Fixed asset investments**
Investments are included in the Statement of Financial Position at their fair value.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

**Leasing commitments**
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

**Cash at bank**
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Debtors**
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

**Creditors**
Creditors are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at the settlement amount.

**Financial instruments**
The charity only has financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**VAT**
The charity reclaims VAT incurred on goods and services in line with the standard method of partial exemption. Irrecoverable VAT is treated as a central cost and allocated to the relevant activities in the Statement of Financial Activities.

## 3. DONATIONS AND LEGACIES

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Donations | 19,355 | 30,607 |
| Legacies | 50,000 | - |
| | 69,355 | 30,607 |

The charity was named as a residuary beneficiary to an estate. Management have accrued legacy income of £50,000 which is included in debtors and is expected to be received in the next financial year.

## 4. INVESTMENT INCOME

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Rents received | 84,604 | 76,912 |
| Dividends receivable | 26,218 | 26,998 |
| Deposit account interest | 3,170 | 2,757 |
| | 113,992 | 106,667 |

## 5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| **Contract income:** | | |
| Royal Borough of Kingston upon Thames | | |
| Kingston Day and Transport Services | 325,000 | 360,191 |
| Kingston Information, Advice and Advocacy | 90,000 | 80,000 |
| Kingston Community Services | 137,868 | 137,869 |
| | 552,868 | 578,060 |
| Royal Borough of Kingston upon Thames - Kingston Community Furniture | 45,000 | 45,000 |
| Kingston Primary Care Networks | 127,348 | 173,189 |
| Other contracts | 3,747 | 52,448 |
| Total contract income | 728,963 | 848,697 |
| **Grant income:** | | |
| NHS South West London - Proactive Anticipatory Care Grant (restricted) | 60,276 | 63,699 |
| The National Lottery Community Fund - FaNS Project Grant (restricted) | 91,813 | 45,061 |
| Home From Hospital (restricted) | 58,679 | - |
| Other grants | 5,065 | - |
| Total grant income | 215,833 | 108,760 |
| **Services income from:** | | |
| Kingston Day and Transport Services | 364,997 | 295,038 |
| Kingston Community Services | 324,750 | 341,468 |
| Kingston Community Furniture | 96,059 | 123,851 |
| Total services income | 785,806 | 760,357 |
| Total income from charitable activities | 1,730,602 | 1,717,814 |

## 6. CHARITABLE ACTIVITIES COSTS

| | Direct Costs | Support costs (see note 7) | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 603,248 | 168,034 | 771,282 |
| Kingston Information, Advice & Advocacy | 63,439 | 20,987 | 84,426 |
| Kingston Community Services | 598,404 | 256,734 | 855,138 |
| Kingston Community Furniture | 152,538 | 30,687 | 183,225 |
| | 1,417,629 | 476,442 | 1,894,071 |

31/03/2023 comparatives for charitable activities costs

| | Direct costs | Support costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 567,141 | 160,971 | 728,112 |
| Kingston Information, Advice & Advocacy | 62,609 | 19,832 | 82,441 |
| Kingston Community Services | 629,818 | 221,749 | 851,567 |
| Kingston Community Furniture | 158,836 | 32,015 | 190,851 |
| | 1,418,404 | 434,567 | 1,852,971 |

## 7. SUPPORT COSTS

| | Overheads | Governance costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 165,234 | 2,800 | 168,034 |
| Kingston Information, Advice & Advocacy | 20,427 | 560 | 20,987 |
| Kingston Community Services | 252,814 | 3,920 | 256,734 |
| Kingston Community Furniture | 29,987 | 700 | 30,687 |
| | 468,462 | 7,980 | 476,442 |

31/03/2023 comparatives for support costs

| | Overheads 2023 | Governance costs 2023 | Totals 2023 |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 158,701 | 2,270 | 160,971 |
| Kingston Information, Advice & Advocacy | 19,352 | 480 | 19,832 |
| Kingston Community Services | 218,599 | 3,150 | 221,749 |
| Kingston Community Furniture | 31,490 | 525 | 32,015 |
| | 428,142 | 6,425 | 434,567 |

## 8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 5,455 | 5,300 |
| Auditors' remuneration for non audit work | 2,525 | 1,125 |
| Depreciation - owned assets | 1,755 | 4,362 |
| Development costs amortisation | 5,992 | 15,756 |
| Operating lease - property rent | 28,000 | 13,250 |

## 9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**Trustees' expenses**

There were no trustees' expenses for the year ended 31 March 2024 nor for the year ended 31 March 2023.

During the year trustees provided donations to the charity of £6,075 (2023 £19,850).

## 10. STAFF COSTS

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 1,247,259 | 1,214,351 |
| Social security costs | 67,433 | 81,412 |
| Other pension costs | 173,320 | 166,927 |
| | 1,488,012 | 1,462,690 |

The average monthly number of employees during the year was as follows:

| | 2024 | 2023 |
|---|---|---|
| Management | 4 | 4 |
| Staff | 67 | 71 |
| | 71 | 75 |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 2024 | 2023 |
|---|---|---|
| £80,001 - £90,000 | 1 | 1 |

Based on full-time equivalent - Management 4 (2023: 4), Staff 46 (2023: 49)

## 11. 31/03/2023 COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | |
| Donations and legacies | 30,607 | - | 30,607 |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 608,976 | - | 608,976 |
| Kingston Information, Advice & Advocacy | 81,000 | - | 81,000 |
| Kingston Community Services | 813,926 | 45,061 | 858,987 |
| Kingston Community Furniture | 168,851 | - | 168,851 |
| Investment income | 106,667 | - | 106,667 |
| **Total** | 1,810,027 | 45,061 | 1,855,088 |
| **EXPENDITURE ON** | | | |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 728,112 | - | 728,112 |
| Kingston Information, Advice & Advocacy | 82,441 | - | 82,441 |
| Kingston Community Services | 851,567 | - | 851,567 |
| Kingston Community Furniture | 190,851 | - | 190,851 |
| **Total** | 1,852,971 | - | 1,852,971 |
| Net gains/(losses) on investments | (62,489) | - | (62,489) |
| **NET INCOME/(EXPENDITURE)** | (105,433) | 45,061 | (60,372) |
| **RECONCILIATION OF FUNDS** | | | |
| Total funds brought forward | 4,180,280 | 20,193 | 4,200,473 |
| **TOTAL FUNDS CARRIED FORWARD** | 4,074,847 | 65,254 | 4,140,101 |

## 12. INTANGIBLE FIXED ASSETS

| | Development costs £ |
|---|---|
| **COST** | |
| At 1 April 2023 and 31 March 2024 | 203,817 |
| **AMORTISATION** | |
| At 1 April 2023 | 197,825 |
| Charge for year | 5,992 |
| At 31 March 2024 | 203,817 |
| **NET BOOK VALUE** | |
| At 31 March 2024 | - |
| At 31 March 2023 | 5,992 |

## 13. TANGIBLE FIXED ASSETS

| | Freehold property £ | Short leasehold £ | Fixtures and fittings £ | Motor vehicles £ | Totals £ |
|---|---|---|---|---|---|
| **COST** | | | | | |
| At 1 April 2023 | 1,450,000 | 12,080 | 225,280 | 82,593 | 1,769,953 |
| Additions | - | - | 2,358 | - | 2,358 |
| At 31 March 2024 | 1,450,000 | 12,080 | 227,638 | 82,593 | 1,772,311 |
| **DEPRECIATION** | | | | | |
| At 1 April 2023 | - | 12,080 | 224,645 | 77,192 | 313,917 |
| Charge for year | - | - | 469 | 1,286 | 1,755 |
| At 31 March 2024 | - | 12,080 | 225,114 | 78,478 | 315,672 |
| **NET BOOK VALUE** | | | | | |
| At 31 March 2024 | 1,450,000 | - | 2,524 | 4,115 | 1,456,639 |
| At 31 March 2023 | 1,450,000 | - | 635 | 5,401 | 1,456,036 |

The market valuation of the freehold properties as at 31 March 2024 was £1,450,000 (2023: £1,450,000). The historic cost was £1,267,936 (2023: £1,267,936).

The freehold properties were valued on 31 March 2022 by Hawes & Co Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued.

The trustees consider that the market value of the freehold properties at 31 March 2024 has not materially changed since the valuation made on 31 March 2022, and as such a revaluation is not required.

## 14. FIXED ASSET INVESTMENTS

| | Listed investments £ |
|---|---|
| **MARKET VALUE** | |
| At 1 April 2023 | 1,076,069 |
| Additions | 232,465 |
| Disposals | (211,603) |
| Revaluations | 71,567 |
| At 31 March 2024 | 1,168,498 |
| **NET BOOK VALUE** | |
| At 31 March 2024 | 1,168,498 |
| At 31 March 2023 | 1,076,069 |

There were no investment assets outside the UK.

The market value of the fixed asset investments at 31 March 2024 was £1,168,498 (2023: £1,076,069). The fair value of the fixed asset investments is based on quoted market prices at the balance sheet date.

The historic cost of the fixed asset investments at 31 March 2024 was £965,981 (2023: £937,213).

## 15. INVESTMENT PROPERTY

| | £ |
|---|---|
| **FAIR VALUE** | |
| At 1 April 2023 and 31 March 2024 | 1,135,000 |
| **NET BOOK VALUE** | |
| At 31 March 2024 | 1,135,000 |
| At 31 March 2023 | 1,135,000 |

The market value of the investment properties at 31 March 2024 was £1,135,000 (2023: £1,135,000). The historic cost was £399,183 (2023: £399,183).

The investment properties were valued on 31 March 2022 by Hawes & Co Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued.

The trustees consider that the market value of the investment properties at 31 March 2024 has not materially changed since the valuation made on 31 March 2022, and as such a revaluation is not required.

## 16. STOCKS

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Stocks | 1,000 | 1,000 |

## 17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Trade debtors | 133,414 | 139,280 |
| Other debtors | 14,127 | 13,979 |
| Prepayments | 55,360 | 56,545 |
| Accrued income | 50,000 | - |
| | 252,901 | 209,804 |

## 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Trade creditors | 31,172 | 27,462 |
| Social security and other taxes | 16,936 | - |
| VAT | 2,719 | 2,323 |
| Other creditors | 330 | 110 |
| Pensions | - | 17,630 |
| Deferred income | 23,000 | 53,241 |
| Accrued expenses | 89,745 | 63,851 |
| | 163,902 | 164,617 |

## 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR - continued

| | £ | £ |
|---|---|---|
| Deferred Income | | |
| Balance at 1 April 2023 | 53,241 | 8,095 |
| Amounts released to incoming resources | (53,241) | (6,309) |
| Amounts deferred in the year | 23,000 | 51,455 |
| Balance at 31 March 2024 | 23,000 | 53,241 |

Deferred income comprises income received during the year which relates to the next financial year.

## 19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Within one year | 25,838 | 26,118 |
| Between one and five years | 37,500 | 65,853 |
| | 63,338 | 91,971 |

## 20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted funds | Restricted funds | 2024 Total funds | 2023 Total funds |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Fixed assets | 1,456,639 | - | 1,456,639 | 1,462,028 |
| Investments | 2,303,498 | - | 2,303,498 | 2,211,069 |
| Current assets | 635,784 | 2,271 | 638,055 | 631,621 |
| Current liabilities | (163,902) | - | (163,902) | (164,617) |
| | 4,232,019 | 2,271 | 4,234,290 | 4,140,101 |

Comparatives for net assets between funds

| | Unrestricted funds | Restricted funds | 2023 Total funds |
|---|---|---|---|
| | £ | £ | £ |
| Fixed assets | 1,462,028 | - | 1,462,028 |
| Investments | 2,211,069 | - | 2,211,069 |
| Current assets | 566,367 | 65,254 | 631,621 |
| Current liabilities | (164,617) | - | (164,617) |
| | 4,074,847 | 65,254 | 4,140,101 |

## 21. MOVEMENT IN FUNDS

| | At 1/4/23 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/24 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,368,110 | 93,511 | (85,000) | 1,376,621 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 1,200,000 | - | (600,000) | 600,000 |
| Transformation Fund | 450,000 | - | (450,000) | - |
| Fair value reserve | 874,673 | 63,661 | - | 938,334 |
| Social Investment Fund | - | - | 1,135,000 | 1,135,000 |
| | 4,074,847 | 157,172 | - | 4,232,019 |
| **Restricted funds** | | | | |
| Magic Table Purchase/Maintenance | 2,271 | - | - | 2,271 |
| The National Lottery Community Fund (FaNS project) | 62,983 | (62,983) | - | - |
| | 65,254 | (62,983) | - | 2,271 |
| **TOTAL FUNDS** | 4,140,101 | 94,189 | - | 4,234,290 |

Net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,703,181 | (1,620,320) | 10,650 | 93,511 |
| Fair value reserve | - | - | 63,661 | 63,661 |
| | 1,703,181 | (1,620,320) | 74,311 | 157,172 |
| **Restricted funds** | | | | |
| The National Lottery Community Fund (FaNS project) | 91,813 | (154,796) | - | (62,983) |
| Anticipatory Care Service | 60,276 | (60,276) | - | - |
| Home From Hospital | 58,679 | (58,679) | - | - |
| | 210,768 | (273,751) | - | (62,983) |
| **TOTAL FUNDS** | 1,913,949 | (1,894,071) | 74,311 | 94,189 |

## 21. MOVEMENT IN FUNDS - continued

### Comparatives for movement in funds

| | At 1/4/22 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/23 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,280,127 | (42,017) | 130,000 | 1,368,110 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 1,200,000 | - | - | 1,200,000 |
| Transformation Fund | 580,000 | - | (130,000) | 450,000 |
| Fair value reserve | 938,089 | (63,416) | - | 874,673 |
| | 4,180,280 | (105,433) | - | 4,074,847 |
| **Restricted funds** | | | | |
| Magic Table Purchase/Maintenance | 2,271 | - | - | 2,271 |
| The National Lottery Community Fund (FaNS project) | 17,922 | 45,061 | - | 62,983 |
| | 20,193 | 45,061 | - | 65,254 |
| **TOTAL FUNDS** | 4,200,473 | (60,372) | - | 4,140,101 |

Comparative net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,810,027 | (1,852,971) | 927 | (42,017) |
| Fair value reserve | - | - | (63,416) | (63,416) |
| | 1,810,027 | (1,852,971) | (62,489) | (105,433) |
| **Restricted funds** | | | | |
| The National Lottery Community Fund (FaNS project) | 45,061 | - | - | 45,061 |
| **TOTAL FUNDS** | 1,855,088 | (1,852,971) | (62,489) | (60,372) |

### Designated Funds

Revaluation Reserve
This fund has been designated to the unrealised revaluation movements on tangible fixed asset land and buildings.

Fair Value Reserve
This fund has been designated to the fair value movements on investment properties and listed investments.

Building Development Reserve
This fund has been designated for the maintenance, repair and modernisation of Raleigh House and other buildings.

Transformation Fund
This fund has been designated for investing in infrastructure and service development to ensure ongoing viability of the charity.

Social Investment Fund
This fund has been designated to the value of buildings let for social housing.

## 21. MOVEMENT IN FUNDS - continued

**Restricted Funds**

The Kingston Nursing Association
Charitable donations towards specific projects.

Magic Table Purchase/Maintenance
Grants towards the purchase of the Tovertafel 'Magic Table'.

The National Lottery Community Fund - RC London and South East Region
Grant towards the FaNS project (Friendly and Neighbourly Support).

Anticipatory Care Service
Grants towards the Proactive Anticipatory Care service.

Home From Hospital
Grant towards the Hospital Discharge service.

## 22. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. Pension contributions totalling £nil (2023 £17,629) were payable to the fund at the balance sheet date and are included in creditors.

## 23. CONTINGENT LIABILITIES

The Royal Borough of Kingston upon Thames has a charge of £4,250 over the freehold property at 37 Knights Park, Kingston upon Thames, representing less than 1% of value. This charge will only crystallise if the property is no longer used for charitable purposes.

## 24. CONTINGENT ASSET

As at the year end, the charity had been notified of a residuary legacy where the value of the estate was uncertain as the executors had not yet compiled the estate accounts as the date of signing these accounts. Therefore no amount has been accrued in respect of this legacy.

## 25. RELATED PARTY DISCLOSURES

The key management personnel of the charity comprise the CEO and Deputy CEO. The key management personnel of the charity received earnings and benefits of £162,696 (2023: £156,532).

Your Healthcare CIC is a community interest company of which Shane Brennan, (CEO) was a director. Shane Brennan resigned as a director from Your Healthcare CIC on 13/9/2023.

## 26. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1. There were 14 members as at 31 March 2024 (2023: 16).

**AGE CONCERN KINGSTON UPON THAMES**

England & Wales - Charity number 299988

# Accounts

**REGISTERED COMPANY NUMBER: 02272550 (England and Wales)**
**REGISTERED CHARITY NUMBER: 299988**

# REPORT OF THE TRUSTEES AND

# AUDITED FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2023

# FOR

# AGE CONCERN KINGSTON UPON THAMES
# (A COMPANY LIMITED BY GUARANTEE)

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

**AGE CONCERN KINGSTON UPON THAMES**

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**FOR THE YEAR ENDED 31 MARCH 2023**


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# REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**
Our vision and objects

Our charitable objects are:

The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage, in any manner which now or hereafter may be deemed by law to be charitable in England and Wales.

**Our vision is:**

To make life a greater life.

Our core work is with older people and we aim to support our beneficiaries to live with independence and dignity, decide the direction of their own lives and enjoy life as part of the community. We work to influence local policy and practice and create a greater understanding of the needs of our users and their potential to contribute to community life. We aim to foster greater understanding between the generations by involving younger people in our work through volunteering. Through our Kingston Community Furniture service we address the needs of people who experience financial hardship and disadvantage.

**Public Benefit**

We review our aims, objectives and activities each year and, in doing so, the Trustees have taken into account the general guidance on public benefit published by the Charity Commission. In reviewing our aims, and planning objectives and activities to meet them in the future, we consider and evaluate the outcomes of each activity and the impact of our work on our beneficiaries and stakeholders.

Objectives for the year 2022-23

Our overarching objectives for the year 2022-23 were:
- to be a leader in our field
- to involve and empower the people we work with
- to enhance the mental and physical wellbeing of the people we work with, and
- to ensure the long-term financial sustainability of the charity.

Our strategy to achieve these objectives has been to maintain our focus on our service users and stakeholders, listening to them and building our services around what they say they want, and what we have learned works. We support and work with individuals, their families and carers via our building-based services, our Information and Advice service and our work in the community. One of our key objectives is to ensure our financial strategy is driven by, and supports, our vision, values and aims.

## Summary of our main activities

We offer a holistic, outcomes-focused and evidence-based range of services. Our building-based services act as hubs, with a range of targeted prevention and support services provided in buildings, complemented by flexible outreach services provided from buildings. Our person-centred approach is designed to ensure that a whole array of services is easily accessible, according to each individual's needs and wishes. In the operation and development of all our activities, we are committed to working in partnership, and, as an indigenous local organisation, advocating for the interests of our user groups.

There are four main strands to our activities:

### Meaningful social activities and support

Services which aim to reduce social isolation and to foster connections that help build strong and cohesive communities:

- Raleigh House Day Centre
- The Bradbury Centre
- 'FANS' Friendly and Neighbourly Support Befriending projects

### Home support services

A range of services which support people to live independently and safely in a comfortable home environment and stay out of hospital and residential care:

- Community Team
- Help at Home service
- Handyperson service
- Kingston Community Furniture

### Health and wellbeing

Services which help encourage people to keep active and engaged, maintaining physical and mental health or delaying/reducing deterioration, an approach which is also fundamental in our day service and community centre provision:

- Community Connectors service
- Dementia Support
- Opportunities for volunteering

### Information and advice

A specialist service which aims to inform people of their choices, empower them and ensure they are receiving all their financial and other entitlements.

### Projects and pilots

We continued to play a key role in the new multi-disciplinary approach to supporting people who have rising health and social care needs - the Proactive Anticipatory Care 'proof-of-concept' programme.

Working with Kingston Hospital Foundation Trust, we a piloted a Home from Hospital service.

## ACHIEVEMENT AND PERFORMANCE

### Charitable activities

### Covid-19 - a summary of our activities

In total during 2022-23 we worked with 2,799 individuals.

Our volunteer befrienders supported people with regular phone calls and visits between 1 and 3 times per week, making over 1500 calls as well as over 500 home visits throughout the year. At the year-end, 33 volunteers were working within FaNS befriending services', supporting 70 isolated older people.

Day Services and Help at Home each worked with over 200 people, providing 12,776 hours' support.

Our Handyperson service supported 211 people with 617 home visits and also supported 81 hospital discharges.

Our Information and Advice service dealt with 1,041 referrals, working with 1,085 clients. Of these, we assisted with applications for benefits such as Attendance Allowance, Housing Benefit, Pension Credit and transport benefits - the value of the successful claims to recipients was over £113,000.

Our Community Connectors social prescribing service dealt with 1,311 individuals.

Our Community Team provided help and support to 241 individuals.

Our Proactive Anticipatory Care team coordinated care for 149 individuals.

Our Home from Hospital Service supported 66 discharges from Kingston Hospital.

### Meaningful Social Activities and Support

### Day Services

Loneliness, inactivity and isolation are major problems for our ageing population - these are amongst the issues we aim to address through the provision of high-quality day services at Raleigh House and The Bradbury.

Buildings where services for the community are housed, and from which they are delivered, offer a huge opportunity to respond flexibly and creatively to the needs and aspirations of a wide range of people. Through a hub and spoke model we aim to offer services and facilities to the wider community, as well as to people using centres on a weekly or daily basis. The hubs provide an extensive range of activities and services under one roof and act as bases for our community outreach services, the Community Team, Community Connectors (social prescribing service) and Help at Home/Handyperson. There are no comparable venues elsewhere which are accessible to any older person. Our centres also play a vital part in supporting carers and providing respite.

Our experience and evidence demonstrate that our day services play an important part in preventing older people from becoming isolated and inactive, with consequent impact on their overall physical and mental health and wellbeing. Our users come from all parts of the borough and many have multiple and significant needs, including dementia and learning disabilities, as well as physical impairments. Raleigh House caters for very frail people who need personal care; The Bradbury Centre is geared towards those who are able to look after their own personal care. However, both services are 'universal' in that they are open to all older people who live in the borough.

In August 2022 we took part in a competitive tender to provide 'day opportunities and meaningful occupations' in Kingston. We were successful in being appointed to a new Adult Social Care Framework for the provision of these services, due to come into effect from April 2023. However at the time of writing this report the contracts associated with this new framework had not been implemented by Kingston Council and our previous contract for day services was extended throughout the remainder of 2022 and into the financial year beginning 1st April 2023.

Our approach remains to evolve our services to meet the changing needs and choices of older people and to adapt and develop within the financial constraints we work with. The longer-term effects of the Covid-19 pandemic and lockdowns are manifest, with a dramatic increase in the proportion of people living with dementia using our day services, typically in order to provide much-needed respite to unpaid carers.

## Befriending

Staywell's befriending and companionship services include one-to-one befriending, telephone befriending and social activities within our social centres offering regular social contact and emotional support to older and lonely adults over the age of 65 years, providing friendship and a feeling of self-worth.

Our FANS (Friendly and Neighbourly Support) project was set up in 2019 with National Lottery funding to develop and increase the capacity of our befriending and companionship services.

Demand for befriending remains high but we continue to find it more difficult to recruit new volunteers since the pandemic. At the end of the financial year we had 33 volunteer befrienders, each of whom was in touch with between one and ten people, offering support, friendship, contact with the outside world, providing emotional support and reassurance where they could.

The continuing impact of our befriending services is due to the way that our teams work across service and organisational boundaries. Our volunteer befrienders are supported not only by the Coordinator funded by the Lottery grant but by a wider team with the skills and expertise needed to respond to clients' often complex needs. This provides confidence and reassurance to our volunteers, clients and the professionals making referrals. Our local knowledge and strong partnership connections, particularly with Primary Care and our voluntary sector partners ensure that we are linking people to the right local groups and resources.

