

**REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
AGE CONCERN KINGSTON UPON THAMES
(A COMPANY LIMITED BY GUARANTEE)**

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

AGE CONCERN KINGSTON UPON THAMES

CONTENTS OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

	Page
Report of the Trustees	1 to 12
Report of the Independent Auditors	13 to 16
Statement of Financial Activities	17
Statement of Financial Position	18
Statement of Cash Flows	19
Notes to the Statement of Cash Flows	20
Notes to the Financial Statements	21 to 33

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

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

OBJECTIVES AND ACTIVITIES

Our vision and objects

Our charitable objects are:

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

Our vision is:

To make life a greater life.

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

Public Benefit

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

Objectives for the year 2022-23

Our overarching objectives for the year 2022-23 were:

- to be a leader in our field
- to involve and empower the people we work with
- to enhance the mental and physical wellbeing of the people we work with, and
- to ensure the long-term financial sustainability of the charity.

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

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

Summary of our main activities

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

There are four main strands to our activities:

Meaningful social activities and support

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

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

Home support services

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

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

Health and wellbeing

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

- Community Connectors service
- Dementia Support
- Opportunities for volunteering

Information and advice

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

Projects and pilots

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

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

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

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Covid-19 - a summary of our activities

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

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

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

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

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

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

Our Community Team provided help and support to 241 individuals.

Our Proactive Anticipatory Care team coordinated care for 149 individuals.

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

Meaningful Social Activities and Support

Day Services

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

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

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

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

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

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

Befriending

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

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

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

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

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

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

Home Support Services

Help at Home

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

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

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

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

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

Handyperson Service

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

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

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

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

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

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

Kingston Community Furniture

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

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

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

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

Community Team

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

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

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

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

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

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

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

Case Study - Teams Working Together

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

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

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

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

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

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

Health and Wellbeing

Community Connectors Service

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

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

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

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

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

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

Information and Advice

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

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

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

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

Projects and Pilots

Proactive Anticipatory Care

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

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

Home from Hospital Service

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

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

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

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

Case Study

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

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

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

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

- He was given information about the PAC programme, who his point of contact would be and a contact number given should he need to raise or discuss any concerns.
- Instant referral to our Handyperson Service. The Handyperson actioned the installation of an appropriate handrail, ordered and installed within 2 days of being home. Peter discussed some other worries about managing the steps outside his front and back door and access into an outbuilding where he kept his freezer. The Handyperson advised and speedily fitted appropriate handrails for the situations. Peter was pleased to be able to rehabilitate by walking into the garden and access his freezer in safety.
- The PAC team is staying in touch with Peter, encouraging confidence and advising on other options to support his recovery, including introducing him to our Information and Advice team for an income maximisation check.

Peter said this about Staywell:

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

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

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

Opportunities for volunteering

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

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

Working in partnership

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

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

FINANCIAL REVIEW

Financial position

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

Principal funding sources

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

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

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

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

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

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

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

Investment policy and objectives

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

Reserves policy, risks and uncertainties

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

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

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

FINANCIAL REVIEW

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

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

FUTURE DEVELOPMENTS

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

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

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

Recruitment and appointment of new trustees

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

Organisational structure and decision making

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

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

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

Induction and training of new trustees

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

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

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Key management remuneration

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

Wider network

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

Related parties

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

02272550 (England and Wales)

Registered Charity number

299988

Registered office

Raleigh House
14 Nelson Road
New Malden
Surrey
KT3 5EA

Trustees

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

Company Secretary

Mr S Brennan

Auditors

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

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

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

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

Handelsbanken
1 Wheatfield Way
Kingston upon Thames
KT1 2TU

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

Investment Managers

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

STATEMENT OF TRUSTEES' RESPONSIBILITIES

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

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

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

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

In so far as the trustees are aware:

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

AUDITORS

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

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

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



Mr R P Phillips - Trustee

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 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

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.

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

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

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

- the nature of the industry and sector, control environment and the charity's activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:
 - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
 - the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
 - the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

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

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

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

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

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meetings of those charged with governance, reviewing internal reports, and

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

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

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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



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

Date: 21/09/2023

AGE CONCERN KINGSTON UPON THAMES

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

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

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31 MARCH 2023

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



Mr R P Phillips - Trustee

AGE CONCERN KINGSTON UPON THAMES

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2023

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

The notes form part of these financial statements

AGE CONCERN KINGSTON UPON THAMES

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

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

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

2. ANALYSIS OF CHANGES IN NET FUNDS

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

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1. GENERAL INFORMATION

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

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

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

a) Preparation of the accounts on a going concern basis

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

b) Significant judgements and estimates.

