

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

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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.

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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.

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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.

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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.

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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 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.

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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)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

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.

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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.

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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.

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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.

AGE CONCERN KINGSTON UPON THAMES

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.

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

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.

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

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;

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

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

Date:17/9/21.....

AGE CONCERN KINGSTON UPON THAMES

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

AGE CONCERN KINGSTON UPON THAMES

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
		<u>3,723,990</u>	<u>3,646,179</u>
CURRENT ASSETS			
Stocks	17	1,000	1,000
Debtors	18	89,790	169,289
Cash at bank		511,655	270,340
		<u>602,445</u>	<u>440,629</u>
CREDITORS			
Amounts falling due within one year	19	(170,432)	(250,455)
NET CURRENT ASSETS		<u>432,013</u>	<u>190,174</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>4,156,003</u>	<u>3,836,353</u>
NET ASSETS		<u>4,156,003</u>	<u>3,836,353</u>
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
		<u>4,133,886</u>	<u>3,795,181</u>
Restricted funds		22,117	41,172
TOTAL FUNDS		<u>4,156,003</u>	<u>3,836,353</u>

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:

Desnan Stinson

Dr D Stinson - Trustee

The notes form part of these financial statements

AGE CONCERN KINGSTON UPON THAMES

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 £	2020 £
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	<u>160,902</u>	<u>(630,572)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/20 £	Cash flow £	At 31/3/21 £
Net cash			
Cash at bank	270,340	241,315	511,655
	<u>270,340</u>	<u>241,315</u>	<u>511,655</u>
Total	<u>270,340</u>	<u>241,315</u>	<u>511,655</u>

**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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021
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
	<u>67,116</u>	<u>35,267</u>

4. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising	-	9,037
Sale of donated goods	-	3,263
	<u>-</u>	<u>12,300</u>

5. INVESTMENT INCOME

	2021	2020
	£	£
Rents received	74,672	74,672
Dividends receivable	24,905	38,528
Deposit account interest	1,496	1,122
	<u>101,073</u>	<u>114,322</u>

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

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
	<u>578,061</u>	<u>578,061</u>
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	<u>812,750</u>	<u>1,112,031</u>
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	<u>528,879</u>	<u>82,496</u>
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	<u>437,954</u>	<u>1,180,271</u>
Total income from charitable activities	<u>1,779,583</u>	<u>2,374,798</u>

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
	<u>1,150,537</u>	<u>612,964</u>	<u>1,763,501</u>

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
	<u>605,754</u>	<u>7,210</u>	<u>612,964</u>

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	<u>29,000</u>	<u>47,000</u>

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).

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**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
	<u>1,282,978</u>	<u>2,002,647</u>

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

	2021	2020
Management	4	4
Staff	69	112
	<u>73</u>	<u>116</u>

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	-
	<u>2</u>	<u>1</u>

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	<u>2,502,642</u>	<u>34,045</u>	<u>2,536,687</u>
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	<u>2,863,142</u>	<u>72,284</u>	<u>2,935,426</u>

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021
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
	<u>1,040,227</u>
At 31 March 2021	
NET BOOK VALUE	
At 31 March 2021	<u>1,040,227</u>
At 31 March 2020	<u>893,188</u>

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	<u>1,135,000</u>
NET BOOK VALUE	
At 31 March 2021	<u>1,135,000</u>
At 31 March 2020	<u>1,135,000</u>

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).

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

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
	<u>89,790</u>	<u>169,289</u>

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
	<u>170,432</u>	<u>250,455</u>

	£	£
<u>Deferred Income</u>		
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
	<u>22,042</u>	<u>38,241</u>
Balance at 31 March 2021	<u>22,042</u>	<u>38,241</u>

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
	<u>13,170</u>	<u>78,710</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021
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)
	<u>4,133,886</u>	<u>22,117</u>	<u>4,156,003</u>	<u>3,836,353</u>

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)
	<u>3,795,181</u>	<u>41,172</u>	<u>3,836,353</u>

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
	<u>3,795,181</u>	<u>327,188</u>	<u>11,517</u>	<u>4,133,886</u>
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
	<u>41,172</u>	<u>(7,538)</u>	<u>(11,517)</u>	<u>22,117</u>
TOTAL FUNDS	<u>3,836,353</u>	<u>319,650</u>	<u>-</u>	<u>4,156,003</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

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
	<u>1,753,852</u>	<u>(1,562,043)</u>	<u>135,379</u>	<u>327,188</u>
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)	-	-
	<u>193,920</u>	<u>(201,458)</u>	<u>-</u>	<u>(7,538)</u>
TOTAL FUNDS	<u>1,947,772</u>	<u>(1,763,501)</u>	<u>135,379</u>	<u>319,650</u>

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
	<u>4,253,853</u>	<u>(458,672)</u>	<u>-</u>	<u>3,795,181</u>
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
	<u>79,411</u>	<u>(38,239)</u>	<u>-</u>	<u>41,172</u>
TOTAL FUNDS	<u>4,333,264</u>	<u>(496,911)</u>	<u>-</u>	<u>3,836,353</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

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)
	<u>2,502,642</u>	<u>(2,863,142)</u>	<u>(98,172)</u>	<u>(458,672)</u>
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)	<u>21,045</u>	<u>-</u>	<u>-</u>	<u>21,045</u>
	<u>34,045</u>	<u>(72,284)</u>	<u>-</u>	<u>(38,239)</u>
TOTAL FUNDS	<u><u>2,536,687</u></u>	<u><u>(2,935,426)</u></u>	<u><u>(98,172)</u></u>	<u><u>(496,911)</u></u>

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

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).