This means that a volunteer befriending relationship arranged through Staywell's FANS project will have an impact on more than loneliness and isolation. People are connected into the Staywell community and consequently exposed to a range of appropriate local services tailored to their needs and preferences.

Demand for befriending continues to grow, we continue to receive a steady stream of referrals from health and social care partners for people who are lonely and/or isolated. Our application to the Lottery was successful and from November 2022 we have funding to develop this work in line with our original pre-pandemic ambitions.

## Home Support Services

### Help at Home

Our Help at Home service provides support with a range of practical tasks in and around the home. It is another example of a service where 'that little bit of help' makes a significant and measurable difference in the lives of older people living independently at home. This chargeable service includes cleaning, laundry and ironing, shopping, cooking and other household tasks, as well as accompanying clients on outings and to appointments. Each client receives a home assessment and is matched with an experienced home-helper.

In 2022-23 we provided on average 769 visits per month, 9,229 in total, to over 200 people.

Help at Home enables people to stay living independently in their own homes who would be unable to do so without the support provided. This often also provides great reassurance to families, many of whom live far from their loved ones, including overseas. The service has grown as it has demonstrated its worth in providing flexible support to meet people's varied needs, including many people who continued to socially isolate at home for months after restrictions were officially lifted.

Help at Home's unique selling point is its close integration with our other services. The home-helpers are trained to be familiar with all our activities, and to monitor their clients for changes in their circumstances which might mean they could benefit from another Staywell service: a Handyperson visit or a benefits check, for example.

We receive no external funding for this service; all income is generated through charges.

### Handyperson Service

Our Handyperson service offers a range of simple and low-cost interventions including small building repairs, minor adaptations such as the installation of grab rails and key safes, 'odd' jobs (such as putting up curtain rails, moving furniture), falls and accident checks, and home safety and energy efficiency checks. These are the types of interventions which enable older, disabled and vulnerable people to live independently in their own homes for longer, in greater levels of comfort and security.

Through 'winter pressures' funding we continued to provide services to Kingston Council, including fitting key safes. These are vital services which enable people to be discharged from hospital to a safe and secure environment and stay living in their own homes, objectives which are high on local and national agendas and were crucially important during the pandemic whilst there was pressure to reduce the length of hospital stays.

In addition, we offer garden tidying and grass cutting, plus one-to-one computer tuition and help with setting up laptops, tuning in and trouble-shooting problems with TV receivers, DVD recorders and players. The service is supported by volunteers.

Evidence consistently shows that older people place great value on services that provide 'that little bit of help' and enable them to remain living independently in their own homes, and there is considerable demand for the service. Staywell's Handyperson scheme also works in an integrated way with our other services, notably our Community Team and Information and Advice.

We receive no external funding for this service; all income is generated through charges.

**Kingston Community Furniture**

Kingston Community Furniture (KCF) has been part of Staywell since 2014. Its goals are:

- to provide high quality reusable furniture to anyone experiencing deprivation or social exclusion.
- to divert waste back into reuse/recycling and away from landfill as a means of encouraging environmental sustainability together with a reduction in carbon emissions.
- to generate voluntary and work placement opportunities for anyone experiencing marginalisation and encourage their integration into the community.

KCF is based in Kingston borough, where it has a shop and warehouse, but also provides furniture collection services to households in the Surrey boroughs of Elmbridge, Epsom & Ewell, Runnymede and Spelthorne.

As reported last year, we know that Council funding for KCF in future is at risk, so we have implemented plans to reduce its cost-base, moving to a more agile model of operating from pop-up shops, reducing our vehicle fleet and staffing. We hope that there will be positive developments on the funding front in 2023-4 so that we can confidently develop the service.

**Community Team**

Older people face heightened risk of admission to hospital or residential care as a result of ill-health (including mental ill-health), disability, social isolation, unsuitable housing and loss of support networks. However, the ageing process is not necessarily one of progressive decline and, by working with people in a targeted way, our experience demonstrates that there are multiple opportunities to effect positive changes that will not only reduce A&E attendance and unplanned hospital and residential admissions but also improve the quality of life and safety of older people living in their own homes. Staywell's Community Team was established in 2010, originally as a case-finding project, 'Stay Well at Home', working in partnership with GPs to tackle these very issues.

This project evolved into an award-winning, customer-focused community outreach service, delivered by a small team of part-time staff and volunteers. People referred by a GP or other professional usually need support with independent living due to frailty. Clients are very often housebound. A Community Team worker or volunteer visits each person in their home and discusses their situation including medical history, how they manage activities of daily living, housing situation, income and benefits, levels of social contact and risk of falls. The objective is to support and encourage people to take up appropriate sources of support which will help them regain and/or retain their independence. Since the pandemic the service has seen an increase in the levels of complexity in clients referred, including people with undiagnosed dementia alongside physical ill-health and people self-neglecting and/or living in unsuitable accommodation.

One of the strengths of the Community Team is its ability to respond flexibly to people's changing needs, and speedily harness the expertise of Staywell's other services, such as Information and Advice, and Befriending and it works closely alongside our Community Connectors social prescribing service and PAC (Proactive Anticipatory Care) Coordinators.

The model of engagement used by the Community Team fosters a relationship of trust because it places the focus on the older person's aspirations, and what they would like to do to stay well, rather than on assessing their entitlement to services or their financial means. This, together with its ability to offer people an extensive choice of services provided by Staywell and other agencies, plus Staywell's long-established and strategic position in the local health and social care system, is at the heart of its success.

Staywell Community Team's own valued-added services, our telephone befriending scheme and home befriending, are examples of options for people following an intervention by the team.

This service is currently funded by South-West London Integrated Care Board through a contract with Kingston Council. At the time of writing this report we expect the service to be re-commissioned in the autumn through a competitive tendering process.

**Case Study - Teams Working Together**

Mr P's GP had raised concerns about him to our Community Connector - that he was struggling to cope at home and had difficulty managing his medication, was isolated and lacking social support. The Connector made an initial call and asked the Community Team to visit.

It was apparent when we visited that Mr. P, aged 81 and living alone, was struggling with his medication. Medications were scattered throughout the house: upstairs, downstairs, in cupboards, the washing machine, in his sideboard - the evidence suggested he had not taken medication as prescribed for several months. We retrieved eight carrier bags full of mostly untouched tablets and returned them to the pharmacy that had dispensed them.

After chatting and building a rapport with Mr P. it was evident that he was struggling at home and clear that he had short-term memory problems. We phoned the Community Connector to update her on the situation and voice these concerns. She immediately contacted the GP with our findings and requested a referral to the memory clinic.

Mr P. seemed confused but was willing to accept help and understood our suggestion that paid carers might be the option for supporting him to take his medication. After speaking with the Community Connector and Mr P's GP, a temporary plan was put in place for a nurse from the client's surgery to administer medication.

The Community Connector identified that the GP had made a referral to Social Services, but no input was apparent. She made a referral to the Proactive Anticipatory Care (PAC) team (which includes Independence Coordinators based with Staywell) and chased up Social Services, who put Mr P. on the waiting list for a Care Act Assessment.

We raised concerns raised about the dependability of a friend on whom Mr P. had been relying on for support, consequently the GP Practice raised a safeguarding concern. Mr P. remains under the auspices of the PAC team.

**Health and Wellbeing**

**Community Connectors Service**

Staywell's Community Connector team was established in September 2018 to trial a social prescribing approach with adults living in Kingston. Community Connectors help people make positive changes in their lives by linking them to volunteers, activities and voluntary/community groups.

The Community Connector service was funded through the Kingston Coordinated Care Programme, initially as a one-year pilot, which was extended into 2019-20. Following this pilot, the borough's five Primary Care Networks of local GP practices agreed to contract with Staywell to ensure a unified approach to social prescribing in Kingston, utilising available NHS funding from April 2020.

The service works with referred individuals drawing on their strengths, interests and skills in order to identify goals to improve the person's quality of life, health and wellbeing. The focus, where possible, is on self-help/support, and self-care and management, enabling people to access and use voluntary and community services and resources wherever possible, as well as maintaining the individual's independence at home. Individuals are encouraged and supported to engage with services through motivational discussions, escorting a person to a service or programme of activities, researching and introducing other community options etc.

The continuing lack of face-to-face services post-Covid, the pressure of demand on other support services both voluntary and statutory and build-up of waiting lists - or lack of any services, notably in supporting people with their mental health and housing needs - continues to place pressures on the Community Connector service. The team has been sustained through close team-working, peer support and wide sharing of the skills, expertise and local knowledge across all of Staywell's services.

Our plans for the future are to continue to help Primary Care Networks to reach out to those people and communities whose social situations add major challenges to leading a healthy and happy life, as part of the drive to tackle health inequalities and improve population health and wellbeing. The main challenge in the continuing development of the service, and our partnership work with Primary Care, is funding. Unlike other parts of London, we receive no funding for management and administration of this work, which presents significant issues for Staywell as demand grows, and the service expands in line with need.

**Information and Advice**

Our Information and Advice service's typical client is aged between 80 and 89; a high proportion of them live alone. The bulk of the work is connected with age-related benefits, support at home, housing issues and accessible transport. Income maximisation is a key area of work, assisting clients to access benefits such as Attendance Allowance, Pension Credit and accessible transport schemes.

We also advise on appointeeships, lasting powers of attorney and wills, and inform families and carers about care needs assessments and carer's assessments. We continue to provide an Alternative Office for the Department of Work and Pensions (DWP), processing disability benefit applications on its behalf.

The expected re-commissioning of information and advice services in Kingston has been postponed until the autumn of 2023, with our existing contract with Kingston Council extended for a further 12 months, until March 2024.

Information and Advice remains an important gateway for older people to access support services. We will continue to champion high-quality, impartial, information and advice and believe it is crucial for older people, their families and informal carers, and a fundamental part of our service portfolio.

**Projects and Pilots**

**Proactive Anticipatory Care**
The Proactive Anticipatory Care Model (PAC) helps local people plan-ahead, be more in control and manage changes in their health and wellbeing, harnessing the considerable strength of working together as a local community. In the past year the PAC has supported 149 clients.

Staywell hosts the PAC Independence Coordinators who are at the heart of this multi-disciplinary approach. The PAC team includes GPs, community, adult social care and hospital-based services working together to provide more proactive and coordinated care. This approach helps patients to stay healthier for longer, reduces the need for reactive health care and supports work to address the wider determinants of health, helping to find ways of keeping local people well, for longer.

**Home from Hospital Service**
'Winter Pressures' funding from Kingston Hospital Foundation Trust enabled us to launch a new Home from Hospital service, building on the learning and relationships forged during the previous year's A&E Pilot project.

The objective of this work is to support older, frail people to be discharged back home more quickly, safely and sustainably than might otherwise be possible. The service works on a proactive in-reach model to try and build relationships of trust with people whilst still in hospital and to build relationships with clinical and social services staff in order to promote use of the service.

With short-term funding, we have to be agile. Again, two members of the Staywell team working in different substantive roles with the New Malden & Worcester Park Primary Care Network took on the additional role of Home from Hospital Coordinator. Close working with other services such as Help at Home, Handyperson and Community Furniture meets people's practical support needs once they are home and maximises impact of the intervention, as the case study below illustrates.

**Case Study**

'Peter', aged 83, lived alone but was active and sociable. Whilst attending a weekly exercise class he dislocated his shoulder. Debilitated for a few months, Peter was at the point of going back to his former activities when he fell in his garden, fracturing his hip. In hospital for some weeks, he underwent a full hip replacement.

Kingston hospital OT's referred Peter to Staywell's 'Home from Hospital' service. The OT described Peter as being very anxious in general about managing post hospital discharge. His main concern was using the stairs.

The Home from Hospital Coordinator agreed to visit the ward straight away. During the visit, Peter was told that he would be discharged that same day which was not expected, news which created some panic. To reassure Peter an agreement was made to meet him at home, later the same day. The Coordinator also offered reassurance by offering an immediate referral into Staywell's PAC Team (Proactive Anticipatory Care), supporting Peter's more long-term needs.

As a result of the visit to Peter's home:

- He was given information about the PAC programme, who his point of contact would be and a contact number given should he need to raise or discuss any concerns.

- Instant referral to our Handyperson Service. The Handyperson actioned the installation of an appropriate handrail, ordered and installed within 2 days of being home. Peter discussed some other worries about managing the steps outside his front and back door and access into an outbuilding where he kept his freezer. The Handyperson advised and speedily fitted appropriate handrails for the situations. Peter was pleased to be able to rehabilitate by walking into the garden and access his freezer in safety.

- The PAC team is staying in touch with Peter, encouraging confidence and advising on other options to support his recovery, including introducing him to our Information and Advice team for an income maximisation check.

Peter said this about Staywell:
'I count my blessings I'm with PAC. I feel very reassured that I get a call every now and again to see that I'm OK and I can call at any time. I tell all my friends about this service. I think Staywell are marvellous!'

Between December 2022 and March 2023, the Home from Hospital service supported 66 people.

Early results were promising, enabling us to successfully apply to the South-West London Innovation Fund and maximise use of that funding to enable continuity of the work beyond the initial winter period. We are confident that there will be some modest funding to continue this work during the forthcoming winter period.

**Opportunities for volunteering**

Volunteer help is central to the successful delivery and the character of our services. Although it has become more difficult to recruit volunteers, 70 local people supported our services by volunteering in a variety of roles.

Volunteers do not just bring a measurable financial value to our work; they bring a wealth of skills, experience and knowledge - not least local knowledge - and often personal experience, for example, as a carer or a service-user. They add a richness to our service provision which cannot be quantified.

**Working in partnership**

Staywell is the largest voluntary sector provider of services in the borough of Kingston, and we spent over £1.8 million on charitable activities in 2022-23. As we evidence within this report, all our services work together in an integrated way, in partnership with the person and their network and with colleagues in other organisations, both statutory and voluntary. They are designed to work coherently to help prevent and delay ill-health and unnecessary admission into hospital or, prematurely, to residential care, whilst also helping to maintain and improve people's physical and mental wellbeing, enabling them to remain active and independent in their own homes, in our centres and in the community, thereby bolstering community resilience.

## FINANCIAL REVIEW

### Financial position

The general reserves for the year ended 31 March 2023 stood at £962,819, comprising the total unrestricted reserves excluding tangible and intangible fixed assets used by the charity for the delivery of its services £1,462,028, the designated funds £1,650,000 and restricted reserves £65,254. During the year the charity reported a net deficit of £60,372.

### Principal funding sources

The charitable company receives and acknowledges contract funding for the provision of Information and Advice, Community Team, and day services (Raleigh House and The Bradbury). Kingston Community Furniture receives contract funding from the Royal Borough of Kingston upon Thames.

Funding from the National Lottery has enabled us to expand our FANS befriending activity, and we are grateful for their support.

We received and acknowledge funding from NHS SW London for Proactive Anticipatory Care and from Kingston's Primary Care Networks for the Community Connectors social prescribing service.

A further major source of income is investment income derived from the property portfolio, which is let as social housing, and from other, more liquid investment assets. Investment income was used to support under-funded services such as our Handyperson service, and to meet the shortfall in income over expenditure.

Income generated from centres contributes towards the cost of meals, transport and other activity, and the maintenance of our centres. Our Help@Home and Handyperson services are primary purpose trading activities, with income from charges.

Kingston Community Furniture generates funds for the charity from furniture resales and waste collection services.

We are grateful for continuing support from the Rotary Clubs of Kingston and New Malden, and the Kingston Nursing Association. We also thank the many individual donors, often grateful service users and their relatives, who supported us during 2022-23, and also those who generously supported our fund-raising event at Hampton Court.

### Investment policy and objectives

The Board's policy is to hold a proportion of funds not required for immediate operational expense as long-term investments. Such funds are invested in global equity and fixed interest instruments at a risk level which the Board considers prudent. From time to time the Board reviews performance of the investments and considers alternative options to maximise returns for the charity

### Reserves policy, risks and uncertainties

The Board of Trustees of Staywell reviews the Reserves Policy on an annual basis in the context of the risks and opportunities facing the organisation, its plans and its resources. Its policy is to manage its assets to achieve the best value for the charity's beneficiaries. To do this it aims to maintain a prudent level of retained, unrestricted reserves, including liquid cash assets, which provide working capital for operational running costs and short-term cash flow issues (such as late payment of contract instalments), and support the delivery of the organisation's objectives in an efficient and cost-effective way. This provides a means of managing unforeseen expenditure and allows business development to continue in an environment where future funding is uncertain. The holding of several months' operating costs in reserve is recognised as good practice by the Charity Commission.

We recognise the need to continue to diversify and widen our funding and supporter base and to enrich and develop our proposition as both a charity and a service provider. Our core 'Outcome 2' contract with Kingston Council was replaced with separate contracts for Day Services, transport, Information and Advice and Community Team. In August 2022 we successfully tendered to be part of a new Framework Agreement for day opportunities, due to be implemented from April 2023. At the time of writing this report the implementation had been delayed, and the day services contract was extended for a further six months. We continue to reconfigure Kingston Community Furniture to reduce its reliance on council funding. Meanwhile, the cost of providing vital services continues to rise, due to the adverse inflationary environment. Our future service provision model is likely to be one where many more services are provided directly to, and paid for by, users. To enable delivery, work has continued on development of the digital Customer Relationship Management system.

## FINANCIAL REVIEW

The Board has identified the key risks that Staywell faces, including financial risks, taking into account the context outlined above. The charity seeks to mitigate risks to service funding by holding general reserves equivalent to approximately six months' expenditure. In the event that the charity was forced to wind down services due to lack of funding, these reserves would enable it to meet its legal requirements in relation to statutory redundancy payments to staff.

This Policy and the designation of funds will be reviewed during the financial year 2023-24.

## FUTURE DEVELOPMENTS

Increased demand for community services and the insecurity of local authority funding is the context of our planning.

We will continue to provide vital services that support people in practical and emotional ways and target loneliness, isolation and the effects of frailty and dementia.

We will continue to work with Kingston's wider voluntary sector and community partners, healthcare sector and the local authority.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing document

Staywell (Age Concern Kingston upon Thames) is a limited company. Its governing document is its Articles of Association, dated 12th September 2013, and members of the Board of Trustees are the directors of the company. The charity has used the working name of Staywell since September 2014.

### Recruitment and appointment of new trustees

Trustees are recruited by various means, including advertising in newspapers, our own publications and on our website. The Board is elected in accordance with the Articles of Association. Trustees serve for a term of three years and may be re-elected; any Trustee elected as Chair may serve for a maximum of six years. Appointment is by election at the Annual General Meeting, which usually takes place in October each year.

### Organisational structure and decision making

The charity is governed by its Board of Trustees, which met four times during the financial year 2022-23, in addition to the Annual General Meeting.

A scheme of delegation is in place; the Chief Executive, who is also Company Secretary, has overall responsibility for the day-to-day management of the organisation and delegates performance and quality management responsibilities to the Deputy Chief Executive, including ensuring that services are delivered in line with the operational policies, contract specifications or grant conditions. Service managers are responsible for day-to-day operational management and the supervision and development of both staff and volunteers.

The Finance Group (which in the year being reported consisted of the Chief Executive, the Deputy Chief Executive, the Financial Controller, and the Treasurer) met every four to six weeks. The senior management team met weekly and employees and volunteers continued to be involved in the development of the organisation through staff briefings, team meetings, and one-to-one meetings with their line managers.

### Induction and training of new trustees

New Trustees receive an induction which provides an overview of the organisation, its ethos and strategic aims, the activities and services it provides, funding, and policies and procedures, including diversity and equality, as well as the role and responsibilities of Trustees.

Our Trustees are experienced and knowledgeable about our work and the needs of our users and have skills and experience in a wide variety of fields, including social care, healthcare, local government, and the commercial sector. Ongoing training and development is provided in various ways. Trustees participate in strategic planning and other development sessions alongside staff, volunteers and other stakeholders. Trustees also meet from time to time between Board meetings, to focus on development of their skills and understanding of the organisation. Senior staff and managers periodically attend Board meetings to give presentations and update Trustees on developments affecting the work of the organisation.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Key management remuneration

The pay of the Chief Executive is set by the Board. The pay of the remaining Senior Management Team, and staff is reviewed annually by the Finance Group, in line with both market conditions and affordability for the charity, and a proposal is submitted to the Board for their approval.

### Wider network

Staywell is an independent local charity. We are members of the National Council for Voluntary Organisations. We are the lead provider in a network of voluntary sector organisations in Kingston contracted to deliver a range of services that promote resilience and social connectedness.

### Related parties

Our Chief Executive sits on the Board of Your Healthcare CIC as a non-executive director. Further details are provided in the notes to the accounts.

## REFERENCE AND ADMINISTRATIVE DETAILS

**Registered Company number**
02272550 (England and Wales)

**Registered Charity number**
299988

**Registered office**
Raleigh House
14 Nelson Road
New Malden
Surrey
KT3 5EA

**Trustees**
Ms E Aitchison
Mrs A C Cann
Ms C Fitzgerald (appointed 27/10/22)
Dr D Stinson
Mr A J Sherville
Dr J C H D'Souza
Mr R P Phillips

**Company Secretary**
Mr S Brennan

**Auditors**
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

# REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2023

### REFERENCE AND ADMINISTRATIVE DETAILS

**Bankers**

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Handelsbanken
1 Wheatfield Way
Kingston upon Thames
KT1 2TU

National Westminster Bank Plc
New Malden Branch
64 High Street
New Malden
KT3 4HB

**Investment Managers**

Rathbones Investment Management
Port of Liverpool Building
Pier Head
Liverpool
L3 1NW

### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Kingston upon Thames for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

### AUDITORS

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 14 September 2023 and signed on its behalf by:

Mr R P Phillips - Trustee

**Opinion**
We have audited the financial statements of Age Concern Kingston upon Thames (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, the 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with 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 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 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 Report of the Independent Auditors 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.

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 this gives rise to 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.

**Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, 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 charitable company or to cease operations, or have no realistic alternative but to do so.

**Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charity's activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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. This description forms part of our Report of the Independent Auditors.

**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 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 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.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Date: 21/09/2023

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
**FOR THE YEAR ENDED 31 MARCH 2023**

| | Notes | Unrestricted funds £ | Restricted funds £ | 2023 Total funds £ | 2022 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 3 | 30,607 | - | 30,607 | 14,397 |
| **Charitable activities** | 5 | | | | |
| Kingston Day & Transport Services | | 608,976 | - | 608,976 | 552,014 |
| Kingston Information, Advice & Advocacy | | 81,000 | - | 81,000 | 85,000 |
| Kingston Community Services | | 813,926 | 45,061 | 858,987 | 750,642 |
| Kingston Community Furniture | | 168,851 | - | 168,851 | 210,276 |
| Investment income | 4 | 106,667 | - | 106,667 | 102,845 |
| **Total** | | 1,810,027 | 45,061 | 1,855,088 | 1,715,174 |
| **EXPENDITURE ON** | | | | | |
| **Charitable activities** | 6 | | | | |
| Kingston Day & Transport Services | | 728,112 | - | 728,112 | 589,747 |
| Kingston Information, Advice & Advocacy | | 82,441 | - | 82,441 | 74,027 |
| Kingston Community Services | | 851,567 | - | 851,567 | 802,099 |
| Kingston Community Furniture | | 190,851 | - | 190,851 | 278,904 |
| **Total** | | 1,852,971 | - | 1,852,971 | 1,744,777 |
| Net gains/(losses) on investments | | (62,489) | - | (62,489) | 74,073 |
| **NET INCOME/(EXPENDITURE)** | | (105,433) | 45,061 | (60,372) | 44,470 |
| **RECONCILIATION OF FUNDS** | | | | | |
| Total funds brought forward | | 4,180,280 | 20,193 | 4,200,473 | 4,156,003 |
| **TOTAL FUNDS CARRIED FORWARD** | | 4,074,847 | 65,254 | 4,140,101 | 4,200,473 |

The notes form part of these financial statements

## AGE CONCERN KINGSTON UPON THAMES (REGISTERED NUMBER: 02272550)

## STATEMENT OF FINANCIAL POSITION
**31 MARCH 2023**

| | Notes | 2023 £ | 2022 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Intangible assets | 12 | 5,992 | 21,748 |
| Tangible assets | 13 | 1,456,036 | 1,460,398 |
| **Investments** | | | |
| Investments | 14 | 1,076,069 | 1,115,844 |
| Investment property | 15 | 1,135,000 | 1,135,000 |
| | | 3,673,097 | 3,732,990 |
| **CURRENT ASSETS** | | | |
| Stocks | 16 | 1,000 | 1,000 |
| Debtors | 17 | 209,804 | 128,661 |
| Cash at bank | | 420,817 | 493,617 |
| | | 631,621 | 623,278 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 18 | (164,617) | (155,795) |
| **NET CURRENT ASSETS** | | 467,004 | 467,483 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,140,101 | 4,200,473 |
| **NET ASSETS** | | 4,140,101 | 4,200,473 |
| **FUNDS** | 21 | | |
| Unrestricted funds: | | | |
| General fund | | 1,368,110 | 1,280,127 |
| Revaluation reserve | | 182,064 | 182,064 |
| Building development reserve | | 1,200,000 | 1,200,000 |
| Transformation Fund | | 450,000 | 580,000 |
| Fair value reserve | | 874,673 | 938,089 |
| | | 4,074,847 | 4,180,280 |
| Restricted funds | | 65,254 | 20,193 |
| **TOTAL FUNDS** | | 4,140,101 | 4,200,473 |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 14 September 2023 and were signed on its behalf by:

Mr R P Phillips - Trustee

The notes form part of these financial statements

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF CASH FLOWS
### FOR THE YEAR ENDED 31 MARCH 2023

| | Notes | 2023 £ | 2022 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Cash generated from operations | 1 | (156,753) | (119,339) |
| Net cash used in operating activities | | (156,753) | (119,339) |
| **Cash flows from investing activities** | | | |
| Purchase of fixed asset investments | | (180,913) | (116,050) |
| Sale of fixed asset investments | | 158,199 | 114,506 |
| Interest received | | 2,757 | 1,357 |
| Dividends received | | 26,998 | 26,816 |
| Rents received on investment property | | 76,912 | 74,672 |
| Net cash provided by investing activities | | 83,953 | 101,301 |
| **Change in cash and cash equivalents in the reporting period** | | (72,800) | (18,038) |
| **Cash and cash equivalents at the beginning of the reporting period** | | 493,617 | 511,655 |
| **Cash and cash equivalents at the end of the reporting period** | | 420,817 | 493,617 |

The notes form part of these financial statements

## NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

### 1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2023 £ | 2022 £ |
|---|---|---|
| **Net (expenditure)/income for the reporting period (as per the Statement of Financial Activities)** | (60,372) | 44,470 |
| **Adjustments for:** | | |
| Depreciation charges | 20,118 | 68,929 |
| Losses/(gain) on investments | 62,489 | (74,073) |
| Interest received | (2,757) | (1,357) |
| Dividends received | (26,998) | (26,816) |
| Rents received on investment property | (76,912) | (74,672) |
| Adjustment to tangible fixed assets | - | (2,312) |
| Increase in debtors | (81,143) | (38,871) |
| Increase/(decrease) in creditors | 8,822 | (14,637) |
| **Net cash used in operations** | (156,753) | (119,339) |

### 2. ANALYSIS OF CHANGES IN NET FUNDS

| | At 1/4/22 £ | Cash flow £ | At 31/3/23 £ |
|---|---|---|---|
| **Net cash** | | | |
| Cash at bank | 493,617 | (72,800) | 420,817 |
| | 493,617 | (72,800) | 420,817 |
| **Total** | 493,617 | (72,800) | 420,817 |

The notes form part of these financial statements

## 1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is Raleigh House, 14 Nelson Road, New Malden, Surrey, KT3 5EA. The registered number of the company is 02272550. The registered number of the charity is 299988.

The financial information presented is for the year ended 31 March 2023 and 31 March 2022. The financial information is presented in sterling.

## 2. ACCOUNTING POLICIES

**Basis of preparing the financial statements**
The financial statements of the charitable company, 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 accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

a) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. In future years, the key risks to the charity are a fall in contractual and grant income. The trustees have a series of measures to control, mitigate and minimise the effects of a fall in income, including the development and maintaining of a diverse range of activities and income in order to reduce the risk of over-reliance on a single source, and a prudent reserves policy.

b) Significant judgements and estimates.

Preparation of the financial statements requires management to make significant judgements and estimates. The items in the financial statements where these judgements and estimates have been made include:

(i) Tangible fixed assets. Fixtures and fittings and motor vehicles are depreciated over their useful lives taking into account residual values, where appropriate.

(ii) Intangible fixed assets. Development costs are amortised over their useful lives taking into account residual values, where appropriate.

(iii) Revaluation of investment properties and freehold properties. The charity carries its investment property and freehold property at fair value with changes in fair value being recognised in the statement of financial activities.

(iv) Impairments. Management makes judgement on whether there are any indications of impairments to the carrying amounts of the charity's assets.

(v) Allocation of costs. The allocation of support and governance costs between charitable and expenditure categories.

**Income**
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts with the Royal Borough of Kingston upon Thames and Clinical Care Commissioners in respect of patient services.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

## 2. ACCOUNTING POLICIES - continued

### Income

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date.

Legacies are recognised on a case-by-case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by the investment advisor of the investment portfolio.

Rental income from the investment properties is recognised when receivable.

### Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

### Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

### Governance costs

Governance costs include those incurred in the governance of the charity and comprise the production of the statutory accounts and the audit of the charity.

### Allocation and apportionment of costs

Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

### Intangible fixed assets

Intangible fixed assets acquired separately are initially recognised at cost. Software that is integral to the operation of hardware is capitalised as part of the relevant item of tangible fixed assets. Software that is not integral to the operation of the hardware is capitalised as an intangible fixed asset. Depreciation is not provided on software in development until this is brought into use.

| | |
|---|---|
| Software development costs | 25% on cost. |

### Tangible fixed assets

| | |
|---|---|
| Computer equipment | 33.3% on cost. |
| Motor vehicles | 20.0% on cost. |
| Furniture and equipment | 12.5 % & 20% on cost. |
| Short Leasehold | 20% on cost. |

Freehold property is not depreciated. Freehold property is revalued annually and stated at the revalued amount.

## 2. ACCOUNTING POLICIES - continued

**Investment property**
Investment properties are included at their fair value. Fair value is based on market value and is reappraised annually by an independent professional valuer. Any movements due to unrealised gains on valuation are recognised in the Statement of Financial Activities.

**Stocks**
Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

**Taxation**
The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Fixed asset investments**
Investments are included in the Statement of Financial Position at their fair value.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

**Leasing commitments**
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

**Cash at bank**
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Debtors**
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

**Creditors**
Creditors are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at the settlement amount.

**Financial instruments**
The charity only has financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**VAT**
The charity reclaims VAT incurred on goods and services in line with the standard method of partial exemption. Irrecoverable VAT is treated as a central cost and allocated to the relevant activities in the Statement of Financial Activities.

## 3. DONATIONS AND LEGACIES

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Donations | 30,607 | 14,397 |

## 4. INVESTMENT INCOME

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Rents received | 76,912 | 74,672 |
| Dividends receivable | 26,998 | 26,816 |
| Deposit account interest | 2,757 | 1,357 |
| | 106,667 | 102,845 |

## 5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| **Contract income:** | | |
| Royal Borough of Kingston upon Thames | | |
| Kingston Day and Transport Services | 360,191 | 345,334 |
| Kingston Information, Advice and Advocacy | 80,000 | 80,000 |
| Kingston Community Services | 137,869 | 137,869 |
| | 578,060 | 563,203 |
| Royal Borough of Kingston upon Thames - Kingston Community Furniture | 45,000 | 45,000 |
| Kingston Primary Care Networks | 173,189 | 139,682 |
| Other contracts | 52,448 | 29,730 |
| Total contract income | 848,697 | 777,615 |
| **Grant income:** | | |
| NHS South West London - Proactive Anticipatory Care Grant | 63,699 | 58,391 |
| Government Grants - Covid 19 Job Retention Scheme | - | 21,905 |
| Royal Borough of Kingston upon Thames - Local Restrictions Grant | - | 16,657 |
| The National Lottery Community Fund - FANS Project Grant (restricted) | 45,061 | 37,194 |
| Other Grants | - | 5,925 |
| Total grant income | 108,760 | 140,072 |
| **Services income from:** | | |
| Kingston Day and Transport Services | 295,038 | 180,852 |
| Kingston Community Services | 341,468 | 342,223 |
| Kingston Community Furniture | 123,851 | 157,170 |
| Total services income | 760,357 | 680,245 |
| Total income from charitable activities | 1,717,814 | 1,597,932 |

## 6. CHARITABLE ACTIVITIES COSTS

| | Direct Costs | Support costs (see note 7) | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 567,141 | 160,971 | 728,112 |
| Kingston Information, Advice & Advocacy | 62,609 | 19,832 | 82,441 |
| Kingston Community Services | 629,818 | 221,749 | 851,567 |
| Kingston Community Furniture | 158,836 | 32,015 | 190,851 |
| | 1,418,404 | 434,567 | 1,852,971 |

Comparatives for Charitable activities costs

| | Direct costs | Support costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 228,912 | 159,871 | 388,083 |
| Kingston Information, Advice & Advocacy | 54,490 | 30,821 | 85,311 |
| Kingston Community Services | 691,363 | 372,369 | 1,063,732 |
| Kingston Community Furniture | 176,472 | 49,903 | 226,375 |
| | 1,150,537 | 612,694 | 1,763,501 |

## 7. SUPPORT COSTS

| | Overheads | Governance costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 158,701 | 2,270 | 160,971 |
| Kingston Information, Advice & Advocacy | 19,352 | 480 | 19,832 |
| Kingston Community Services | 218,599 | 3,150 | 221,749 |
| Kingston Community Furniture | 31,490 | 525 | 32,015 |
| | 428,142 | 6,425 | 434,567 |

Comparatives for support costs

| | Overheads 2022 | Governance costs 2022 | Totals 2022 |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 157,213 | 2,775 | 159,988 |
| Kingston Information, Advice & Advocacy | 20,501 | 560 | 21,061 |
| Kingston Community Services | 217,224 | 3,865 | 221,089 |
| Kingston Community Furniture | 33,424 | 660 | 34,084 |
| | 428,362 | 7,860 | 436,222 |

## 8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 5,300 | 6,000 |
| Auditors' remuneration for non audit work | 1,125 | 1,860 |
| Depreciation - owned assets | 4,362 | 18,374 |
| Development costs amortisation | 15,756 | 50,555 |
| Operating lease - property rent | 13,250 | 54,491 |

## 9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

### Trustees' expenses

There were no trustees' expenses for the year ended 31 March 2023 nor for the year ended 31 March 2022.

During the year trustees provided donations to the charity of £19,850 (2022 £250).

## 10. STAFF COSTS

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 1,214,351 | 1,085,194 |
| Social security costs | 81,412 | 68,207 |
| Other pension costs | 166,927 | 137,520 |
| | 1,462,690 | 1,290,921 |

The average monthly number of employees during the year was as follows:

| | 2023 | 2022 |
|---|---|---|
| Management | 4 | 4 |
| Staff | 71 | 65 |
| | 75 | 69 |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 2023 | 2022 |
|---|---|---|
| £60,001 - £70,000 | - | 1 |
| £80,001 - £90,000 | 1 | 1 |
| | 1 | 2 |

Based on full-time equivalent - Management 4 (2022: 4), Staff 49 (2022: 48)

## 11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | |
| Donations and legacies | 14,397 | - | 14,397 |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 552,014 | - | 552,014 |
| Kingston Information, Advice & Advocacy | 85,000 | - | 85,000 |
| Kingston Community Services | 713,448 | 37,194 | 750,642 |
| Kingston Community Furniture | 210,276 | - | 210,276 |
| Investment income | 102,845 | - | 102,845 |
| **Total** | 1,677,980 | 37,194 | 1,715,174 |
| **EXPENDITURE ON** | | | |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 582,947 | 6,800 | 589,747 |
| Kingston Information, Advice & Advocacy | 74,027 | - | 74,027 |
| Kingston Community Services | 769,781 | 32,318 | 802,099 |
| Kingston Community Furniture | 278,904 | - | 278,904 |
| **Total** | 1,705,659 | 39,118 | 1,744,777 |
| Net gains on investments | 74,073 | - | 74,073 |
| **NET INCOME/(EXPENDITURE)** | 46,394 | (1,924) | 44,470 |
| **RECONCILIATION OF FUNDS** | | | |
| Total funds brought forward | 4,133,886 | 22,117 | 4,156,003 |
| **TOTAL FUNDS CARRIED FORWARD** | 4,180,280 | 20,193 | 4,200,473 |

## 12. INTANGIBLE FIXED ASSETS

| | Development costs £ |
|---|---|
| **COST** | |
| At 1 April 2022 and 31 March 2023 | 203,817 |
| **AMORTISATION** | |
| At 1 April 2022 | 182,069 |
| Charge for year | 15,756 |
| At 31 March 2023 | 197,825 |
| **NET BOOK VALUE** | |
| At 31 March 2023 | 5,992 |
| At 31 March 2022 | 21,748 |

## 13. TANGIBLE FIXED ASSETS

| | Freehold property £ | Short leasehold £ | Fixtures and fittings £ | Motor vehicles £ | Totals £ |
|---|---|---|---|---|---|
| **COST** | | | | | |
| At 1 April 2022 and 31 March 2023 | 1,450,000 | 12,080 | 225,280 | 82,593 | 1,769,953 |
| **DEPRECIATION** | | | | | |
| At 1 April 2022 | - | 11,487 | 222,868 | 75,200 | 309,555 |
| Charge for year | - | 593 | 1,777 | 1,992 | 4,362 |
| At 31 March 2023 | - | 12,080 | 224,645 | 77,192 | 313,917 |
| **NET BOOK VALUE** | | | | | |
| At 31 March 2023 | 1,450,000 | - | 635 | 5,401 | 1,456,036 |
| At 31 March 2022 | 1,450,000 | 593 | 2,412 | 7,393 | 1,460,398 |

The market valuation of the freehold properties as at 31 March 2023 was £1,450,000 (2022: £1,450,000). The historic cost was £1,267,936 (2022: £1,267,936).

The freehold properties were valued on 31 March 2022 by Hawes & Co Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued.

The trustees consider that the market value of the freehold properties at 31 March 2023 has not materially changed since the valuation made on 31 March 2022, and as such a revaluation is not required..

## 14. FIXED ASSET INVESTMENTS

| | Listed investments £ |
|---|---|
| **MARKET VALUE** | |
| At 1 April 2022 | 1,115,844 |
| Additions | 180,913 |
| Disposals | (172,020) |
| Revaluations | (48,668) |
| At 31 March 2023 | 1,076,069 |
| **NET BOOK VALUE** | |
| At 31 March 2023 | 1,076,069 |
| At 31 March 2022 | 1,115,844 |

There were no investment assets outside the UK.

The market value of the fixed asset investments at 31 March 2023 was £1,076,069 (2022: £1,115,844). The historic cost of the fixed asset investments at 31 March 2023 was £937,213 (2022: £913,569).

## 15. INVESTMENT PROPERTY

| | £ |
|---|---|
| **FAIR VALUE** | |
| At 1 April 2022 and 31 March 2023 | 1,135,000 |
| **NET BOOK VALUE** | |
| At 31 March 2023 | 1,135,000 |
| At 31 March 2022 | 1,135,000 |

The market value of the investment properties at 31 March 2023 was £1,135,000 (2022: £1,135,000). The historic cost was £399,183 (2022: £399,183).

The investment properties were valued on 31 March 2022 by Hawes & Co Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued.

The trustees consider that the market value of the investment properties at 31 March 2023 has not materially changed since the valuation made on 31 March 2022, and as such a revaluation is not required..

## 16. STOCKS

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Stocks | 1,000 | 1,000 |

Stock comprises furniture for resale held at Kingston Community Furniture.

## 17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Trade debtors | 139,280 | 76,873 |
| Other debtors | 13,979 | 10,875 |
| Prepayments and accrued income | 56,545 | 40,913 |
| | 209,804 | 128,661 |

## 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Trade creditors | 27,462 | 23,528 |
| Social security and other taxes | - | 16,457 |
| VAT | 2,323 | 578 |
| Other creditors | 110 | 7,193 |
| Pensions | 17,630 | 13,785 |
| Deferred income | 53,241 | 8,095 |
| Accrued expenses | 63,851 | 86,159 |
| | 164,617 | 155,795 |

## 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR - continued

| | £ | £ |
|---|---|---|
| Deferred Income | | |
| Balance at 1 April 2022 | 8,095 | 22,042 |
| Amounts released to incoming resources | (6,309) | (20,262) |
| Amounts deferred in the year | 51,455 | 6,315 |
| Balance at 31 March 2023 | 53,241 | 8,095 |

Deferred income comprises income received during the year which relates to the next financial year.

## 19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Within one year | 26,118 | 1,117 |
| Between one and five years | 65,853 | 4,471 |
| | 91,971 | 5,588 |

## 20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted funds | Restricted funds | 2023 Total funds | 2022 Total funds |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Fixed assets | 1,462,028 | - | 1,462,028 | 1,482,146 |
| Investments | 2,211,069 | - | 2,211,069 | 2,250,844 |
| Current assets | 566,367 | 65,254 | 631,621 | 623,278 |
| Current liabilities | (164,617) | - | (164,617) | (155,795) |
| | 4,074,847 | 65,254 | 4,140,101 | 4,200,473 |

Comparatives for net assets between funds

| | Unrestricted funds | Restricted funds | 2022 Total funds |
|---|---|---|---|
| | £ | £ | £ |
| Fixed assets | 1,482,146 | - | 1,482,146 |
| Investments | 2,250,844 | - | 2,250,844 |
| Current assets | 603,085 | 20,193 | 623,278 |
| Current liabilities | (155,795) | - | (155,795) |
| | 4,180,280 | 20,193 | 4,200,473 |

## 21. MOVEMENT IN FUNDS

| | At 1/4/22 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/23 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,280,127 | (42,017) | 130,000 | 1,368,110 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 1,200,000 | - | - | 1,200,000 |
| Transformation Fund | 580,000 | - | (130,000) | 450,000 |
| Fair value reserve | 938,089 | (63,416) | - | 874,673 |
| | 4,180,280 | (105,433) | - | 4,074,847 |
| **Restricted funds** | | | | |
| Magic Table Purchase/Maintenance | 2,271 | - | - | 2,271 |
| The National Lottery Community Fund (FANS project) | 17,922 | 45,061 | - | 62,983 |
| | 20,193 | 45,061 | - | 65,254 |
| **TOTAL FUNDS** | 4,200,473 | (60,372) | - | 4,140,101 |

Net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,810,027 | (1,852,971) | 927 | (42,017) |
| Fair value reserve | - | - | (63,416) | (63,416) |
| | 1,810,027 | (1,852,971) | (62,489) | (105,433) |
| **Restricted funds** | | | | |
| The National Lottery Community Fund (FANS project) | 45,061 | - | - | 45,061 |
| **TOTAL FUNDS** | 1,855,088 | (1,852,971) | (62,489) | (60,372) |

## 21. MOVEMENT IN FUNDS - continued

### Comparatives for movement in funds

| | At 1/4/21 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/22 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,353,504 | (23,377) | (50,000) | 1,280,127 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 1,150,000 | - | 50,000 | 1,200,000 |
| Transformation Fund | 580,000 | - | - | 580,000 |
| Fair value reserve | 868,318 | 69,771 | - | 938,089 |
| | 4,133,886 | 46,394 | - | 4,180,280 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | 6,800 | (6,800) | - | - |
| Magic Table Purchase/Maintenance | 2,271 | - | - | 2,271 |
| The National Lottery Community Fund (FANS project) | 13,046 | 4,876 | - | 17,922 |
| | 22,117 | (1,924) | - | 20,193 |
| **TOTAL FUNDS** | 4,156,003 | 44,470 | - | 4,200,473 |

Comparative net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,677,980 | (1,705,659) | 4,302 | (23,377) |
| Fair value reserve | - | - | 69,771 | 69,771 |
| | 1,677,980 | (1,705,659) | 74,073 | 46,394 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | - | (6,800) | - | (6,800) |
| The National Lottery Community Fund (FANS project) | 37,194 | (32,318) | - | 4,876 |
| | 37,194 | (39,118) | - | (1,924) |
| **TOTAL FUNDS** | 1,715,174 | (1,744,777) | 74,073 | 44,470 |

### Designated Funds

Revaluation Reserve
This fund has been designated to the unrealised revaluation movements on tangible fixed asset land and buildings.

Fair Value Reserve
This fund has been designated to the fair value movements on investment properties and listed investments.

Building Development Reserve
This fund has been designated for the maintenance, repair and modernisation of Raleigh House.

Transformation Fund

## 21. MOVEMENT IN FUNDS - continued

This fund has been designated for investing in infrastructure and service development to ensure ongoing viability of the charity.

**Restricted Funds**

The Kingston Nursing Association
Charitable donations towards specific projects.

Magic Table Purchase/Maintenance
Grants towards the purchase of the Tovertafel 'Magic Table'.

The National Lottery Community Fund - RC London and South East Region
Grant towards the FANS project (Friendly and Neighbourly Support).

## 22. CONTINGENT LIABILITIES

The Royal Borough of Kingston upon Thames has a charge of £4,250 over the freehold property at 37 Knights Park, Kingston upon Thames, representing less than 1% of value. This charge will only crystallise if the property is no longer used for charitable purposes.

## 23. RELATED PARTY DISCLOSURES

Your Healthcare CIC is a community interest company of which Shane Brennan, (CEO) is a director.

The key management personnel of the charity comprise the CEO and Deputy CEO. The key management personnel of the charity received earnings and benefits of £156,532 (2022: £164,054).

## 24. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1. There were 15 members as at 31 March 2023 (2022: 16).

**AGE CONCERN KINGSTON UPON THAMES**

England & Wales - Charity number 299988

# Accounts

REGISTERED COMPANY NUMBER: 02272550 (England and Wales)
REGISTERED CHARITY NUMBER: 299988

# REPORT OF THE TRUSTEES AND

# AUDITED FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2022

# FOR

# AGE CONCERN KINGSTON UPON THAMES
# (A COMPANY LIMITED BY GUARANTEE)

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

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FOR THE YEAR ENDED 31 MARCH 2022


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# REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

### OBJECTIVES AND ACTIVITIES

Our vision and objects

Our charitable objects are:

The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage, in any manner which now or hereafter may be deemed by law to be charitable in England and Wales.

**Our vision is:**

To make life a greater life.

Our core work is with older people and we aim to support our beneficiaries to live with independence and dignity, decide the direction of their own lives and enjoy life as part of the community. We work to influence local policy and practice and create a greater understanding of the needs of our users and their potential to contribute to community life. We aim to foster greater understanding between the generations by involving younger people in our work through volunteering. Through our Kingston Community Furniture service we address the needs of people who experience financial hardship and disadvantage.

**Public Benefit**

We review our aims, objectives and activities each year and, in doing so, the Trustees have taken into account the general guidance on public benefit published by the Charity Commission. In reviewing our aims, and planning objectives and activities to meet them in the future, we consider and evaluate the outcomes of each activity and the impact of our work on our beneficiaries and stakeholders.

Objectives for the year 2021-22

Our overarching objectives for the year 2021-22 were:
- to be a leader in our field
- to involve and empower the people we work with
- to enhance the mental and physical wellbeing of the people we work with, and
- to ensure the long-term financial sustainability of the charity.

Our strategy to achieve these objectives has been to maintain our focus on our service users and stakeholders, listening to them and building our services around what they say they want, and what we have learned works. We support and work with individuals, their families and carers via our building-based services, our Information and Advice service and our work in the community. One of our key objectives is to ensure our financial strategy is driven by, and supports, our vision, values and aims. During the last year we continued to build on and embed digital transformation within all our services and activities.

**Summary of our main activities**

We offer a holistic, outcomes-focused and evidence-based range of services. Our building-based services act as hubs, with a range of targeted prevention and support services provided in buildings, complemented by flexible outreach services provided from buildings. Our person-centred approach is designed to ensure that a whole array of services is easily accessible, according to each individual's needs and wishes. In the operation and development of all our activities, we are committed to working in partnership, and, as an indigenous local organisation, advocating for the interests of our user groups.

There are four main strands to our activities:

**Meaningful social activities and support**

Services which aim to reduce social isolation and to foster connections that help build strong and cohesive communities:

- Raleigh House Day Centre
- The Bradbury Centre
- 'In Touch' Befriending projects

**Home support services**

A range of services which support people to live independently and safely in a comfortable home environment and stay out of hospital and residential care:

- Community Team
- Help at Home service
- Handyperson service
- Kingston Community Furniture

**Health and wellbeing**

Services which help encourage people to keep active and engaged, maintaining physical and mental health or delaying/reducing deterioration, an approach which is also fundamental in our day service and community centre provision:

- Community Connectors service
- Dementia Support
- Opportunities for volunteering

**Information and advice**

A specialist service which aims to inform people of their choices, empower them and ensure they are receiving all their financial and other entitlements.

**Projects and pilots**
This year we have taken part in a new multi-disciplinary approach to supporting people who have rising health and social care needs - the Proactive Anticipatory Care 'proof-of-concept' programme.

We also piloted an admissions avoidance service with Kingston Hospital Accident and Emergency department and completed a brief Identification of Carers project in partnership with Kingston Council, Kingston Carers Network and Kingston Centre for Independent Living.

## ACHIEVEMENT AND PERFORMANCE

### Charitable activities

### Covid-19 - a summary of our activities

The Covid-19 pandemic continued to affect our users and our organisation during 2021-22. In total we dealt with 3,236 referrals.

Our volunteer befrienders supported people with regular phone calls between 1 and 3 times per week, making over 3,700 calls over the year. At the year-end 46 volunteers were working within 'In Touch Services', supporting 104 isolated older people.

Our Help at Home service worked with over 200 people, providing over 13,000 hours' support.

Our Handyperson service supported 241 people with 655 home visits and also supported 139 hospital discharges.

Our Information and Advice service dealt with 1,041 referrals, working with 994 unique clients. Of these, we assisted with applications for benefits such as Attendance Allowance, Housing Benefit, Pension Credit and transport benefits - the value of the successful claims to recipients was over £78,000.

Our Community Connectors social prescribing service dealt with 941 referrals.

Our Community Team provided help and support to 312 individuals.

Our Proactive Anticipatory Care team coordinated care for 129 individuals.

Our 4-week A&E Pilot supported 30 people.

We supported 158 discharges from Kingston Hospital.

### Meaningful Social Activities and Support

### Day Services

Loneliness, inactivity and isolation are major problems for our ageing population - these are amongst the issues we aim to address through the provision of high-quality day services at Raleigh House and The Bradbury.

After more than a year of being closed due to the Covid-19 pandemic, we reopened Raleigh House in May 2021, with covid-safe procedures in place and reduced numbers to enable social distancing. The previous drop-in model for The Bradbury did not lend itself to covid-safety; we reopened the centre in December under a different operating model, aimed at frailer people who need day services the most.

We stayed in regular contact with those who were using The Bradbury before the pandemic. In the summer of 2021 we carried out a feedback survey with former users and just over 70 responded. All those people were offered the opportunity to speak to a Community Connector to help identify alternative sources of support. Some people whose needs have changed have chosen to use the new Bradbury service.

### The future of day services

The loss of day services during the pandemic has only served to evidence their importance to older people and unpaid carers. Buildings where services for the community are housed, and from which they are delivered, offer a huge opportunity to respond flexibly and creatively to the needs and aspirations of a wide range of people. Through a hub and spoke model we aim to offer services and facilities to the wider community, as well as to people using centres on a weekly or daily basis. The hubs provide an extensive range of activities and services under one roof and act as bases for our community outreach services, the Community Team, Community Connectors (social prescribing service) and Help at Home/Handyperson. There are no comparable venues elsewhere which are accessible to any older person. Our centres also play a vital part in supporting carers and providing respite.

Our experience and evidence demonstrate that our day services play an important part in preventing older people from becoming isolated and inactive, with consequent impact on their overall physical and mental health and wellbeing. Our users come from all parts of the borough and many have multiple and significant needs, including dementia and learning disabilities, as well as physical impairments. Raleigh House caters for very frail people who need personal care; The Bradbury Centre is geared towards those who are able to look after their own personal care. However, both services are 'universal' in that they are open to all older people who live in the borough.

Raleigh House and The Bradbury are supported through the contract with the Royal Borough of Kingston for 'services which promote social connectedness and resilience', which was extended for a further year.

Our approach remains to evolve our services to meet the changing needs and choices of older people and to adapt and develop within the financial constraints we work with. Social isolation and loneliness have been exacerbated by the pandemic, with demonstrable negative effects on the physical and mental health of people in our user group, both day centre users and their unpaid carers. The need for safely-run, high-quality day services has never been greater.

**Befriending**

Staywell's befriending and companionship services include one-to-one befriending, telephone befriending and social activities within our social centres offering regular social contact and emotional support to older and lonely adults over the age of 65 years, providing friendship and a feeling of self-worth.

Our FANS (Friendly and Neighbourly Support) project was set up in 2019 with National Lottery funding to develop and increase the capacity of our befriending and companionship services.

During the pandemic, FANS continued to offer an emotional lifeline to many and has had a profound effect on the lives of the older people it supported. As schools reopened, the end of the Government's furlough scheme approached and life increasingly returned to 'normal', in common with many other charities, our volunteer numbers dropped. Demand for befriending continues to increase steadily but we have found it more difficult to recruit new volunteers. At the end of the financial year we had 46 volunteer befrienders, each of whom was in touch with between one and ten people, offering support, friendship, contact with the outside world, providing emotional support and reassurance where they could. We supported 104 clients in total, 29 of whom were receiving regular home visits and five of whom were going on walks with their befriender. Our key challenge for the months ahead is to recruit additional volunteers to keep up with demand.

The success of this work during the last year and the outcomes achieved is due to the way that our teams work across service and organisational boundaries. Our volunteer befrienders are supported not only by the Coordinator funded by the Lottery grant but by a wider team with the skills and expertise needed to respond to clients' often complex needs. This provides confidence and reassurance to our volunteers, clients and the professionals making referrals. Our local knowledge and strong partnership connections, particularly with Primary Care and our voluntary sector partners ensure that, as face-to-face activities open up again after the pandemic, we are linking people to the right local groups and resources.

This means that a volunteer befriending relationship arranged through Staywell's FANS project will have an impact on more than loneliness and isolation. People are connected into the Staywell community and consequently exposed to a range of appropriate local services tailored to their needs and preferences. Below is just one example of how the FANS model works and the impact it has.

**Case Study: C and CB**
CB was referred to our Community Team in April 2021. Aged 94, with macular degeneration and glaucoma, despite having kind neighbours who would take him out in a wheelchair, he was very lonely. He was matched with an experienced befriender, C, the next month, with whom he still enjoys a weekly telephone conversation of around an hour.

C suggested to CB that Staywell might be able to help him out with some problems he was having with his ageing computer. CB contacted us, and volunteer P has been helping him out. C updated us:

*CB is greatly appreciative of the continuing sterling efforts of Staywell's IT man to try and resolve C's elusive computer problem!*

Unfortunately, CB had a fall in December 2021 and was admitted to hospital. Our Handyperson service was able to install a key-safe promptly and C remains in regular contact.

Demand for befriending continues to grow, we continue to receive a steady stream of referrals from health and social care partners for people who are lonely and/or isolated. We have made an application to the Lottery to continue to develop this work in line with our original pre-pandemic ambitions and await the outcome.

**Home Support Services**

**Help at Home**

Our Help at Home service provides support with a range of practical tasks in and around the home. It is another example of a service where 'that little bit of help' makes a significant and measurable difference in the lives of older people living independently at home. This chargeable service includes cleaning, laundry and ironing, shopping, cooking and other household tasks, as well as accompanying clients on outings and to appointments. Each client receives a home assessment and is matched with an experienced home-helper.

In 2021-22 we provided on average 800 visits per month, 9,636 in total, to over 200 people.

Help at Home enables people to stay living independently in their own homes who would be unable to do so without the support provided. This often also provides great reassurance to families, many of whom live far from their loved ones, including overseas. The service has grown as it has demonstrated its worth in providing flexible support to meet people's varied needs, including many people who continued to socially isolate at home for months after restrictions were officially lifted.

Help at Home's unique selling point is its close integration with our other services. The home-helpers are trained to be familiar with all our activities, and to monitor their clients for changes in their circumstances which might mean they could benefit from another Staywell service: a Handyperson visit or a benefits check, for example.

We receive no external funding for this service; all income is generated through charges.

**Handyperson Service**

Our Handyperson service offers a range of simple and low-cost interventions including small building repairs, minor adaptations such as the installation of grab rails and key safes, 'odd' jobs (such as putting up curtain rails, moving furniture), falls and accident checks, and home safety and energy efficiency checks. These are the types of interventions which enable older, disabled and vulnerable people to live independently in their own homes for longer, in greater levels of comfort and security.

We have continued to provide services to Kingston Council, including fitting key safes. These are vital services which enable people to be discharged from hospital to a safe and secure environment and stay living in their own homes, objectives which are high on local and national agendas and were crucially important during the pandemic whilst there was pressure to reduce the length of hospital stays.

In addition, we offer garden tidying and grass cutting, plus one-to-one computer tuition and help with setting up laptops, tuning in and trouble-shooting problems with TV receivers, DVD recorders and players. The service is supported by volunteers.

Evidence consistently shows that older people place great value on services that provide 'that little bit of help' and enable them to remain living independently in their own homes, and there is considerable demand for the service. Staywell's Handyperson scheme also works in an integrated way with our other services, notably our Community Team and Information and Advice.

We receive no external funding for this service; all income is generated through charges.

**Kingston Community Furniture**

Kingston Community Furniture (KCF) has been part of Staywell since 2014. Its goals are:

- to provide high quality reusable furniture to anyone experiencing deprivation or social exclusion
- to divert waste back into reuse/recycling and away from landfill as a means of encouraging environmental sustainability together with a reduction in carbon emissions

- to generate voluntary and work placement opportunities for anyone experiencing marginalisation and encourage their integration into the community.

KCF is based in Kingston borough, where it has a shop and warehouse, but also provides furniture collection services to households in the Surrey boroughs of Elmbridge, Epsom & Ewell, Runnymede and Spelthorne.

We know that Council funding for KCF in future is at risk, so our plans are to reduce its cost-base, moving to a more agile model of operating from pop-up shops, and to increase income from digital sales.

**Community Team**

Older people face heightened risk of admission to hospital or residential care as a result of ill-health (including mental ill-health), disability, social isolation, unsuitable housing and loss of support networks. However, the ageing process is not necessarily one of progressive decline and, by working with people in a targeted way, we believe there are multiple opportunities to effect positive changes that will not only reduce A&E attendance and unplanned hospital and residential admissions but also improve the quality of life and safety of older people living in their own homes.

Our Community Team provides an award-winning, customer-focused community outreach service, delivered by a small team of part-time staff and volunteers. The service works in partnership with GPs to target people at risk of losing their independence and, through appropriate interventions, supports them to stay well and remain living at home.

People referred by a GP or other professional usually need support with independent living. Their issues are many and varied. Under normal circumstances, a Community Team worker visits each person in their home and discusses their situation including medical history, housing situation, income and benefits, levels of social contact and also undertakes a falls assessment. Unfortunately, during the pandemic face-to-face visits had to be suspended.

One of the strengths of the Community Team is its ability to respond flexibly to people's changing needs, and speedily harness the expertise of Staywell's other services, such as Information and Advice, and Befriending and it works closely alongside our Community Connectors social prescribing service.

The model of engagement used by the Community Team fosters a relationship of trust because it places the focus on the older person's aspirations, and what they would like to do to stay well, rather than on assessing their entitlement to services or their financial means. This, together with its ability to offer people an extensive choice of services provided by Staywell and other agencies, plus Staywell's long-established and strategic position in the local health and social care system, is at the heart of its success.

Staywell Community Team's own valued-added services, our telephone befriending scheme and home befriending, are examples of options for people following an intervention by the team.

This service is currently funded by Kingston CCG through the contract with the Royal Borough of Kingston for 'services which promote social connectedness and resilience'.

**Health and Wellbeing**

**Community Connectors Service**

Staywell's Community Connector team was established in September 2018 to trial a social prescribing approach with adults living in Kingston. Community Connectors help people make positive changes in their lives by linking them to volunteers, activities and voluntary/community groups.

The Community Connector service was funded through the Kingston Coordinated Care Programme, initially as a one-year pilot, which was extended into 2019-20. Following this pilot, the borough's five Primary Care Networks of local GP practices agreed to contract with Staywell to ensure a unified approach to social prescribing in Kingston, utilising available NHS funding from April 2020.

The service works with referred individuals drawing on their strengths, interests and skills (assets) in order to identify goals to improve the person's quality of life, health and wellbeing. The focus, where possible, is on self-help/support, and self-care and management, enabling people to access and use voluntary and community services and resources wherever possible, as well as maintaining the individual's independence at home. Individuals are encouraged and supported to engage with services through motivational discussions, escorting a person to a service or programme of activities, researching and introducing other community options etc.

The service works seamlessly with Staywell's established Community Support Team and facilitates ease of access to a range of services provided by the 'Outcome 2 Network' of local voluntary groups working in a contractual partnership with Staywell, which aims to foster social connections and resilience, and provide practical support.

The vast majority of those we are in contact with are lonely, and there is a huge demand for mental health support and an increase in the numbers of adults of all ages who express suicidal thoughts or disclose domestic abuse. We have therefore needed to provide additional training and support to our own staff in dealing with such emotionally challenging issues.

*'I just wanted to thank you for your calls and for your time over the past few months. The service you and your colleagues provide is extremely valuable and was much appreciated at a difficult time. Although I have friends I can speak to, it still made a difference to have someone unconnected check in with me for a chat and to see that I was OK from time to time. I appreciated your cheerful nature and it was always good to have an outside voice connecting me with what was happening in the wider community. I think this service is invaluable for all sorts of people, including those who may be reluctant to engage at the beginning. I was always pleased to see the number that I started to recognise come up on my phone and to hear a friendly voice and words of encouragement.'*

The severe impact of Covid on the social determinants of health has placed increased demands on the Community Connector service. The absence of face-to-face services, the pressure of demand on other support services both voluntary and statutory and build-up of waiting lists - or lack of any services, notably in supporting people with their mental health and housing needs - continued to place pressures on the Community Connector service. This has been sustained through close team-working, peer support and wide sharing of the skills, expertise and local knowledge across all of Staywell's services.

Our plans for the future are to continue to help Primary Care Networks to reach out to those people and communities whose social situations add major challenges to leading a healthy and happy life, as part of the drive to tackle health inequalities and improve population health and wellbeing. The main challenge in the continuing development of the service, and our partnership work with Primary Care, is funding. Unlike other parts of London, we receive no funding for management and administration of this work, which presents significant issues for Staywell as demand grows, and the service expands in line with need.

**Information and Advice**

Our Information and Advice service operated throughout the year, although Covid continued to affect face-to-face appointments for completing forms for much of the year.

Our Information and Advice service's typical client is aged between 80 and 89; a high proportion of them live alone. The bulk of the work is connected with age-related benefits, support at home, housing issues and accessible transport. Income maximisation is a key area of work, assisting clients to access benefits such as Attendance Allowance, Pension Credit and accessible transport schemes.

We also advise on appointeeships, lasting powers of attorney and wills, and inform families and carers about care needs assessments and carer's assessments. We continue to provide an Alternative Office for the Department of Work and Pensions (DWP), processing disability benefit applications on its behalf.

Since April 2016 our Information and Advice service has been funded under our core contract with the Royal Borough of Kingston. In spring 2020 we began discussions with the Council about the future of this contract, but these discussions were suspended due to the Covid-19 pandemic. The Council has extended the contract until March 2023 but at the year-end the future of this contract remained uncertain, with further discussions planned for the autumn of 2022.

Information and Advice remains an important gateway for older people to access support services. We will continue to champion high-quality, impartial, information and advice and believe it is crucial for older people, their families and informal carers, and a fundamental part of our service portfolio.

## Projects and Pilots

### Proactive Anticipatory Care

The Proactive Anticipatory Care Model (PAC) helps local people plan-ahead, be more in control and manage changes in their health and wellbeing, harnessing the considerable strength of working together as a local community. The PAC, launched as a pilot in May 2021, has supported over 450 individual patients across Kingston and Richmond and has been so successful that it made it through to the national finals of The Future NHS Awards.

Staywell, along with Richmond-upon-Thames Independent Living Scheme (RUILS), was approached to host a new role of Independence Coordinator to be part of a multi-disciplinary team which includes GPs, community, social care and hospital-based services working together to provide more proactive and coordinated care. This approach helps patients to stay healthier for longer, reduces the need for reactive health care and supports work to address the wider determinants of health, helping to find ways of keeping local people well, for longer.

*'Thanks for co-ordinating all this for this gentleman. A lovely, considered piece of work. We're all up to speed with the gentleman's needs now and can work together to ensure we're nicely coordinated. A great piece of anticipatory care!'*
Clinical Lead, Theraples

### Carers Identification Project

We successfully responded to an invitation to tender to run this short-term project between January and April 2022. During the pandemic, there has been increased, sustained and relentless pressure on unpaid carers due to service closure and lockdowns. This has highlighted the need to provide wellbeing support for unpaid carers so they are able to live a full and healthy life as well as care for their family member/ friend/ neighbour for example.

The aim of the project was to raise awareness in the borough of what an unpaid carer is, to increase self-identification, and reach out and offer support to unpaid carers not yet known to carer support services, including carers from Black, Asian and multi-ethnic (BAME) communities. The project involved staff from all Staywell's services.

The project was successful, identifying 101 carers who were not receiving the support to which they could be entitled (more than three times the target set by the Council) including 34 from BAME groups. The project has raised the level of awareness of carers' needs and available resources amongst our staff and volunteers and will therefore have an ongoing legacy. As a short-term exercise it demonstrated the large number of carers that Staywell comes into contact with and the potential to achieve better outcomes with these clients, particularly through the new Proactive Anticipatory Care approach (see above) which is due to be rolled out across the borough, targeting GP patients with rising needs.

### A&E to Home Project

We were invited by Kingston Hospital to trial an innovative approach working in their Accident and Emergency department alongside clinical staff, particularly their Frailty Team. The project had two main aims (1) to prevent avoidable admission of clinically stable patients treated in Accident and Emergency, through addressing the patient's immediate practical needs that place them at risk of hospitalisation and (2) to ensure the individual's immediate needs were met following discharge from A&E and to instigate required follow-up action with the aim of improving the individual's wellbeing and safety and prevent further unnecessary A&E attendance.

Three members of the Staywell team working in different substantive roles with the New Malden & Worcester Park Primary Care Network acted as Coordinators based in A&E. Staywell was able to provide minibus transport with a driver. The Coordinators also took some people home in their own vehicles and acted as escorts to the minibus drivers.

30 people were supported during 12 evening shifts, of whom 50% were previously known to Staywell, which enabled speedier response to their situations.

Feedback from both the hospital staff and the Staywell staff involved was extremely positive, as was feedback from people who benefited from the service.

*'I just want to thank you and let you know how grateful I am for helping my husband get home safely this evening. He was alone at the A&E after a seizure, and I was afraid about him being able to make it home on his own after being discharged. Thank you so much to the Staywell driver for bringing him home, and for checking to make sure he had arrived safely. I am truly grateful.'*

There is interest in developing this work but as yet no formal discussions have taken place about future activity.

**Opportunities for volunteering**

Volunteer help is central to the successful delivery and the character of our services. Volunteers were critical to our Covid-19 response, contributing to our hospital discharge and shopping services, telephone befriending and Handyperson Service.

Volunteers do not just bring a measurable financial value to our work; they bring a wealth of skills, experience and knowledge - not least local knowledge - and often personal experience, for example, as a carer or a service-user. Many of our volunteers have supported the organisation for decades and add a richness to our service provision which cannot be quantified.

**Working in partnership**

Staywell is the largest voluntary sector provider of services in the borough of Kingston, and we spent over £1.7 million on charitable activities in 2021-22. As we evidence within this report, all our services work together in an integrated way, in partnership with the person and their network and with colleagues in other organisations, both statutory and voluntary. They are designed to work coherently to help prevent and delay ill-health and unnecessary admission into hospital or, prematurely, to residential care, whilst also helping to maintain and improve people's physical and mental wellbeing, enabling them to remain active and independent in their own homes, in our centres and in the community, thereby bolstering community resilience.

**FINANCIAL REVIEW**

**Financial position**

The general reserves for the year ended 31 March 2022 stood at £918,404, comprising the total unrestricted reserves excluding tangible and intangible fixed assets used by the charity for the delivery of its services (£1,482,146), the designated funds (£1,780,000) and restricted reserves (£20,193).

During the year the charity reported a net surplus of £44,470.

**Principal funding sources**

The charitable company receives and acknowledges money from the Royal Borough of Kingston upon Thames under its contract for delivery of services that promote resilience and social connectedness (Outcome 2), for the provision of Information and Advice, Community Team, and day services (Raleigh House and The Bradbury). Kingston Community Furniture receives contract funding from the Royal Borough of Kingston upon Thames. The Befriending and Social Engagement Project was funded through a contract with the Royal Borough of Kingston upon Thames' Housing Services.

Funding from the National Lottery has enabled us to expand our FANS befriending activity, and we are grateful for their support.

We received and acknowledge funding from NHS SW London for Proactive Anticipatory Care and from Kingston's Primary Care Networks for the Community Connectors social prescribing service. The Royal Borough of Kingston and national government also provided support to meet the challenges of the pandemic.

A further major source of income is investment income derived from the property portfolio, which is let as social housing, and from other, more liquid investment assets. Investment income was used to support under-funded services such as our Handyperson service, and to meet the shortfall in income over expenditure.

Income generated from centres contributes towards the cost of meals, transport and other activity, and the maintenance of our centres. Our Help@Home and Handyperson services are primary purpose trading activities, with income from charges.

Kingston Community Furniture generates funds for the charity from furniture resales and waste collection services.

We are grateful for continuing support from the Rotary Clubs of Kingston and New Malden, the Kingston Nursing Association, St Matthew Church and Holy Cross school. We also thank the many individual donors, often grateful service users and their relatives, who supported us during 2021-22.

## FINANCIAL REVIEW

### Investment policy and objectives

The Board's policy is to hold a proportion of funds not required for immediate operational expense as long-term investments. Such funds are invested in global equity and fixed interest instruments at a risk level which the Board considers prudent. From time to time the Board reviews performance of the investments and considers alternative options to maximise returns for the charity

### Reserves policy, risks and uncertainties

The Board of Trustees of Staywell reviews the Reserves Policy on an annual basis in the context of the risks and opportunities facing the organisation, its plans and its resources. Its policy is to manage its assets to achieve the best value for the charity's beneficiaries. To do this it aims to maintain a prudent level of retained, unrestricted reserves, including liquid cash assets, which provide working capital for operational running costs and short-term cash flow issues (such as late payment of contract instalments), and support the delivery of the organisation's objectives in an efficient and cost-effective way. This provides a means of managing unforeseen expenditure and allows business development to continue in an environment where future funding is uncertain. The holding of several months' operating costs in reserve is recognised as good practice by the Charity Commission.

We recognise the need to continue to diversify and widen our funding and supporter base and to enrich and develop our proposition as both a charity and a service provider. Our core 'Outcome 2' contract with Kingston Council is approaching the end of term and discussion is underway to secure the next tranche of funding. We continue to reconfigure Kingston Community Furniture to reduce its reliance on council funding. Meanwhile, the cost of providing vital services continues to rise, due to the adverse inflationary environment.

Our future service provision model is likely to be one where many more services are provided directly to, and paid for by, users. To enable delivery, work has continued on development of the digital Customer Relationship Management system.

The Board has identified the key risks that Staywell faces, including financial risks, taking into account the context outlined above. The charity seeks to mitigate risks to service funding by holding general reserves equivalent to approximately six months' expenditure. In the event that the charity was forced to wind down services due to lack of funding, these reserves would enable it to meet its legal requirements in relation to statutory redundancy payments to staff.

This Policy and the designation of funds will be reviewed during the financial year 2022-23.

## FUTURE DEVELOPMENTS

The ongoing ramifications of the Covid-19 pandemic continued to affect our activities and our thinking through the last year, with doubts at some points as to whether we would ever be able to return to the kind of face-to-face activities we have historically provided in day centres. This, together with increased demand for community services and the insecurity of local authority funding is the context of our planning.

Our focus on Help at Home services bore fruit, as demand for this service remains strong and we have been successful in recruiting high quality staff.

Future plans for our services have been outlined elsewhere in this report. In 2022-23 we will be advancing plans for maximizing our physical assets, i.e. Raleigh House and the Bradbury Centre, to ensure that we secure these buildings for another 10-20 years and gain maximum value for the charity.

We will continue to provide vital services that support people in practical and emotional ways and target loneliness, isolation and the effects of frailty and dementia.

We will continue to work with Kingston's wider voluntary sector and community partners, healthcare sector and the local authority.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing document

Staywell (Age Concern Kingston upon Thames) is a limited company. Its governing document is its Articles of Association, dated 12th September 2013, and members of the Board of Trustees are the directors of the company. The charity has used the working name of Staywell since September 2014.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Recruitment and appointment of new trustees

Trustees are recruited by various means, including advertising in newspapers, our own publications and on our website. The Board is elected in accordance with the Articles of Association. Trustees serve for a term of three years and may be re-elected; any Trustee elected as Chair may serve for a maximum of six years. Appointment is by election at the Annual General Meeting, which usually takes place in October each year.

### Organisational structure and decision making

The charity is governed by its Board of Trustees, which met four times during the financial year 2021-22, in addition to the Annual General Meeting.

A scheme of delegation is in place; the Chief Executive, who is also Company Secretary, has overall responsibility for the day-to-day management of the organisation and delegates performance and quality management responsibilities to the Deputy Chief Executive, including ensuring that services are delivered in line with the operational policies, contract specifications or grant conditions. Service managers are responsible for day-to-day operational management and the supervision and development of both staff and volunteers.

The Finance Group (which in the year being reported consisted of the Chief Executive, the Deputy Chief Executive, the Financial Controller, and the Treasurer) met every four to six weeks. The senior management team met weekly and employees and volunteers continued to be involved in the development of the organisation through staff briefings, team meetings, and one-to-one meetings with their line managers. Meetings were all held online during this period due to the pandemic, and the annual formal strategic planning session was postponed.

### Induction and training of new trustees

New Trustees receive an induction which provides an overview of the organisation, its ethos and strategic aims, the activities and services it provides, funding, and policies and procedures, including diversity and equality, as well as the role and responsibilities of Trustees.

Our Trustees are experienced and knowledgeable about our work and the needs of our users and have skills and experience in a wide variety of fields, including social care, healthcare, local government, and the commercial sector. Ongoing training and development is provided in various ways. Trustees participate in strategic planning and other development sessions alongside staff, volunteers and other stakeholders. Trustees also meet from time to time between Board meetings, to focus on development of their skills and understanding of the organisation. Senior staff and managers periodically attend Board meetings to give presentations and update Trustees on developments affecting the work of the organisation.

### Key management remuneration

The pay of the Chief Executive is set by the Board. The pay of the remaining Senior Management Team, and staff is reviewed annually by the Finance Group, in line with both market conditions and affordability for the charity, and a proposal is submitted to the Board for their approval.

### Wider network

Staywell is an independent local charity. We are members of the National Council for Voluntary Organisations. We are the lead provider in a network of voluntary sector organisations in Kingston contracted to deliver a range of services that promote resilience and social connectedness.

### Related parties

Our Chief Executive sits on the Board of Your Healthcare CIC as a non-executive director. Further details are provided in the notes to the accounts.

## REFERENCE AND ADMINISTRATIVE DETAILS

**Registered Company number**
02272550 (England and Wales)

**Registered Charity number**
299988

**Registered office**
Raleigh House
14 Nelson Road
New Malden
Surrey
KT3 5EA

**Trustees**
Ms E Aitchison
Mrs A C Cann
Dr D Stinson
Mr A J Sherville
Dr J C H D'Souza
Mr R P Phillips

**Company Secretary**
Mr S Brennan

**Auditors**
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

**Bankers**

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Handelsbanken
1 Wheatfield Way
Kingston upon Thames
KT1 2TU

National Westminster Bank Plc
New Malden Branch
64 High Street
New Malden
KT3 4HB

**Investment Managers**
Rathbones Investment Management
Port of Liverpool Building
Pier Head
Liverpool
L3 1NW

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Kingston upon Thames for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

## AUDITORS

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 8/9/2022 and signed on its behalf by:

R Phillips

.....

R. Phillips - Trustee

**Opinion**
We have audited the financial statements of Age Concern Kingston upon Thames (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Financial Position, the 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with 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 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 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 Report of the Independent Auditors 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.

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 this gives rise to 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.

**Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**
As explained more fully in the Statement of Trustees' Responsibilities, 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 charitable company or to cease operations, or have no realistic alternative but to do so.

**Our 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 a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charity's activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non - compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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. This description forms part of our Report of the Independent Auditors.

**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 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 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.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Date: 20/09/2022

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

| | Notes | Unrestricted funds £ | Restricted funds £ | 2022 Total funds £ | 2021 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 3 | 14,397 | - | 14,397 | 67,116 |
| **Charitable activities** | 5 | | | | |
| Kingston Day & Transport Services | | 552,014 | - | 552,014 | 558,207 |
| Kingston Information, Advice & Advocacy | | 85,000 | - | 85,000 | 94,216 |
| Kingston Community Services | | 713,448 | 37,194 | 750,642 | 930,356 |
| Kingston Community Furniture | | 210,276 | - | 210,276 | 196,804 |
| Investment income | 4 | 102,845 | - | 102,845 | 101,073 |
| **Total** | | 1,677,980 | 37,194 | 1,715,174 | 1,947,772 |
| **EXPENDITURE ON** | | | | | |
| **Charitable activities** | 6 | | | | |
| Kingston Day & Transport Services | | 582,947 | 6,800 | 589,747 | 388,083 |
| Kingston Information, Advice & Advocacy | | 74,027 | - | 74,027 | 85,311 |
| Kingston Community Services | | 769,781 | 32,318 | 802,099 | 1,063,732 |
| Kingston Community Furniture | | 278,904 | - | 278,904 | 226,375 |
| **Total** | | 1,705,659 | 39,118 | 1,744,777 | 1,763,501 |
| Net gains on investments | | 74,073 | - | 74,073 | 135,379 |
| **NET INCOME/(EXPENDITURE)** | | 46,394 | (1,924) | 44,470 | 319,650 |
| **RECONCILIATION OF FUNDS** | | | | | |
| **Total funds brought forward** | | 4,133,886 | 22,117 | 4,156,003 | 3,836,353 |
| **TOTAL FUNDS CARRIED FORWARD** | | 4,180,280 | 20,193 | 4,200,473 | 4,156,003 |

The notes form part of these financial statements

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF FINANCIAL POSITION
**31 MARCH 2022**

| | Notes | 2022 £ | 2021 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Intangible assets | 12 | 21,748 | 72,303 |
| Tangible assets | 13 | 1,460,398 | 1,476,460 |
| **Investments** | | | |
| Investments | 14 | 1,115,844 | 1,040,227 |
| Investment property | 15 | 1,135,000 | 1,135,000 |
| | | 3,732,990 | 3,723,990 |
| **CURRENT ASSETS** | | | |
| Stocks | 16 | 1,000 | 1,000 |
| Debtors | 17 | 128,661 | 89,790 |
| Cash at bank | | 493,617 | 511,655 |
| | | 623,278 | 602,445 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 18 | (155,795) | (170,432) |
| **NET CURRENT ASSETS** | | 467,483 | 432,013 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,200,473 | 4,156,003 |
| **NET ASSETS** | | 4,200,473 | 4,156,003 |
| **FUNDS** | 21 | | |
| Unrestricted funds: | | | |
| General fund | | 1,280,127 | 1,353,504 |
| Revaluation reserve | | 182,064 | 182,064 |
| Building development reserve | | 1,200,000 | 1,150,000 |
| Transformation Fund | | 580,000 | 580,000 |
| Fair value reserve | | 938,089 | 868,318 |
| | | 4,180,280 | 4,133,886 |
| Restricted funds | | 20,193 | 22,117 |
| **TOTAL FUNDS** | | 4,200,473 | 4,156,003 |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 8/9/2022 and were signed on its behalf by:

R. Phillips

.....

R. Phillips - Trustee

The notes form part of these financial statements

## AGE CONCERN KINGSTON UPON THAMES

## STATEMENT OF CASH FLOWS
## FOR THE YEAR ENDED 31 MARCH 2022

| | Notes | 2022<br>£ | 2021<br>£ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Cash generated from operations | 1 | (119,339) | 160,902 |
| Net cash (used in)/provided by operating activities | | (119,339) | 160,902 |
| **Cash flows from investing activities** | | | |
| Purchase of tangible fixed assets | | - | (9,000) |
| Purchase of fixed asset investments | | (116,050) | (99,541) |
| Sale of fixed asset investments | | 114,506 | 87,881 |
| Interest received | | 1,357 | 1,496 |
| Dividends received | | 26,816 | 24,905 |
| Rents received on investment property | | 74,672 | 74,672 |
| Net cash provided by investing activities | | 101,301 | 80,413 |
| **Change in cash and cash equivalents in the reporting period** | | (18,038) | 241,315 |
| **Cash and cash equivalents at the beginning of the reporting period** | | 511,655 | 270,340 |
| **Cash and cash equivalents at the end of the reporting period** | | 493,617 | 511,655 |

The notes form part of these financial statements

## NOTES TO THE STATEMENT OF CASH FLOWS
## FOR THE YEAR ENDED 31 MARCH 2022

### 1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2022<br>£ | 2021<br>£ |
|---|---|---|
| **Net income for the reporting period (as per the Statement of Financial Activities)** | 44,470 | 319,650 |
| **Adjustments for:** | | |
| Depreciation charges | 68,929 | 78,228 |
| Gain on investments | (74,073) | (135,379) |
| Interest received | (1,357) | (1,496) |
| Dividends received | (26,816) | (24,905) |
| Rents received on investment property | (74,672) | (74,672) |
| Adjustment to tangible fixed assets | (2,312) | - |
| (Increase)/decrease in debtors | (38,871) | 79,499 |
| Decrease in creditors | (14,637) | (80,023) |
| **Net cash (used in)/provided by operations** | (119,339) | 160,902 |

### 2. ANALYSIS OF CHANGES IN NET FUNDS

| | At 1/4/21<br>£ | Cash flow<br>£ | At 31/3/22<br>£ |
|---|---|---|---|
| **Net cash** | | | |
| Cash at bank | 511,655 | (18,038) | 493,617 |
| | 511,655 | (18,038) | 493,617 |
| **Total** | 511,655 | (18,038) | 493,617 |

The notes form part of these financial statements

## 1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is Raleigh House, 14 Nelson Road, New Malden, Surrey, KT3 5EA. The registered number of the company is 02272550. The registered number of the charity is 299988.

The financial information presented is for the year ended 31 March 2022 and 31 March 2021. The financial information is presented in sterling.

## 2. ACCOUNTING POLICIES

**Basis of preparing the financial statements**
The financial statements of the charitable company, 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 accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

a) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. In future years, the key risks to the charity are a fall in contractual and grant income. The trustees have a series of measures to control, mitigate and minimise the effects of a fall in income, including the development and maintaining of a diverse range of activities and income in order to reduce the risk of over-reliance on a single source, and a prudent reserves policy.

b) Significant judgements and estimates.

Preparation of the financial statements requires management to make significant judgements and estimates. The items in the financial statements where these judgements and estimates have been made include:

(i) Tangible fixed assets. Fixtures and fittings and motor vehicles are depreciated over their useful lives taking into account residual values, where appropriate.

(ii) Intangible fixed assets. Development costs are amortised over their useful lives taking into account residual values, where appropriate.

(iii) Revaluation of investment properties and freehold properties. The charity carries its investment property and freehold property at fair value with changes in fair value being recognised in the statement of financial activities.

(iv) Impairments. Management makes judgement on whether there are any indications of impairments to the carrying amounts of the charity's assets.

(v) Allocation of costs. The allocation of support and governance costs between charitable and expenditure categories.

**Income**
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts with the Royal Borough of Kingston upon Thames and Clinical Care Commissioners in respect of carers services.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

## 2. ACCOUNTING POLICIES - continued

### Income

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date.

Legacies are recognised on a case-by-case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by the investment advisor of the investment portfolio.

Rental income from the investment properties is recognised when receivable.

**Government grants (covid 19 job retention scheme)**
Government grants are recognised when the entity has reasonable assurance that conditions attached to the grant will be complied with and that the grant will be received.

Revenue grants are recognised using the accrual model and are therefore recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate. Revenue grants are measured at fair value, being the amount of cash receivable.

**Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Charitable activities**
Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**
Governance costs include those incurred in the governance of the charity and comprise the production of the statutory accounts and the audit of the charity.

**Allocation and apportionment of costs**
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

**Intangible fixed assets**
Intangible fixed assets acquired separately are initially recognised at cost. Software that is integral to the operation of hardware is capitalised as part of the relevant item of tangible fixed assets. Software that is not integral to the operation of the hardware is capitalised as an intangible fixed asset. Depreciation is not provided on software in development until this is brought into use.

| | |
|---|---|
| Software development costs | - 25% on cost |

## 2. ACCOUNTING POLICIES - continued

**Tangible fixed assets**

| | |
|---|---|
| Computer equipment | - 33.3% on cost. |
| Motor vehicles | - 20.0% on cost. |
| Furniture and equipment | - 12.5 % & 20% on cost. |
| Short Leasehold | - 20% on cost. |

Freehold property is not depreciated. Freehold property is revalued annually and stated at the revalued amount.

**Investment property**
Investment properties are included at their fair value. Fair value is based on market value and is reappraised annually by an independent professional valuer. Any movements due to unrealised gains on valuation are recognised in the Statement of Financial Activities.

**Stocks**
Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

**Taxation**
The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Fixed asset investments**
Investments are included in the Statement of Financial Position at their fair value.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

**Leasing commitments**
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

**Cash at bank**
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Debtors**
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

**Creditors**
Creditors are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at the settlement amount.

## 2. ACCOUNTING POLICIES - continued

**Fixed asset investments**
**Financial instruments**
The charity only has financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**VAT**
The charity reclaims VAT incurred on goods and services in line with the standard method of partial exemption. Irrecoverable VAT is treated as a central cost and allocated to the relevant activities in the Statement of Financial Activities.

## 3. DONATIONS AND LEGACIES

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Donations | 14,397 | 52,761 |
| Legacies | - | 14,355 |
| | 14,397 | 67,116 |

## 4. INVESTMENT INCOME

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Rents received | 74,672 | 74,672 |
| Dividends receivable | 26,816 | 24,905 |
| Deposit account interest | 1,357 | 1,496 |
| | 102,845 | 101,073 |

## 5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

| | 2022<br>£ | 2021<br>£ |
|---|---|---|
| **Contract income:** | | |
| Royal Borough of Kingston upon Thames | | |
| Delivery of Services That Promote Resilience and Social Connectedness (Outcome 2) | | |
| Kingston Day and Transport Services | 345,334 | 360,192 |
| Kingston Information, Advice and Advocacy | 80,000 | 80,000 |
| Kingston Community Services | 137,869 | 137,869 |
| | 563,203 | 578,061 |
| Royal Borough of Kingston upon Thames | | |
| Befriending and Social Engagement Project | - | 25,000 |
| Kingston Community Furniture | 45,000 | 45,000 |
| Covid 19 Response | - | 28,750 |
| Kingston Primary Care Networks | 139,682 | 136,119 |
| Other contracts | 29,730 | - |
| Total contract income | 777,615 | 812,750 |
| **Grant income:** | | |
| NHS South West London - Proactive Anticipatory Care Grant | 58,391 | - |
| Government Grants - Covid 19 Job Retention Scheme | 21,905 | 229,734 |
| The National Lottery Community Fund - RC London and South East Region (restricted) | - | 96,952 |
| Royal Borough of Kingston upon Thames - Local Restrictions Grant | 16,657 | 89,119 |
| City Bridge Trust - Covid 19 Support - Waves 1 and 2 Grants (restricted) | - | 53,126 |
| Kingston Clinical Commissioning Group - Covid 19 Support Grant | - | 9,906 |
| The National Lottery Community Fund - FANS Project Grant (restricted) | 37,194 | 40,042 |
| Other Grants | 5,925 | 10,000 |
| Total grant income | 140,072 | 528,879 |
| **Services income from:** | | |
| Kingston Day and Transport Services | 180,852 | 35,449 |
| Kingston Community Services | 342,223 | 270,874 |
| Kingston Community Furniture | 157,170 | 131,631 |
| Total services income | 680,245 | 437,954 |
| Total income from charitable activities | 1,597,932 | 1,779,583 |

## 6. CHARITABLE ACTIVITIES COSTS

| | Direct Costs | Support costs (see note 7) | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 429,759 | 159,988 | 589,747 |
| Kingston Information, Advice & Advocacy | 52,966 | 21,061 | 74,027 |
| Kingston Community Services | 581,010 | 221,089 | 802,099 |
| Kingston Community Furniture | 244,820 | 34,084 | 278,904 |
| | 1,308,555 | 436,222 | 1,744,777 |

Comparatives for Charitable activities costs

| | Direct costs | Support costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 228,912 | 159,871 | 388,083 |
| Kingston Information, Advice & Advocacy | 54,490 | 30,821 | 85,311 |
| Kingston Community Services | 691,363 | 372,369 | 1,063,732 |
| Kingston Community Furniture | 176,472 | 49,903 | 226,375 |
| | 1,150,537 | 612,694 | 1,763,501 |

## 7. SUPPORT COSTS

| | Overheads | Governance costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 157,213 | 2,775 | 159,988 |
| Kingston Information, Advice & Advocacy | 20,501 | 560 | 21,061 |
| Kingston Community Services | 217,224 | 3,865 | 221,089 |
| Kingston Community Furniture | 33,424 | 660 | 34,084 |
| | 428,362 | 7,860 | 436,222 |

Comparatives for support costs

| | Overheads 2021 | Governance costs 2021 | Totals 2021 |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 157,996 | 1,875 | 159,871 |
| Kingston Information, Advice & Advocacy | 30,461 | 360 | 30,821 |
| Kingston Community Services | 367,979 | 4,390 | 372,369 |
| Kingston Community Furniture | 49,318 | 585 | 49,903 |
| | 605,754 | 7,210 | 612,964 |

## 8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 6,000 | 5,150 |
| Auditors' remuneration for non audit work | 1,860 | 2,060 |
| Depreciation - owned assets | 18,374 | 27,273 |
| Development costs amortisation | 50,555 | 50,955 |
| Operating lease - property rent | 54,491 | 29,000 |

## 9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

**Trustees' expenses**

There were no trustees' expenses for the year ended 31 March 2022 nor for the year ended 31 March 2021.

During the year trustees provided donations to the charity of £250 (2021 £9,430).

## 10. STAFF COSTS

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 1,085,194 | 1,083,421 |
| Social security costs | 68,207 | 66,672 |
| Other pension costs | 137,520 | 132,885 |
| | 1,290,921 | 1,282,978 |

The average monthly number of employees during the year was as follows:

| | 2022 | 2021 |
|---|---|---|
| Management | 4 | 4 |
| Staff | 65 | 69 |
| | 69 | 73 |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 2022 | 2021 |
|---|---|---|
| £60,001 - £70,000 | 1 | 1 |
| £70,001 - £80,000 | - | 1 |
| £80,001 - £90,000 | 1 | - |
| | 2 | 2 |

Based on full-time equivalent - Management 4 (2021: 4), Staff 48 (2021: 46)

## 11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | |
| Donations and legacies | 63,316 | 3,800 | 67,116 |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 558,207 | - | 558,207 |
| Kingston Information, Advice & Advocacy | 94,216 | - | 94,216 |
| Kingston Community Services | 740,236 | 190,120 | 930,356 |
| Kingston Community Furniture | 196,804 | - | 196,804 |
| Investment income | 101,073 | - | 101,073 |
| **Total** | 1,753,852 | 193,920 | 1,947,772 |
| **EXPENDITURE ON** | | | |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 388,083 | - | 388,083 |
| Kingston Information, Advice & Advocacy | 85,311 | - | 85,311 |
| Kingston Community Services | 862,274 | 201,458 | 1,063,732 |
| Kingston Community Furniture | 226,375 | - | 226,375 |
| **Total** | 1,562,043 | 201,458 | 1,763,501 |
| Net gains on investments | 135,379 | - | 135,379 |
| **NET INCOME/(EXPENDITURE)** | 327,188 | (7,538) | 319,650 |
| **Transfers between funds** | 11,517 | (11,517) | - |
| **Net movement in funds** | 338,705 | (19,055) | 319,650 |
| **RECONCILIATION OF FUNDS** | | | |
| **Total funds brought forward** | 3,795,181 | 41,172 | 3,836,353 |
| **TOTAL FUNDS CARRIED FORWARD** | 4,133,886 | 22,117 | 4,156,003 |

## 12. INTANGIBLE FIXED ASSETS

| | Development costs £ |
|---|---|
| **COST** | |
| At 1 April 2021 and 31 March 2022 | 203,817 |
| **AMORTISATION** | |
| At 1 April 2021 | 131,514 |
| Charge for year | 50,555 |
| At 31 March 2022 | 182,069 |
| **NET BOOK VALUE** | |
| At 31 March 2022 | 21,748 |
| At 31 March 2021 | 72,303 |

## 13. TANGIBLE FIXED ASSETS

| | Freehold property £ | Short leasehold £ | Fixtures and fittings £ | Motor vehicles £ | Totals £ |
|---|---|---|---|---|---|
| **COST** | | | | | |
| At 1 April 2021 and 31 March 2022 | 1,450,000 | 12,080 | 225,280 | 82,593 | 1,769,953 |
| **DEPRECIATION** | | | | | |
| At 1 April 2021 | - | 9,463 | 219,866 | 64,164 | 293,493 |
| Charge for year | - | 2,024 | 5,314 | 11,036 | 18,374 |
| Reclassification/transfer | - | - | (2,312) | - | (2,312) |
| At 31 March 2022 | - | 11,487 | 222,868 | 75,200 | 309,555 |
| **NET BOOK VALUE** | | | | | |
| At 31 March 2022 | 1,450,000 | 593 | 2,412 | 7,393 | 1,460,398 |
| At 31 March 2021 | 1,450,000 | 2,617 | 5,414 | 18,429 | 1,476,460 |

The freehold properties were valued on 31 March 2022 by Hawes & Co Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued. The market valuation of the freehold properties as at 31 March 2022 was £1,450,000 (2021: £1,450,000). The historic cost was £1,267,936 (2021: £1,267,936).

## 14. FIXED ASSET INVESTMENTS

| | Listed investments £ |
|---|---|
| **MARKET VALUE** | |
| At 1 April 2021 | 1,040,227 |
| Additions | 116,050 |
| Disposals | (111,393) |
| Revaluations | 70,960 |
| At 31 March 2022 | 1,115,844 |
| **NET BOOK VALUE** | |
| At 31 March 2022 | 1,115,844 |
| At 31 March 2021 | 1,040,227 |

There were no investment assets outside the UK.

The market value of the fixed asset investments at 31 March 2022 was £1,115,844 (2021: £1,040,227). The historic cost of the fixed asset investments at 31 March 2022 was £913,569 (2021: £907,724).

## 15. INVESTMENT PROPERTY

| | £ |
|---|---|
| **FAIR VALUE** | |
| At 1 April 2021 and 31 March 2022 | 1,135,000 |
| **NET BOOK VALUE** | |
| At 31 March 2022 | 1,135,000 |
| At 31 March 2021 | 1,135,000 |

The investment properties were valued on 31 March 2022 by Hawes & Co Chartered Surveyors, Independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued. The market value of the investment properties at 31 March 2022 was £1,135,000 (2021: £1,135,000). The historic cost was £399,183 (2021: £399,183).

## 16. STOCKS

| | 2022 £ | 2021 £ |
|---|---|---|
| Stocks | 1,000 | 1,000 |

Stock comprises furniture for resale held at Kingston Community Furniture.

## 17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Trade debtors | 76,873 | 42,676 |
| Other debtors | 10,875 | 9,819 |
| Prepayments and accrued income | 40,913 | 37,295 |
| | 128,661 | 89,790 |

## 18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Trade creditors | 23,528 | 43,081 |
| Social security and other taxes | 16,457 | 14,098 |
| VAT | 578 | 2,528 |
| Other creditors | 7,193 | 10,187 |
| Pensions | 13,785 | 12,109 |
| Deferred income | 8,095 | 22,042 |
| Accrued expenses | 86,159 | 66,387 |
| | 155,795 | 170,432 |

| | £ | £ |
|---|---|---|
| Deferred Income | | |
| Balance at 1 April 2021 | 22,042 | 38,241 |
| Amounts released to incoming resources | (20,262) | (28,241) |
| Amounts reclassified in the year | - | (10,000) |
| Amounts deferred in the year | 6,315 | 22,042 |
| Balance at 31 March 2022 | 8,095 | 22,042 |

Deferred Income comprises income received during the year which relates to the next financial year.

## 19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Within one year | - | 13,170 |

## 20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted funds | Restricted funds | 2022 Total funds | 2021 Total funds |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Fixed assets | 1,482,146 | - | 1,482,146 | 1,548,763 |
| Investments | 2,250,844 | - | 2,250,844 | 2,175,227 |
| Current assets | 603,085 | 20,193 | 623,278 | 602,445 |
| Current liabilities | (155,795) | - | (155,795) | (170,432) |
| | 4,180,280 | 20,193 | 4,200,473 | 4,156,003 |

## 20. ANALYSIS OF NET ASSETS BETWEEN FUNDS - continued

Comparatives for net assets between funds

| | Unrestricted funds £ | Restricted funds £ | 2020 Total funds £ |
|---|---|---|---|
| Fixed assets | 1,548,763 | - | 1,548,763 |
| Investments | 2,175,227 | - | 2,175,227 |
| Current assets | 580,328 | 22,117 | 602,445 |
| Current liabilities | (170,432) | - | (170,432) |
| | 4,133,886 | 22,117 | 3,836,353 |

## 21. MOVEMENT IN FUNDS

| | At 1/4/21 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/22 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,353,504 | (23,377) | (50,000) | 1,280,127 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 1,150,000 | - | 50,000 | 1,200,000 |
| Transformation Fund | 580,000 | - | - | 580,000 |
| Fair value reserve | 868,318 | 69,771 | - | 938,089 |
| | 4,133,886 | 46,394 | - | 4,180,280 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | 6,800 | (6,800) | - | - |
| Magic Table Purchase/Maintenance | 2,271 | - | - | 2,271 |
| The National Lottery Community Fund (FANS project) | 13,046 | 4,876 | - | 17,922 |
| | 22,117 | (1,924) | - | 20,193 |
| **TOTAL FUNDS** | 4,156,003 | 44,470 | - | 4,200,473 |

Net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,677,980 | (1,705,659) | 4,302 | (23,377) |
| Fair value reserve | - | - | 69,771 | 69,771 |
| | 1,677,980 | (1,705,659) | 74,073 | 46,394 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | - | (6,800) | - | (6,800) |
| The National Lottery Community Fund (FANS project) | 37,194 | (32,318) | - | 4,876 |
| | 37,194 | (39,118) | - | (1,924) |
| **TOTAL FUNDS** | 1,715,174 | (1,744,777) | 74,073 | 44,470 |

## 21. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

| | At 1/4/20 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/21 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,600,178 | 191,809 | (438,483) | 1,353,504 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 700,000 | - | 450,000 | 1,150,000 |
| Transformation Fund | 580,000 | - | - | 580,000 |
| Fair value reserve | 732,939 | 135,379 | - | 868,318 |
| | 3,795,181 | 327,188 | 11,517 | 4,133,886 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | 3,000 | 3,800 | - | 6,800 |
| Handyperson | 10,000 | (10,000) | - | - |
| Transport Services | 4,856 | (4,856) | - | - |
| Magic Table Purchase/Maintenance | 2,271 | - | - | 2,271 |
| The National Lottery Community Fund (FANS project) | 21,045 | 3,518 | (11,517) | 13,046 |
| | 41,172 | (7,538) | (11,517) | 22,117 |
| **TOTAL FUNDS** | 3,836,353 | 319,650 | - | 4,156,003 |

Comparative net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,753,852 | (1,562,043) | - | 191,809 |
| Fair value reserve | - | - | 135,379 | 135,379 |
| | 1,753,852 | (1,562,043) | 135,379 | 327,188 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | 3,800 | - | - | 3,800 |
| Handyperson | - | (10,000) | - | (10,000) |
| Transport Services | - | (4,856) | - | (4,856) |
| The National Lottery Community Fund (FANS project) | 40,042 | (36,524) | - | 3,518 |
| The National Lottery Community Fund - RC London and South East Region | 96,952 | (96,952) | - | - |
| City Bridge Trust - London Community Response Fund | 53,126 | (53,126) | - | - |
| | 193,920 | (201,458) | - | (7,538) |
| **TOTAL FUNDS** | 1,947,772 | (1,763,501) | 135,379 | 319,650 |

**Designated Funds**

Revaluation Reserve
This fund has been designated to the unrealised revaluation movements on tangible fixed asset land and buildings.

## 21. MOVEMENT IN FUNDS - continued

Fair Value Reserve
This fund has been designated to the fair value movements on investment properties and listed investments.

Building Development Reserve
This fund has been designated for the maintenance, repair and modernisation of Raleigh House.

Transformation Fund
This fund has been designated for investing in infrastructure and service development to ensure ongoing viability of the charity.

**Restricted Funds**

The Kingston Nursing Association
Charitable donations towards specific projects.

Magic Table Purchase/Maintenance
Grants towards the purchase of the Tovertafel 'Magic Table'.

The National Lottery Community Fund
Grant towards the FANS project (Friendly and Neighbourly Support).

## 22. CONTINGENT LIABILITIES

The Royal Borough of Kingston upon Thames has a charge of £4,250 over the freehold property at 37 Knights Park, Kingston upon Thames, representing less than 1% of value. This charge will only crystallise if the property is no longer used for charitable purposes.

## 23. RELATED PARTY DISCLOSURES

Your Healthcare CIC is a community interest company of which Shane Brennan, (CEO) is a director.

The key management personnel of the charity comprise the CEO and Deputy CEO. The key management personnel of the charity received earnings and benefits of £164,054 (2021: £163,504).

## 24. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1. There were 16 members as at 31 March 2022 (2021: 20).

**AGE CONCERN KINGSTON UPON THAMES**

England & Wales - Charity number 299988

# Accounts

REGISTERED COMPANY NUMBER: 02272550 (England and Wales)
REGISTERED CHARITY NUMBER: 299988

# AGE CONCERN KINGSTON UPON THAMES
# (A COMPANY LIMITED BY GUARANTEE)

## REPORT OF THE TRUSTEES AND

## FINANCIAL STATEMENTS

## FOR THE YEAR ENDED 31 MARCH 2021

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

**AGE CONCERN KINGSTON UPON THAMES**

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**FOR THE YEAR ENDED 31 MARCH 2021**


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# REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

### OBJECTIVES AND ACTIVITIES
### Our vision and objects

Our charitable objects are:

The relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage, in any manner which now or hereafter may be deemed by law to be charitable in England and Wales.

**Our vision is:**

To make life a greater life.

Our core work is with older people and we aim to support our beneficiaries to live with independence and dignity, decide the direction of their own lives and enjoy life as part of the community. We work to influence local policy and practice and create a greater understanding of the needs of our users and their potential to contribute to community life. We aim to foster greater understanding between the generations by involving younger people in our work through volunteering. Through our Kingston Community Furniture service we address the needs of people who experience financial hardship and disadvantage.

**Public Benefit**

We review our aims, objectives and activities each year and, in doing so, the Trustees have taken into account the general guidance on public benefit published by the Charity Commission. In reviewing our aims, and planning objectives and activities to meet them in the future, we consider and evaluate the outcomes of each activity and the impact of our work on our beneficiaries and stakeholders.

**Objectives for the year 2020-21**

Our overarching objectives for the year 2020-21 were:
- to be a leader in our field
- to involve and empower the people we work with
- to enhance the mental and physical wellbeing of the people we work with, and
- to ensure the long-term financial sustainability of the charity.

Our strategy to achieve these objectives has been to maintain our focus on our service users and stakeholders, listening to them and building our services around what they say they want, and what we have learned works. We support and work with individuals, their families and carers via our building-based services, our Information and Advice service and our work in the community. One of our key objectives is to ensure our financial strategy is driven by, and supports, our vision, values and aims. Our digital transformation programme is a key priority which we have progressed significantly during the year.

## REPORT OF THE TRUSTEES
**FOR THE YEAR ENDED 31 MARCH 2021**

### Summary of our main activities

We offer a holistic, outcomes-focused and evidence-based range of services. Our buildings based-services act as hubs, with a range of targeted prevention and support services provided in buildings, complemented by flexible outreach services provided from buildings. Our person-centred approach is designed to ensure that a whole array of services is easily accessible, according to each individual's needs and wishes. In the operation and development of all our activities, we are committed to working in partnership, and, as an indigenous local organisation, advocating for the interests of our user groups.

There are four main strands to our activities:

### Meaningful social activities and support

Services which aim to reduce social isolation, and to foster connections that help build strong and cohesive communities:

- Raleigh House Day Centre
- The Bradbury
- Saturday Club (dementia service)
- Friendly and Neighbourly Support project
- Social Engagement scheme in sheltered housing

### Home support services

A range of services which support people to live independently and safely, in a comfortable home environment, and stay out of hospital and residential care:

- Community Team
- Help at Home service
- Handyperson service
- Kingston Community Furniture

### Health and wellbeing

Services which help encourage people to keep active and engaged, maintaining physical and mental health or delaying/reducing deterioration, an approach which is also fundamental in our day service and community centre provision:

- Community Connectors service
- Dementia support
- Opportunities for volunteering

### Information and advice

A specialist service which aims to inform people of their choices, empower them and ensure they are receiving all their financial and other entitlements.

## REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2021

### ACHIEVEMENT AND PERFORMANCE
### Charitable activities
### Covid-19 - a summary of our activities

The year 2020-21 was Staywell's busiest ever, dominated by the Covid-19 pandemic, its effects on our users and our organisation. We dealt with 4,173 referrals.

2,907 referrals came from GPs, 428 were existing users who we continued to support throughout the year whilst building-based services were unavoidably closed, 316 were self-referrals or referred by family, 522 were from other sources, including Adult Social Care, Kingston Hospital and other local hospitals, community healthcare, and many other organisations and individuals.

We carried out assessments with 3,666 people to make sure they were safe and well during the pandemic.

We provided support to 795 households who needed it - 22% of those contacted for assessment needed our support. The support provided included 'safe and well' checks, shopping, collection and delivery of prescriptions, provision of food parcels, meal preparation, befriending - as well as more involved casework by our community teams.

On average, the number of tasks per client was 9.7, including 1,738 individual shopping trips.

51 volunteer befrienders supported people with regular phone calls between 1 and 3 times per week, making around 5,000 calls over the year.

Our Help at Home service provided regular support to over 200 people, with over 7,700 visits completed .

Our Handyperson service supported 132 people, with 245 home visits.

Our Information and Advice service dealt with 754 referrals. Of these, we assisted 135 individuals with applications for benefits such as Attendance Allowance, Housing Benefit, Pension Credit and transport benefits - resulting in a collective rise in income of over £80,000.

We supported 158 discharges from Kingston Hospital.

Overall this work involved 14,144 phone calls.

We delivered our newsletter, Staywell News, containing useful information on Pension Credit, key safes and general service information to 1,297 households just before Christmas 2020. We provided and delivered 150 Christmas food parcels to very isolated older people.

For 12 weeks from 1st April 2020, and again between January and March 2021, we operated for 8 hours per day, 7 days per week.

### Meaningful Social Activities and Support

### Day Services

Loneliness, inactivity and isolation are all increasingly recognised as major issues for our ageing population - these are amongst the issues we aim to address through the provision of high-quality day services at Raleigh House and The Bradbury.

On 17th March 2020, in order to protect our vulnerable users, we closed our building-based services. We recognised that we could have been putting our day centre members at risk by bringing them into a social setting. This was not an easy decision as we know how much these services mean to the people who use them.

Older people were the first to be instructed to limit face-to-face interactions with individuals outside their immediate household to protect themselves from Coronavirus. Unable to take part in their usual social activities, including visits to centres like Raleigh House and The Bradbury, which are so vital to their wellbeing, Covid-19 also forced many family members to end visits to parents and grandparents.

The enforced lockdown and physical distancing was an essential step in reducing transmission of the virus. However, physical distancing exacerbated social isolation and loneliness amongst older people and caused worry and distress to separated family members. More than this, many people rely on help in the home for their day-to-day safety and wellbeing.

For example, the national scheme to deliver food parcels to those who were shielding was, of course, welcome. However, we knew that many of our clients would be unable to lift a food parcel from a doorstep, pack away the contents safely, or be able to make themselves a meal.

Under normal circumstances, we are in contact with around 800 people on a weekly basis. With our day centres closed and home visits by necessity being reduced, within two days we turned our operations around and Raleigh House became the hub for our borough-wide response to Covid-19. We redeployed our staff into teams supporting people in the community with shopping, collecting prescriptions and offering practical help. We also began calling our usual day centre and Help at Home clients to make sure they were safe and well, and that they had the support they needed to stay safely at home.

The Raleigh House team led our contribution to the Covid-19 Hospital Discharge Programme, working in partnership with Kingston Hospital, Primary Care, Kingston Council Adult Social Care and community health provider, Your Healthcare. This involved providing support between the hours of 8am - 8pm, seven days a week. We provided help and practical support, such as fitting a key safe; moving furniture, e.g. beds from upstairs to downstairs; providing food and essential supplies; and following up with wellbeing checks. Our furniture recycling scheme, Kingston Community Furniture was also involved in providing this service.

"My experience with Staywell was very good 10/10. All staff were always very positively responsive, giving clear advice of what services are available. Really helpful. Great team. Pleasure to do business with!"
(Hospital Discharge Coordinator)

**The future of day services**

Buildings where services for the community are housed, and from which they are delivered, offer a huge opportunity to respond flexibly and creatively to the needs and aspirations of a wide range of people. Through a hub and spoke model we aim to offer services and facilities to the wider community, as well as to people using centres on a weekly or daily basis. The hubs provide an extensive range of activities and services under one roof and act as bases for our community outreach services, the Community Team, Community Connectors (social prescribing service) and Help at Home/Handyperson. There are no comparable venues elsewhere which are accessible to any older person. Our centres also play a vital part in supporting carers and providing respite.

However, at the financial year-end, with older people still advised to socially isolate, our day services remained closed.

Our experience and evidence demonstrate that our day services play an important part in preventing older people from becoming isolated and inactive, with consequent impact on their overall physical and mental health and wellbeing. Our users come from all parts of the borough and many have multiple and significant needs, including dementia and learning disabilities, as well as physical impairments. Raleigh House caters for very frail people who need personal care; The Bradbury is geared towards those who are more active and independent. However, both services are 'universal' in that they are open to all older people who live in the borough.

Raleigh House and The Bradbury are supported through the contract with the Royal Borough of Kingston for 'services which promote social connectedness and resilience'; this funding was utilised to provide support to people unable to attend centres, throughout the pandemic.

Our approach remains to evolve our services to meet the changing needs and choices of older people and to adapt and develop within the financial constraints we work with. Social isolation and loneliness have been exacerbated by the pandemic, with demonstrable negative effects on the physical and mental health of people in our user group, both day centre users and their unpaid carers. The need for safely-run, high-quality day services has never been greater. We need to adapt to operate with the increased risks posed by Covid-19. Post year-end we reopened Raleigh House with limited numbers and began a consultation with Bradbury users about the future of the service.

**Befriending**

Staywell's befriending and companionship services include one-to-one befriending, telephone befriending and social activities within our social centres offering regular social contact and emotional support to older and lonely adults over the age of 65 years, providing friendship and a feeling of self-worth.

Our FANS (Friendly and Neighbourly Support) project was set up in 2019 with National Lottery funding to develop and increase the capacity of our befriending and companionship services.

From 12th March 2020, face-to-face contact and home visits were paused to avoid the risk of spreading the Covid-19 virus and replaced by phone calls wherever possible. During the remainder of the year, FANS has offered an emotional lifeline to many and has had a profound effect on the lives of the older people it supported. As described above, our Raleigh House day centre became a local hub of support, and FANS became a central means of providing that support.

We increased the numbers of befriending volunteers, and throughout the year they made regular phone calls, up to three times per week, to 160 people, offering support, friendship, contact with the outside world, providing emotional support and reassurance where they can.

During the pandemic our volunteers have also been checking that people are eating well, staying hydrated, have enough food in and helping to get more delivered if necessary. They have been making sure people are taking and have access to any medication which they might need, as well as encouraging them to keep in touch with others over the phone, where possible, or digitally if they can. In this they have added significant capacity to the staff team, and to the organisation's overall response to the pandemic.

Demand for befriending continues to grow, we continue to receive a steady stream of referrals from health and social care partners for people who are lonely and/or isolated. Our plans for the future are therefore to recruit and train more volunteers, to develop group befriending activities in line with the original ambitions of FANS pre-pandemic, and to secure funding to ensure the work can continue after the end of the Lottery funding.

**Home Support Services**

**Help at Home**

Our Help at Home service provides support with a range of practical tasks in and around the home. It is another example of a service where 'that little bit of help' makes a significant and measurable difference in the lives of older people living independently at home. This chargeable service includes cleaning, laundry and ironing, shopping, cooking and other household tasks, as well as accompanying clients on outings and to appointments. Each client receives a home assessment and is matched with an experienced home-helper.

Early in the pandemic, with the Government 'stay at home' order, we suspended our Help at Home services, to ensure the safety of our staff and volunteers, and furloughed the majority of the staff. We reviewed the service and put in place Covid-secure working methods, gradually building it back up from June 2021. Help at Home enables people to stay living independently in their own homes who would be unable to do so without the support provided. This often also provides great reassurance to families, many of whom live far from their loved ones, including overseas. The service has grown, as it has demonstrated its worth in providing flexible support to meet people's varied needs as they remained socially isolating at home. Help at Home has done everything from purchasing and arranging the installation of a washing machine on behalf of a client, to looking after a pet dog whilst its owner was in hospital!

Help at Home's unique selling point is its close integration with our other services. The home-helpers are trained to be familiar with all our activities, and to monitor their clients for changes in their circumstances which might mean they could benefit from another Staywell service: a Handyperson visit or a benefits check, for example.

We receive no external funding for this service; all income is generated through charges.

**Handyperson Service**

Our Handyperson service offers a range of simple and low-cost interventions including small building repairs, minor adaptations such as the installation of grab rails and key safes, 'odd' jobs (such as putting up curtain rails, moving furniture), falls and accident checks, and home safety and energy efficiency checks. These are the types of interventions which enable older, disabled and vulnerable people to live independently in their own homes for longer, in greater levels of comfort and security.

We have continued to provide services to Kingston Council, including fitting key safes. These are vital services which enable people to be discharged from hospital to a safe and secure environment and stay living in their own homes, objectives which are high on local and national agendas, and were crucially important during the pandemic whilst there was pressure to reduce the length of hospital stays.

In addition, we offer garden tidying and grass cutting, plus one-to-one computer tuition and help with setting up laptops, tuning in and trouble-shooting problems with TV receivers, DVD recorders and players. The service is supported by volunteers.

Evidence consistently shows that older people place great value on services that provide 'that little bit of help' and enable them to remain living independently in their own homes, and there is considerable demand for the service. Staywell's Handyperson scheme also works in an integrated way with our other services, notably our Community Team and Information and Advice.

During the year 2020-21 the service was supported with funding from the Sobell Foundation.

**Kingston Community Furniture**

Kingston Community Furniture (KCF) has been part of Staywell since 2014. Its goals are:

- to provide high quality reusable furniture and appliances to anyone experiencing deprivation or social exclusion
- to divert waste back into reuse/recycling and away from landfill as a means of encouraging environmental sustainability together with a reduction in carbon emissions
- to generate voluntary and work placement opportunities for anyone experiencing marginalisation and encourage their integration into the community.

KCF is based in Kingston borough, where it has a shop and warehouse, but also provides furniture collection services to households in the Surrey boroughs of Elmbridge, Epsom & Ewell, Runnymede and Spelthorne.

KCF continued to collect furniture during the pandemic in all but the first lockdown - ensuring that furniture continued to be collected and either re-sold or disposed of safely, reducing the risk of fly-tipping as other similar local services suspended all operations and, most importantly, ensuring a supply of low-cost furniture for clients in need. For example, we were able, within with three days of referral in lockdown, to provide a bed and bedding, microwave, desk and chair to a man who was shielding; his depression had been worsened by disturbed nights due to sleeping on a camp-bed and not eating properly due to lack of cooking facilities. As described earlier in this report, KCF also played an important part in supporting hospital discharges.

We know that Council funding for KCF in future is at risk, so our plans are to reduce its cost-base, moving to a more agile model of operating from pop-up shops, and to increase income from digital sales.

**Community Team**

Older people face heightened risk of admission to hospital or residential care as a result of ill-health (including mental ill-health), disability, social isolation, unsuitable housing and loss of support networks. However, the ageing process is not necessarily one of progressive decline and by working with people in a targeted way, we believe there are multiple opportunities to effect positive changes that will not only reduce A&E attendance and unplanned hospital and residential admissions, but also improve the quality of life and safety of older people living in their own homes.

Our Community Team provides an award-winning, customer-focused community outreach service, delivered by a small team of part-time staff and volunteers. The service works in partnership with GPs to target people at risk of losing their independence and, through appropriate interventions, supports them to stay well and remain living at home.

People referred by a GP or other professional usually need support with independent living. Their issues are many and varied. Under normal circumstances, a Community Team worker visits each person in their home and discusses their situation including medical history, housing situation, income and benefits, levels of social contact and also undertakes a falls assessment. Unfortunately during the pandemic face-to-face visits had to be suspended.

One of the strengths of the Community Team is its ability to respond flexibly to people's changing needs, and speedily harness the expertise of Staywell's other services, such as Information and Advice, and Befriending and it works closely alongside our Community Connectors social prescribing service.

The model of engagement used by the Community Team fosters a relationship of trust because it places the focus on the older person's aspirations, and what they would like to do to stay well, rather than on assessing their entitlement to services or their financial means. This, together with its ability to offer people an extensive choice of services provided by Staywell and other agencies, plus Staywell's long-established and strategic position in the local health and social care system, is at the heart of its success.

Staywell Community Team's own valued-added services, our telephone befriending scheme and home befriending, are examples of options for people following an intervention by the team.

This service is currently funded by Kingston CCG through the contract with the Royal Borough of Kingston for 'services which promote social connectedness and resilience'.

**Health and Wellbeing**

**Community Connectors Service**

Staywell's Community Connector team was established in September 2018 to trial a social prescribing approach with adults living in Kingston. Community Connectors help people make positive changes in their lives by linking them to volunteers, activities and voluntary/community groups.

The Community Connector service was funded through the Kingston Coordinated Care Programme, initially as a one-year pilot, which was extended into 2019-20. Following this pilot, the borough's five Primary Care Networks of local GP practices agreed to contract with Staywell to ensure a unified approach to social prescribing in Kingston, utilising available NHS funding from April 2020.

The service works with referred individuals drawing on their strengths, interests and skills (assets) in order to identify goals to improve the person's quality of life, health and wellbeing. The focus, where possible, is on self-help/support, and self-care and management, enabling people to access and use voluntary and community services and resources wherever possible, as well as maintaining the individual's independence at home. Individuals are encouraged and supported to engage with services through motivational discussions, escorting a person to a service or programme of activities, researching and introducing other community options etc.

The service works seamlessly with Staywell's established Community Support Team and facilitates ease of access to a range of services provided by the 'Outcome 2 Network' of local voluntary groups working in a contractual partnership with Staywell, which aims to foster social connections and resilience, and provide practical support.

The pandemic changed the way the service was intended to operate. Within the first month of the crisis we received over 2,000 referrals from GPs for people they identified as at risk due to Covid-19, and the Community Connectors rose to the challenge, working seamlessly with other colleagues across the organisation to ensure that direct support was provided to those who needed it, with ongoing 'safe and well' checks, befriending/social support, shopping and collection of medication, provision of meals, advice, housework, and connection with other local voluntary and statutory sources of support.

As with our other services, flexibility has been key in how our Community Connectors responded to the pandemic - the team on occasion delivered food parcels, oximetry kits and have regularly helped with vaccination clinics.

"I would like to state that your services have been absolutely valuable and excellent. It has had a very positive impact on our delivery of patient care." (GP, New Malden)

The vast majority of those we are in contact with are lonely, and there is a huge demand for mental health support and an increase in the numbers of adults of all ages who express suicidal thoughts or disclose domestic abuse. We have therefore needed to provide additional training and support to our own staff in dealing with such emotionally challenging issues.

"Since my referral R. has supported and advised on so many fronts that I was beginning to fear that I had overloaded her, but no matter the request she has addressed every issue and offered some invaluable advice and assistance; especially around debt, food support and mental health. This support has been life-saving; when I've had no idea where to turn, the help has been there." (Community Connector client)

The severe impact of Covid on the social determinants of health has placed increased demands on the Community Connector service. The absence of face-to-face services, the pressure of demand on other support services both voluntary and statutory and build-up of waiting lists - or lack of any services, notably in supporting people with their mental health and housing needs - has meant that we have held 'caseloads' of clients who ideally should be supported elsewhere. This has been sustained through close team-working, peer support and wide sharing of the skills, expertise and local knowledge across all of Staywell's services.

Our plans for the future are to continue to help Primary Care Networks to reach out to those people and communities whose social situations add major challenges to leading a healthy and happy life, as part of the drive to tackle health inequalities and improve population health and wellbeing. The main challenge in the continuing development of the service, and our partnership work with Primary Care, is funding. Unlike other parts of London, we receive no financial support for social prescribing, other than the funding for Community Connector salaries via NHS England, which presents significant issues for Staywell as demand grows, and the service expands in line with need.

**Information and Advice**

Our Information and Advice service operated throughout the year, though some activities, notably assisting people with Attendance Allowance forms, was challenging as this often requires a face-to-face appointment and our small team of volunteers were limited in what they could offer, due to Covid guidelines. This created a backlog during a time when ensuring people receive the financial benefits they are entitled to is more important than ever.

Our Information and Advice service's typical client is aged between 80 and 89; a high proportion of them live alone. The bulk of the work is connected with age-related benefits, support at home, housing issues and accessible transport. Income maximisation is a key area of work, assisting clients to access benefits such as Attendance Allowance, Pension Credit and accessible transport schemes.

We also advise on appointeeships, lasting powers of attorney and wills, and inform families and carers about care needs assessments and carer's assessments. We continue to provide an Alternative Office for the Department of Works and Pensions, processing disability benefit applications on its behalf.

Since April 2016 our Information and Advice service has been funded under our core contract with the Royal Borough of Kingston. In spring 2020 we began discussions with the Council about the future of this contract, but these discussions were suspended due to the Covid-19 pandemic. The Council has extended the contract until September 2021 but at the year-end the future of this contract remained uncertain, with further discussions planned for the summer of 2021. Meanwhile, we are seeking funding for a Welfare Benefits Adviser to add capacity and expertise to our team.

Information and Advice remains an important gateway for older people to access support services. We will continue to champion high quality, impartial, information and advice and believe it is crucial for older people, their families and informal carers, and a fundamental part of our service portfolio.

### Feedback

Here is an example of some unsolicited feedback received from a client who used our services during this period:

"Some time ago I contacted Staywell for some financial advice. A lovely lady helped us she was like a rottweiler, really on it, so determined to help me and my Mum, she sorted it for us and we got our council tax reduced.
While this virus has been around Staywell have sorted out prescriptions delivered to us, lovely chap on a bike, what a good service. Every time I call Staywell for whatever it might be those ladies that answer the phone can't help enough and are so nice to talk to, you know they will try their best to help.
And now this, I know you guys don't normally run the Help at Home service like this, but again here you are finding a way to help, I can't tell you how much me and my Mum appreciate all you do, you guys are brilliant.
One more thing - my Mother used to attend Raleigh House Day Centre some years ago and she loved it."

### Opportunities for volunteering

Volunteer help is central to the successful delivery and the character of our services. Volunteers were critical to our Covid-19 response, contributing to our hospital discharge and shopping services, telephone befriending and Handyperson Service.

Volunteers do not just bring a measurable financial value to our work; they bring a wealth of skills, experience and knowledge - not least local knowledge - and often personal experience, for example, as a carer or a service-user. Many of our volunteers have supported the organisation for decades and add a richness to our service provision which cannot be quantified.

### Working in partnership

Staywell is the largest voluntary sector provider of services in the borough of Kingston, and we spent over £1.7 million on charitable activities in 2020-21. As we evidence within this report, all our services work together in an integrated way, around the person and their family. They are designed to work coherently to help prevent and delay ill-health and unnecessary admission into hospital or, prematurely to residential care, whilst also helping to maintain and improve people's physical and mental wellbeing, enabling them to remain active and independent in their own homes, in our centres and in the community, thereby bolstering community resilience. During this year of the pandemic, this cohesion has been further strengthened, and we have demonstrated that we can effectively and creatively respond to unprecedented circumstances, making a major contribution to the local response to a global emergency.

## FINANCIAL REVIEW

### Financial position

The general reserves for the year ended 31 March 2021 stood at £855,123, comprising the total unrestricted reserves excluding tangible and intangible fixed assets used by the charity for the delivery of its services (£1,548,763), the designated funds (£1,730,000) and restricted reserves (£22,117).

The movement in funds for the year ended 31 March 2021 resulted in a net surplus of £319,650.

### Principal funding sources

The charitable company receives and acknowledges money from the Royal Borough of Kingston upon Thames under its Contract in Relation to the Delivery of Services that Promote Resilience and Social Connectedness (known as Outcome 2), for the provision of Information and Advice, Community Team and Day Services (Raleigh House and The Bradbury). Kingston Community Furniture receives contract funding from the Royal Borough of Kingston upon Thames. The Befriending and Social Engagement Project was funded through a contract with the Royal Borough of Kingston upon Thames' Housing Services.

Funding from the National Lottery has enabled us to expand our befriending activity, and we are grateful for their support.

We are grateful to the Sobell Foundation for a grant which supported us to continue providing our Handyperson service.

We received and acknowledge funding from South West London Clinical Commissioning Group to support additional activity during the Covid-19 pandemic. The Royal Borough of Kingston and national government also provided support to meet the challenges of the pandemic.

## FINANCIAL REVIEW

A further major source of income is investment income derived from the property portfolio, which is let as social housing, and from other, more liquid investment assets. Investment income was used to support under-funded services such as our Handyperson service, and to meet the shortfall in income over expenditure.

Income generated from centres contributes towards the cost of meals, transport and other activity, and the maintenance of our centres. Our Help at Home service is a primary purpose trading activity with income from charges.

Kingston Community Furniture generates funds for the charity from furniture re-sales and waste collection services.

We are grateful for continuing support from the Rotary Clubs of Kingston and New Malden, the Kingston Nursing Association and the Maple Village WI. We also thank community and individual donors, often grateful service users and their relatives, who supported us during 2020-21.

### Investment policy and objectives

The Board's policy is to hold a proportion of funds not required for immediate operational expense as long-term investments. Such funds are invested in global equity and fixed interest instruments at a risk level which the Board considers prudent. From time to time the Board reviews performance of the investments and considers alternative options to maximise returns for the charity

### Reserves policy, risks and uncertainties

The Board of Trustees of Staywell reviews the Reserves Policy on an annual basis in the context of the risks and opportunities facing the organisation, its plans and its resources. Its policy is to manage its assets in order to achieve the best value for the charity's beneficiaries. To do this it aims to maintain a prudent level of retained, unrestricted reserves, including liquid cash assets, which provide working capital for operational running costs and short-term cash flow issues (such as late payment of contract instalments) and support the delivery of the organisation's objectives in an efficient and cost-effective way. This provides a means of managing unforeseen expenditure and allows business development to continue in an environment where future funding is uncertain. The holding of several months' operating costs in reserve is recognised as good practice by the Charity Commission.

Our service users are amongst the most vulnerable to the pandemic which necessitated suspension of our building-based and in-home services. We mitigated the financial impact of such closure by recourse to various government and grant support schemes. However, as these schemes are wound down, it is inevitable that there will be a fiscal tightening to address the issue of climbing government debt. The Board considers it likely this will negatively impact future local authority and NHS funding.

We recognise the need to continue to diversify and widen our funding and supporter base and to enrich and develop our proposition as both a charity and a service provider. Our core 'Outcome 2' contract with Kingston Council is approaching the end of its term and we expect to resume discussions regarding future commissioning intentions during the summer/autumn of 2021. We continue to reconfigure Kingston Community Furniture to reduce its reliance on Council funding. Meanwhile, the cost of providing vital services continues to rise largely, though not solely, due to staff costs.

Our future service provision model is likely to be one where many more services are provided directly to, and paid for by, users. To enable delivery, work has continued on development of the digital Customer Relationship Management system.

The Board has identified the key risks that Staywell faces, including financial risks, taking into account the context outlined above. The charity seeks to mitigate risks to service funding by holding general reserves equivalent to approximately six months' expenditure. In the event that the charity was forced to wind down services due to lack of funding, these reserves would enable it to meet its legal requirements in relation to statutory redundancy payments to staff.

This Policy and the designation of funds will be reviewed during the financial year 2021-22.

## FUTURE DEVELOPMENTS

The Covid-19 pandemic began to have an impact on our activities in March 2020. We assessed the risks to our users and on 19th March closed our centres, shortly before the Government announced that the country was going into lockdown on 23rd March.

The enforced closure of our day services and reduction in activity in our Help at Home and Kingston Community Furniture services heralded a significant loss of direct income, threatening the viability of the services. However, we were able to take advantage of the Government's support schemes, including continued 'Supplier Relief', which ensured the continuation of our local authority contract funding, and the Job Retention Scheme, enabling us to prevent large-scale redundancies.

Covid-19 affects our core beneficiaries, frail older people, more than any other group. A year ago the Trustees, judged that the pandemic would have long-lasting and far-reaching effects that will influence our operations and plans for at least the next two years. During 2020-21 we began to re-evaluate all aspects of the way that we work and provide services. Our Help at Home services are proving to be in high demand, as are our day services. With the threat of reduced local authority funding in future, during 2021-22 we will be focusing on the evolution of Staywell as a social business, providing vital services that support people in practical and emotional ways and target loneliness, isolation and the effects of frailty and dementia.

We will continue to work with Kingston's wider voluntary sector and community partners, healthcare sector and the local authority.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing document

Staywell (Age Concern Kingston upon Thames) is a limited company. Its governing document is its Articles of Association, dated 12th September 2013, and members of the Board of Trustees are the directors of the company. The charity has used the working name of Staywell since September 2014.

### Recruitment and appointment of new trustees

Trustees are recruited by various means, including advertising in newspapers, our own publications and on our website. The Board is elected in accordance with the Articles of Association. Trustees serve for a term of three years and may be re-elected; any Trustee elected as Chair may serve for a maximum of six years. Appointment is by election at the Annual General Meeting, which usually takes place in October/November each year. (N.B. the AGM for the financial year ending March 2020 was held in January 2021 due to the Covid pandemic.)

### Organisational structure and decision making

The charity is governed by its Board of Trustees, which met five times during the financial year 2020-21, in addition to the Annual General Meeting. During this financial year, the Board met informally on regular occasions between Board Meetings, to provide support to the Executive and guide the organisation through the Covid-19 emergency.

A scheme of delegation is in place; the Chief Executive, who is also Company Secretary, has overall responsibility for the day-to-day management of the organisation and delegates performance and quality management responsibilities to the Deputy Chief Executive, including ensuring that services are delivered in line with the operational policies, contract specifications or grant conditions. Service managers are responsible for day-to-day operational management and the supervision and development of both staff and volunteers.

The Finance Group (which in the year being reported consisted of the Chief Executive, the Deputy Chief Executive, the Financial Controller, and the Treasurer) met every four to six weeks. The senior management team met weekly and employees and volunteers continued to be involved in the development of the organisation through staff briefings, team meetings, and one-to-one meetings with their line managers. Meetings were all held online during this period due to the pandemic, and the annual formal strategic planning session was postponed.

## REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2021

### STRUCTURE, GOVERNANCE AND MANAGEMENT

**Induction and training of new trustees**

New Trustees receive an induction which provides an overview of the organisation, its ethos and strategic aims, the activities and services it provides, funding, and policies and procedures, including diversity and equality, as well as the role and responsibilities of Trustees.

Our Trustees are experienced and knowledgeable about our work and the needs of our users and have skills and experience in a wide variety of fields, including social care, healthcare, local government, and the commercial sector. Ongoing training and development is provided in various ways. Trustees participate in strategic planning and other development sessions alongside staff, volunteers and other stakeholders. Trustees also meet from time to time between Board meetings, to focus on development of their skills and understanding of the organisation. Senior staff and managers periodically attend Board meetings to give presentations and update Trustees on developments affecting the work of the organisation.

**Key management remuneration**

The pay of the Chief Executive is set by the Board. The pay of the remaining Senior Management Team, and staff is reviewed annually by the Finance Group, in line with both market conditions and affordability for the charity, and a proposal is submitted to the Board for their approval.

**Wider network**

Staywell is an independent local charity. We are members of the National Council for Voluntary Organisations. We are the lead provider in a network of voluntary sector organisations in Kingston contracted to deliver a range of services that promote resilience and social connectedness.

**Related parties**

Our Chief Executive sits on the Board of Your Healthcare CIC as a non-executive director. Further details are provided in the notes to the accounts.

## REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2021

### REFERENCE AND ADMINISTRATIVE DETAILS

**Registered Company number**
02272550 (England and Wales)

**Registered Charity number**
299988

**Registered office**
Raleigh House
14 Nelson Road
New Malden
Surrey
KT3 5EA

**Trustees**
Ms E Aitchison
Mrs A C Cann
Dr D Stinson
Mr A J Sherville
Dr J C H D'Souza
Mr R P Phillips

**Company Secretary**
Mr S Brennan

**Auditors**
Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

**Bankers**

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Handelsbanken
1 Wheatfield Way
Kingston upon Thames
KT1 2TU

National Westminster Bank Plc
New Malden Branch
64 High Street
New Malden
KT3 4HB

**Investment Managers**
Rathbones Investment Management
Port of Liverpool Building
Pier Head
Liverpool
L3 1NW

## REPORT OF THE TRUSTEES
## FOR THE YEAR ENDED 31 MARCH 2021

### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Age Concern Kingston upon Thames for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 to 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

### AUDITORS

The auditors, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 16 September 2021 and signed on its behalf by:

Dr D Stinson - Trustee

## REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN KINGSTON UPON THAMES

### Opinion

We have audited the financial statements of Age Concern Kingston upon Thames (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with 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 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 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 Report of the Independent Auditors 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.

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 this gives rise to 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.

### Opinions 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

**Responsibilities of trustees**
As explained more fully in the Statement of Trustees' Responsibilities, 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 charitable company or to cease operations, or have no realistic alternative but to do so.

**Our 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 a Report of the Independent Auditors 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:

We identify and assess risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

-the nature of the industry and sector, control environment and the charity's activities;

-results of our enquiries of management about their own identification and assessment of the risks of irregularities;

-any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:

- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non -compliance;

- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;

- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;

- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;

-enquiring of management concerning actual and potential litigation and claims;

-performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;

-reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

-in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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. This description forms part of our Report of the Independent Auditors.

**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 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 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.

Jonathan Askew (Senior Statutory Auditor)
for and on behalf of Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Date: 17/9/21

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
### FOR THE YEAR ENDED 31 MARCH 2021

| | Notes | Unrestricted funds £ | Restricted funds £ | 2021 Total funds £ | 2020 Total funds £ |
|---|---|---|---|---|---|
| **INCOME AND ENDOWMENTS FROM** | | | | | |
| Donations and legacies | 3 | 63,316 | 3,800 | 67,116 | 35,267 |
| **Charitable activities** | 6 | | | | |
| Kingston Day & Transport Services | | 558,207 | - | 558,207 | 682,266 |
| Kingston Information, Advice & Advocacy | | 94,216 | - | 94,216 | 90,000 |
| Kingston Community Services | | 740,236 | 190,120 | 930,356 | 757,522 |
| Kingston Community Furniture | | 196,804 | - | 196,804 | 216,547 |
| Reigate & Banstead Community Centres | | - | - | - | 628,463 |
| Other trading activities | 4 | - | - | - | 12,300 |
| Investment income | 5 | 101,073 | - | 101,073 | 114,322 |
| **Total** | | 1,753,852 | 193,920 | 1,947,772 | 2,536,687 |
| **EXPENDITURE ON** | | | | | |
| **Charitable activities** | 7 | | | | |
| Kingston Day & Transport Services | | 388,083 | - | 388,083 | 773,329 |
| Kingston Information, Advice & Advocacy | | 85,311 | - | 85,311 | 87,436 |
| Kingston Community Services | | 862,274 | 201,458 | 1,063,732 | 1,001,365 |
| Kingston Community Furniture | | 226,375 | - | 226,375 | 281,480 |
| Reigate & Banstead Community Centres | | - | - | - | 791,816 |
| **Total** | | 1,562,043 | 201,458 | 1,763,501 | 2,935,426 |
| Net gains/(losses) on investments | | 135,379 | - | 135,379 | (98,172) |
| **NET INCOME/(EXPENDITURE)** | | 327,188 | (7,538) | 319,650 | (496,911) |
| **Transfers between funds** | 22 | 11,517 | (11,517) | - | - |
| **Net movement in funds** | | 338,705 | (19,055) | 319,650 | (496,911) |
| **RECONCILIATION OF FUNDS** | | | | | |
| **Total funds brought forward** | | 3,795,181 | 41,172 | 3,836,353 | 4,333,264 |
| **TOTAL FUNDS CARRIED FORWARD** | | 4,133,886 | 22,117 | 4,156,003 | 3,836,353 |

The notes form part of these financial statements

## STATEMENT OF FINANCIAL POSITION
## 31 MARCH 2021

| | Notes | 2021 £ | 2020 £ |
|---|---|---|---|
| **FIXED ASSETS** | | | |
| Intangible assets | 13 | 72,303 | 123,258 |
| Tangible assets | 14 | 1,476,460 | 1,494,733 |
| **Investments** | | | |
| Investments | 15 | 1,040,227 | 893,188 |
| Investment property | 16 | 1,135,000 | 1,135,000 |
| | | 3,723,990 | 3,646,179 |
| **CURRENT ASSETS** | | | |
| Stocks | 17 | 1,000 | 1,000 |
| Debtors | 18 | 89,790 | 169,289 |
| Cash at bank | | 511,655 | 270,340 |
| | | 602,445 | 440,629 |
| **CREDITORS** | | | |
| Amounts falling due within one year | 19 | (170,432) | (250,455) |
| **NET CURRENT ASSETS** | | 432,013 | 190,174 |
| **TOTAL ASSETS LESS CURRENT LIABILITIES** | | 4,156,003 | 3,836,353 |
| **NET ASSETS** | | 4,156,003 | 3,836,353 |
| **FUNDS** | 22 | | |
| Unrestricted funds: | | | |
| General fund | | 1,353,504 | 1,600,178 |
| Revaluation reserve | | 182,064 | 182,064 |
| Building development reserve | | 1,150,000 | 700,000 |
| Transformation Fund | | 580,000 | 580,000 |
| Fair value reserve | | 868,318 | 732,939 |
| | | 4,133,886 | 3,795,181 |
| Restricted funds | | 22,117 | 41,172 |
| **TOTAL FUNDS** | | 4,156,003 | 3,836,353 |

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 16 September 2021 and were signed on its behalf by:

Deborah Stinson

Dr D Stinson - Trustee

The notes form part of these financial statements

## STATEMENT OF CASH FLOWS
## FOR THE YEAR ENDED 31 MARCH 2021

| | Notes | 2021 £ | 2020 £ |
|---|---|---|---|
| **Cash flows from operating activities** | | | |
| Cash generated from operations | 1 | 160,902 | (630,572) |
| Net cash provided by/(used in) operating activities | | 160,902 | (630,572) |
| **Cash flows from investing activities** | | | |
| Purchase of intangible fixed assets | | - | (23,973) |
| Purchase of tangible fixed assets | | (9,000) | (1,990) |
| Purchase of fixed asset investments | | (99,541) | (87,642) |
| Sale of fixed asset investments | | 87,881 | 575,712 |
| Interest received | | 1,496 | 1,122 |
| Dividends received | | 24,905 | 38,528 |
| Rents received on investment property | | 74,672 | 74,672 |
| Net cash provided by investing activities | | 80,413 | 576,429 |
| **Change in cash and cash equivalents in the reporting period** | | 241,315 | (54,143) |
| **Cash and cash equivalents at the beginning of the reporting period** | | 270,340 | 324,483 |
| **Cash and cash equivalents at the end of the reporting period** | | 511,655 | 270,340 |

The notes form part of these financial statements

## NOTES TO THE STATEMENT OF CASH FLOWS
## FOR THE YEAR ENDED 31 MARCH 2021

### 1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

| | 2021<br>£ | 2020<br>£ |
|---|---|---|
| **Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)** | 319,650 | (496,911) |
| **Adjustments for:** | | |
| Depreciation charges | 78,228 | 85,354 |
| (Gain)/losses on investments | (135,379) | 98,172 |
| Loss on disposal of fixed assets | - | 1,004 |
| Interest received | (1,496) | (1,122) |
| Dividends received | (24,905) | (38,528) |
| Rents received on investment property | (74,672) | (74,672) |
| Decrease in stocks | - | 1,000 |
| Decrease/(increase) in debtors | 79,499 | (42,724) |
| Decrease in creditors | (80,023) | (162,145) |
| **Net cash provided by/(used in) operations** | 160,902 | (630,572) |

### 2. ANALYSIS OF CHANGES IN NET FUNDS

| | At 1/4/20<br>£ | Cash flow<br>£ | At 31/3/21<br>£ |
|---|---|---|---|
| **Net cash** | | | |
| Cash at bank | 270,340 | 241,315 | 511,655 |
| | 270,340 | 241,315 | 511,655 |
| **Total** | 270,340 | 241,315 | 511,655 |

The notes form part of these financial statements

## NOTES TO THE FINANCIAL STATEMENTS
## FOR THE YEAR ENDED 31 MARCH 2021

### 1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is Raleigh House, 14 Nelson Road, New Malden, Surrey, KT3 5EA. The registered number of the company is 02272550. The registered number of the charity is 299988.

The financial information presented is for the year ended 31 March 2021 and 31 March 2020. The financial information is presented in sterling.

### 2. ACCOUNTING POLICIES

**Basis of preparing the financial statements**
The financial statements of the charitable company, 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 accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

a) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. In future years, the key risks to the charity are a fall in contractual and grant income. The trustees have a series of measures to control, mitigate and minimise the effects of a fall in income, including the development and maintaining of a diverse range of activities and income in order to reduce the risk of over-reliance on a single source, and a prudent reserves policy.

b) Significant judgements and estimates.

Preparation of the financial statements requires management to make significant judgements and estimates. The items in the financial statements where these judgements and estimates have been made include:

(i) Tangible fixed assets. Fixtures and fittings and motor vehicles are depreciated over their useful lives taking into account residual values, where appropriate.

(ii) Intangible fixed assets. Development costs are amortised over their useful lives taking into account residual values, where appropriate.

(iii) Revaluation of investment properties and freehold properties. The charity carries its investment property and freehold property at fair value with changes in fair value being recognised in the statement of financial activities.

(iv) Impairments. Management makes judgement on whether there are any indications of impairments to the carrying amounts of the charity's assets.

(v) Allocation of costs. The allocation of support and governance costs between charitable and expenditure categories.

**Income**
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable. The main source of income for the charity is contracts with the Royal Borough of Kingston upon Thames and Clinical Care Commissioners in respect of carers services.

## 2. ACCOUNTING POLICIES - continued

**Income**
Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to the consideration by its performance. Grant income relating to a later period is therefore deferred to that period and treated as deferred income in the balance sheet.

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable.

Donations are recognised when the charity has been notified in writing of both the amount and settlement date.

Legacies are recognised on a case-by-case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by the investment advisor of the investment portfolio.

Rental income from the investment properties is recognised when receivable.

**Government grants (covid 19 job retention scheme)**
Government grants are recognised when the entity has reasonable assurance that conditions attached to the grant will be complied with and that the grant will be received.

Revenue grants are recognised using the accrual model and are therefore recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate. Revenue grants are measured at fair value, being the amount of cash receivable.

**Expenditure**
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Charitable activities**
Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

**Governance costs**
Governance costs include those incurred in the governance of the charity and comprise the production of the statutory accounts and the audit of the charity.

**Allocation and apportionment of costs**
Support costs include all those overhead costs of office, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

**Intangible fixed assets**
Intangible fixed assets acquired separately are initially recognised at cost. Software that is integral to the operation of hardware is capitalised as part of the relevant item of tangible fixed assets. Software that is not integral to the operation of the hardware is capitalised as an intangible fixed asset. Depreciation is not provided on software in development until this is brought into use.

2. ACCOUNTING POLICIES - continued

**Intangible fixed assets**

| | |
|---|---|
| Software development costs | - 25% on cost |

**Tangible fixed assets**

| | |
|---|---|
| Computer equipment | - 33.3% on cost. |
| Motor vehicles | - 20.0% on cost. |
| Furniture and equipment | - 12.5 % & 20% on cost. |
| Short Leasehold | - 20% on cost. |

Freehold property is not depreciated. Freehold property is revalued annually and stated at the revalued amount.

**Investment property**
Investment properties are included at their fair value. Fair value is based on market value and is reappraised annually by an independent professional valuer. Any movements due to unrealised gains on valuation are recognised in the Statement of Financial Activities.

**Stocks**
Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

**Taxation**
The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

**Fixed asset investments**
Investments are included in the Statement of Financial Position at their fair value.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

**Leasing commitments**
Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

**Cash at bank**
Cash at bank includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**Debtors**
Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid. In relation to trade debtors, a provision for impairment is made when there is objective evidence that the charity will not be able to collect all the amounts due under the original terms of the invoice.

## 2. ACCOUNTING POLICIES - continued

**Fixed asset investments**

**Creditors**

Creditors are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at the settlement amount.

**Financial instruments**

The charity only has financial instruments of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**VAT**

The charity reclaims VAT incurred on goods and services in line with the standard method of partial exemption. Irrecoverable VAT is treated as a central cost and allocated to the relevant activities in the Statement of Financial Activities.

## 3. DONATIONS AND LEGACIES

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Donations | 52,761 | 33,933 |
| Gift aid | - | 334 |
| Legacies | 14,355 | 1,000 |
| | 67,116 | 35,267 |

## 4. OTHER TRADING ACTIVITIES

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Fundraising | - | 9,037 |
| Sale of donated goods | - | 3,263 |
| | - | 12,300 |

## 5. INVESTMENT INCOME

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Rents received | 74,672 | 74,672 |
| Dividends receivable | 24,905 | 38,528 |
| Deposit account interest | 1,496 | 1,122 |
| | 101,073 | 114,322 |

## 6. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

| | 2021 £ | 2020 £ |
|---|---|---|
| **Contract income:** | | |
| Royal Borough of Kingston upon Thames | | |
| Delivery of Services That Promote Resilience and Social Connectedness (Outcome 2) | | |
| Kingston Day and Transport Services | 360,192 | 350,192 |
| Kingston Information, Advice and Advocacy | 80,000 | 90,000 |
| Kingston Community Services | 137,869 | 137,869 |
| | 578,061 | 578,061 |
| Royal Borough of Kingston upon Thames | | |
| Befriending and Social Engagement Project | 25,000 | 25,000 |
| Safe and Connected Pilot | - | 10,000 |
| Kingston Community Furniture | 45,000 | 45,000 |
| Covid 19 Response | 28,570 | - |
| Kingston Clinical Commissioning Group | | |
| Dementia Development | - | 13,270 |
| Community Connectors | 136,119 | 218,700 |
| Reigate and Banstead Borough Council | | |
| Community Centres Management Contract | - | 222,000 |
| Total contract income | 812,750 | 1,112,031 |
| **Grant income:** | | |
| Government Grants - Covid 19 Job Retention Scheme | 229,734 | - |
| The National Lottery Community Fund - RC London and South East Region (restricted) | 96,952 | - |
| Royal Borough of Kingston upon Thames - Local Restrictions Grant | 89,119 | - |
| City Bridge Trust - Covid 19 Support - Waves 1 and 2 Grants (restricted) | 53,126 | - |
| Kingston Clinical Commissioning Group - Covid 19 Support Grant | 9,906 | 14,260 |
| The National Lottery Community Fund - FANS Project Grant (restricted) | 40,042 | 21,045 |
| Other Grants | 10,000 | - |
| Handyperson (restricted) | - | 10,000 |
| Banstead Committee Transport Support Grant | - | 18,708 |
| Royal Borough of Kingston upon Thames - Emergency Support Grant | - | 16,817 |
| Santander Volunteer Grant | - | 1,666 |
| Total grant income | 528,879 | 82,496 |
| **Services income from:** | | |
| Kingston Day and Transport Services | 35,449 | 332,072 |
| Kingston Community Services | 270,874 | 288,897 |
| Kingston Community Furniture | 131,631 | 171,547 |
| Reigate and Banstead Community Services | - | 387,755 |
| Total services income | 437,954 | 1,180,271 |
| Total income from charitable activities | 1,779,583 | 2,374,798 |

## NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

### 7. CHARITABLE ACTIVITIES COSTS

| | Direct Costs | Support costs (see note 8) | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 228,212 | 159,871 | 388,083 |
| Kingston Information, Advice & Advocacy | 54,490 | 30,821 | 85,311 |
| Kingston Community Services | 691,363 | 372,369 | 1,063,732 |
| Kingston Community Furniture | 176,472 | 49,903 | 226,375 |
| | 1,150,537 | 612,964 | 1,763,501 |

### 8. SUPPORT COSTS

| | Overheads | Governance costs | Totals |
|---|---|---|---|
| | £ | £ | £ |
| Kingston Day & Transport Services | 157,996 | 1,875 | 159,871 |
| Kingston Information, Advice & Advocacy | 30,461 | 360 | 30,821 |
| Kingston Community Services | 367,979 | 4,390 | 372,369 |
| Kingston Community Furniture | 49,318 | 585 | 49,903 |
| | 605,754 | 7,210 | 612,964 |

### 9. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Auditors' remuneration | 5,150 | 5,000 |
| Auditors' remuneration for non audit work | 2,060 | 1,120 |
| Depreciation - owned assets | 27,273 | 40,979 |
| Development costs amortisation | 50,955 | 44,375 |
| Operating lease - property rent | 29,000 | 47,000 |

### 10. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

**Trustees' expenses**

There were no trustees' expenses for the year ended 31 March 2021 nor for the year ended 31 March 2020.

During the year trustees provided donations to the charity of £9,430 (2020 £550).

## 11. STAFF COSTS

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 1,083,421 | 1,727,464 |
| Social security costs | 66,672 | 110,036 |
| Other pension costs | 132,885 | 165,147 |
| | 1,282,978 | 2,002,647 |

The average monthly number of employees during the year was as follows:

| | 2021 | 2020 |
|---|---|---|
| Management | 4 | 4 |
| Staff | 69 | 112 |
| | 73 | 116 |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

| | 2021 | 2020 |
|---|---|---|
| £60,001 - £70,000 | 1 | 1 |
| £70,001 - £80,000 | 1 | - |
| | 2 | 1 |

Based on full-time equivalent - Management 4 (2020: 4), Staff 46 (2020: 85)

## 12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

| | Unrestricted funds | Restricted funds | Total funds |
|---|---|---|---|
| | £ | £ | £ |
| **INCOME AND ENDOWMENTS FROM** | | | |
| Donations and legacies | 32,267 | 3,000 | 35,267 |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 682,266 | - | 682,266 |
| Kingston Information, Advice & Advocacy | 90,000 | - | 90,000 |
| Kingston Community Services | 726,477 | 31,045 | 757,522 |
| Kingston Community Furniture | 216,547 | - | 216,547 |
| Reigate & Banstead Community Centres | 628,463 | - | 628,463 |
| Other trading activities | 12,300 | - | 12,300 |
| Investment income | 114,322 | - | 114,322 |
| **Total** | 2,502,642 | 34,045 | 2,536,687 |
| **EXPENDITURE ON** | | | |
| **Charitable activities** | | | |
| Kingston Day & Transport Services | 773,329 | - | 773,329 |
| Kingston Information, Advice & Advocacy | 87,436 | - | 87,436 |
| Kingston Community Services | 929,081 | 72,284 | 1,001,365 |
| Kingston Community Furniture | 281,480 | - | 281,480 |
| Reigate & Banstead Community Centres | 791,816 | - | 791,816 |
| **Total** | 2,863,142 | 72,284 | 2,935,426 |

## NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

### 12. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

| | Unrestricted funds £ | Restricted funds £ | Total funds £ |
|---|---|---|---|
| Net gains/(losses) on investments | (98,172) | - | (98,172) |
| **NET INCOME/(EXPENDITURE)** | (458,672) | (38,239) | (496,911) |
| **RECONCILIATION OF FUNDS** | | | |
| **Total funds brought forward** | 4,253,853 | 79,411 | 4,333,264 |
| **TOTAL FUNDS CARRIED FORWARD** | 3,795,181 | 41,172 | 3,836,353 |

### 13. INTANGIBLE FIXED ASSETS

| | Developme costs £ |
|---|---|
| **COST** | |
| At 1 April 2020 and 31 March 2021 | 203,817 |
| **AMORTISATION** | |
| At 1 April 2020 | 80,559 |
| Charge for year | 50,955 |
| At 31 March 2021 | 131,514 |
| **NET BOOK VALUE** | |
| At 31 March 2021 | 72,303 |
| At 31 March 2020 | 123,258 |

### 14. TANGIBLE FIXED ASSETS

| | Freehold property £ | Short leasehold £ | Fixtures and fittings £ | Motor vehicles £ | Totals £ |
|---|---|---|---|---|---|
| **COST** | | | | | |
| At 1 April 2020 | 1,450,000 | 12,080 | 225,280 | 73,593 | 1,760,953 |
| Additions | - | - | - | 9,000 | 9,000 |
| At 31 March 2021 | 1,450,000 | 12,080 | 225,280 | 82,593 | 1,769,953 |
| **DEPRECIATION** | | | | | |
| At 1 April 2020 | - | 7,439 | 208,438 | 50,343 | 266,220 |
| Charge for year | - | 2,024 | 11,428 | 13,821 | 27,273 |
| At 31 March 2021 | - | 9,463 | 219,866 | 64,164 | 293,493 |
| **NET BOOK VALUE** | | | | | |
| At 31 March 2021 | 1,450,000 | 2,617 | 5,414 | 18,429 | 1,476,460 |
| At 31 March 2020 | 1,450,000 | 4,641 | 16,842 | 23,250 | 1,494,733 |

## 14. TANGIBLE FIXED ASSETS - continued

The freehold properties were valued on 31 March 2020 by Hawes & Co Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued. Based on the trustees' valuations, the freehold properties are carried at the same valuation as at 31 March 2021. The trustees consider that there have been no significant changes in property fair values in each locality to indicate an impairment of the fair values.The market valuation of the freehold properties as at 31 March 2021 was £1,450,000 (2020: £1,450,000). The historic cost was £1,267,936 (2020: £1,267,936).

## 15. FIXED ASSET INVESTMENTS

| | Listed investments £ |
|---|---|
| **MARKET VALUE** | |
| At 1 April 2020 | 893,188 |
| Additions | 99,541 |
| Disposals | (69,265) |
| Revaluations | 116,763 |
| At 31 March 2021 | 1,040,227 |
| **NET BOOK VALUE** | |
| At 31 March 2021 | 1,040,227 |
| At 31 March 2020 | 893,188 |

There were no investment assets outside the UK.

The market value of the fixed asset investments at 31 March 2021 was £1,040,227 (2020: £893,188). The historic cost of the fixed asset investments at 31 March 2021 was £907,724 (2020: £896,062).

## 16. INVESTMENT PROPERTY

| | £ |
|---|---|
| **FAIR VALUE** | |
| At 1 April 2020 and 31 March 2021 | 1,135,000 |
| **NET BOOK VALUE** | |
| At 31 March 2021 | 1,135,000 |
| At 31 March 2020 | 1,135,000 |

The investment properties were valued on 31 March 2020 by Hawes & Co Chartered Surveyors, independent valuers holding recognised and relevant professional qualifications with recent experience in the location and class of the properties being valued. Based on the trustees' valuations, the investment properties are carried at the same valuation as at 31 March 2021. The trustees consider that there have been no significant changes in property fair values in each locality to indicate an impairment of the fair values. The market value of the investment properties at 31 March 2021 was £1,135,000 (2020: £1,135,000). The historic cost was £399,183 (2020: £399,183).

## 17. STOCKS

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Stocks | 1,000 | 1,000 |

Stock comprises furniture for resale held at Kingston Community Furniture.

## 18. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Trade debtors | 42,676 | 84,498 |
| Other debtors | 9,819 | 34,680 |
| Prepayments and accrued income | 37,295 | 50,111 |
| | 89,790 | 169,289 |

## 19. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Trade creditors | 43,081 | 77,629 |
| Social security and other taxes | 14,098 | 24,866 |
| VAT | 2,528 | 274 |
| Other creditors | 10,187 | 23,269 |
| Pensions | 12,109 | 17,100 |
| Deferred income | 22,042 | 38,241 |
| Accrued expenses | 66,387 | 69,076 |
| | 170,432 | 250,455 |

| | £ | £ |
|---|---|---|
| Deferred Income | | |
| Balance at 1 April 2020 | 38,241 | 196,134 |
| Amounts released to incoming resources | (28,241) | (186,134) |
| Amounts reclassified in the year | (10,000) | - |
| Amounts deferred in the year | 22,042 | 28,241 |
| Balance at 31 March 2021 | 22,042 | 38,241 |

Deferred income comprises income received during the year which relates to the next financial year.

## 20. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Within one year | 13,170 | 65,400 |
| Between one and five years | - | 13,310 |
| | 13,170 | 78,710 |

## 21. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted funds | Restricted funds | 2021 Total funds | 2020 Total funds |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Fixed assets | 1,548,763 | - | 1,548,763 | 1,617,991 |
| Investments | 2,175,227 | - | 2,175,227 | 2,028,188 |
| Current assets | 580,328 | 22,117 | 602,445 | 440,629 |
| Current liabilities | (170,432) | - | (170,432) | (250,455) |
| | 4,133,886 | 22,117 | 4,156,003 | 3,836,353 |

Comparatives for net assets between funds

| | Unrestricted funds | Restricted funds | 2020 Total funds |
|---|---|---|---|
| | £ | £ | £ |
| Fixed assets | 1,617,991 | - | 1,617,991 |
| Investments | 2,028,188 | - | 2,028,188 |
| Current assets | 399,457 | 41,172 | 440,629 |
| Current liabilities | (250,455) | - | (250,455) |
| | 3,795,181 | 41,172 | 3,836,353 |

## 22. MOVEMENT IN FUNDS

| | At 1/4/20 | Net movement in funds | Transfers between funds | At 31/3/21 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| **Unrestricted funds** | | | | |
| General fund | 1,600,178 | 191,809 | (438,483) | 1,353,504 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 700,000 | - | 450,000 | 1,150,000 |
| Transformation Fund | 580,000 | - | - | 580,000 |
| Fair value reserve | 732,939 | 135,379 | - | 868,318 |
| | 3,795,181 | 327,188 | 11,517 | 4,133,886 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | 3,000 | 3,800 | - | 6,800 |
| Handyperson | 10,000 | (10,000) | - | - |
| Transport Services | 4,856 | (4,856) | - | - |
| Magic Table | 2,271 | - | - | 2,271 |
| The National Lottery Community Fund (FANS project) | 21,045 | 3,518 | (11,517) | 13,046 |
| | 41,172 | (7,538) | (11,517) | 22,117 |
| **TOTAL FUNDS** | 3,836,353 | 319,650 | - | 4,156,003 |

## 22. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,753,852 | (1,562,043) | - | 191,809 |
| Fair value reserve | - | - | 135,379 | 135,379 |
| | 1,753,852 | (1,562,043) | 135,379 | 327,188 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | 3,800 | - | - | 3,800 |
| Handyperson | - | (10,000) | - | (10,000) |
| Transport Services | - | (4,856) | - | (4,856) |
| The National Lottery Community Fund (FANS project) | 40,042 | (36,524) | - | 3,518 |
| The National Lottery Community Fund - RC London and South East Region | 96,952 | (96,952) | - | - |
| City Bridge Trust - London Community Response Fund | 53,126 | (53,126) | - | - |
| | 193,920 | (201,458) | - | (7,538) |
| **TOTAL FUNDS** | 1,947,772 | (1,763,501) | 135,379 | 319,650 |

**Comparatives for movement in funds**

| | At 1/4/19 £ | Net movement in funds £ | Transfers between funds £ | At 31/3/20 £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 1,933,872 | (343,466) | 9,772 | 1,600,178 |
| Revaluation reserve | 182,064 | - | - | 182,064 |
| Building development reserve | 183,650 | (4,855) | 521,205 | 700,000 |
| Transformation Fund | 1,000,000 | - | (420,000) | 580,000 |
| Fair value reserve | 954,267 | (110,351) | (110,977) | 732,939 |
| | 4,253,853 | (458,672) | - | 3,795,181 |
| **Restricted funds** | | | | |
| Kingston Nursing Association | - | 3,000 | - | 3,000 |
| Handyperson | 30,000 | (20,000) | - | 10,000 |
| Transport Services | 4,856 | - | - | 4,856 |
| Magic Table | 19,416 | (17,145) | - | 2,271 |
| Social Investment Business Grant | 25,139 | (25,139) | - | - |
| The National Lottery Community Fund (FANS project) | - | 21,045 | - | 21,045 |
| | 79,411 | (38,239) | - | 41,172 |
| **TOTAL FUNDS** | 4,333,264 | (496,911) | - | 3,836,353 |

## 22. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

| | Incoming resources £ | Resources expended £ | Gains and losses £ | Movement in funds £ |
|---|---|---|---|---|
| **Unrestricted funds** | | | | |
| General fund | 2,502,642 | (2,858,287) | 12,179 | (343,466) |
| Building development reserve | - | (4,855) | - | (4,855) |
| Fair value reserve | - | - | (110,351) | (110,351) |
| | 2,502,642 | (2,863,142) | (98,172) | (458,672) |
| **Restricted funds** | | | | |
| Kingston Nursing Association | 3,000 | - | - | 3,000 |
| Handyperson | 10,000 | (30,000) | - | (20,000) |
| Magic Table | - | (17,145) | - | (17,145) |
| Social Investment Business Grant | - | (25,139) | - | (25,139) |
| The National Lottery Community Fund (FANS project) | 21,045 | - | - | 21,045 |
| | 34,045 | (72,284) | - | (38,239) |
| **TOTAL FUNDS** | 2,536,687 | (2,935,426) | (98,172) | (496,911) |

**Designated Funds**

Revaluation Reserve
This fund has been designated to the unrealised revaluation movements on tangible fixed asset land and buildings.

Fair Value Reserve
This fund has been designated to the fair value movements on investment properties and listed investments.

Building Development Reserve
This fund has been designated for the maintenance, repair and modernisation of Raleigh House.

Transformation Fund
This fund has been designated for investing in infrastructure and service development to ensure ongoing viability of the charity.

**Restricted Funds**

The Kingston Nursing Association
Charitable donations towards specific projects.

Handyperson
Grants towards the cost of providing handyperson services.

Transport Services
Donations towards the redevelopment of transport services.

The Magic Table
Grants towards the purchase of the Tovertafel 'Magic Table'.

Social Investment Business Grant
Response fund grant for the purpose of meeting the objectives of the Impact Management Programme.

## 22. MOVEMENT IN FUNDS - continued

The National Lottery Community Fund
Grant towards the FANS project (Friendly and Neighbourly Support).

The National Lottery Community Fund
Grant towards the RC London and South East Region - covid 19 response - to deliver activities specifically aimed to support communities through the covid-19 crisis.

City Bridge Trust - The London Community Response Fund
Grant towards responding to the need of the community affected by the covid-19 pandemic.

**Transfers between funds**

A fund transfer was made between the restricted National Lottery Community Fund (FANS project) and the General Fund because in the previous year £11,517 of restricted costs were treated as unrestricted.

## 23. CONTINGENT LIABILITIES

The Royal Borough of Kingston upon Thames has a charge of £4,250 over the freehold property at 37 Knights Park, Kingston upon Thames, representing less than 1% of value. This charge will only crystallise if the property is no longer used for charitable purposes.

## 24. RELATED PARTY DISCLOSURES

Your Healthcare CIC is a community interest company of which Shane Brennan, (CEO) is a director. During the year amounts charged by the charity to Your Healthcare CIC totalled £nil (2020: £250).

The key management personnel of the charity comprise the CEO and Deputy CEO. The key management personnel of the charity received earnings and benefits of £163,504 (2020: £163,535).

## 25. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1. There were 20 members as at 31 March 2021 (2020: 19).