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

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

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

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

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

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

Income

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

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

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

2. ACCOUNTING POLICIES - continued

Income

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

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

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

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

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

Rental income from the investment properties is recognised when receivable.

Expenditure

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

Charitable activities

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

Governance costs

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

Allocation and apportionment of costs

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

Intangible fixed assets

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

Software development costs 25% on cost.

Tangible fixed assets

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

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

2. ACCOUNTING POLICIES - continued

Investment property

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

Stocks

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

Taxation

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

Fund accounting

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

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

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

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Fixed asset investments

Investments are included in the Statement of Financial Position at their fair value.

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

Leasing commitments

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

Cash at bank

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

Debtors

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

Creditors

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

Financial instruments

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

VAT

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Donations	30,607	14,397

4. INVESTMENT INCOME

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

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

6. CHARITABLE ACTIVITIES COSTS

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

Comparatives for Charitable activities costs

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

7. SUPPORT COSTS

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

Comparatives for support costs

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

AGE CONCERN KINGSTON UPON THAMES**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****8. NET INCOME/(EXPENDITURE)**

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

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

9. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

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

10. STAFF COSTS

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

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

	2023	2022
Management	4	4
Staff	71	65
	<u>75</u>	<u>69</u>

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

	2023	2022
£60,001 - £70,000	-	1
£80,001 - £90,000	1	1
	<u>1</u>	<u>2</u>

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

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

12. INTANGIBLE FIXED ASSETS

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

13. TANGIBLE FIXED ASSETS

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

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

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

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

14. FIXED ASSET INVESTMENTS

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

There were no investment assets outside the UK.

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

15. INVESTMENT PROPERTY

£

FAIR VALUE

At 1 April 2022
and 31 March 2023

1,135,000

NET BOOK VALUE

At 31 March 2023

1,135,000

At 31 March 2022

1,135,000

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

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

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

16. STOCKS

	2023	2022
	£	£
Stocks	1,000	1,000

Stock comprises furniture for resale held at Kingston Community Furniture.

17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade debtors	139,280	76,873
Other debtors	13,979	10,875
Prepayments and accrued income	56,545	40,913
	209,804	128,661

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	27,462	23,528
Social security and other taxes	-	16,457
VAT	2,323	578
Other creditors	110	7,193
Pensions	17,630	13,785
Deferred income	53,241	8,095
Accrued expenses	63,851	86,159
	164,617	155,795

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

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

	£	£
<u>Deferred Income</u>		
Balance at 1 April 2022	8,095	22,042
Amounts released to incoming resources	(6,309)	(20,262)
Amounts deferred in the year	51,455	6,315
Balance at 31 March 2023	<u>53,241</u>	<u>8,095</u>

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

19. LEASING AGREEMENTS

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

	2023 £	2022 £
Within one year	26,118	1,117
Between one and five years	65,853	4,471
	<u>91,971</u>	<u>5,588</u>

20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed assets	1,462,028	-	1,462,028	1,482,146
Investments	2,211,069	-	2,211,069	2,250,844
Current assets	566,367	65,254	631,621	623,278
Current liabilities	(164,617)	-	(164,617)	(155,795)
	<u>4,074,847</u>	<u>65,254</u>	<u>4,140,101</u>	<u>4,200,473</u>

Comparatives for net assets between funds

	Unrestricted funds £	Restricted funds £	2022 Total funds £
Fixed assets	1,482,146	-	1,482,146
Investments	2,250,844	-	2,250,844
Current assets	603,085	20,193	623,278
Current liabilities	(155,795)	-	(155,795)
	<u>4,180,280</u>	<u>20,193</u>	<u>4,200,473</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023

21. MOVEMENT IN FUNDS

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

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

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

21. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	1,353,504	(23,377)	(50,000)	1,280,127
Revaluation reserve	182,064	-	-	182,064
Building development reserve	1,150,000	-	50,000	1,200,000
Transformation Fund	580,000	-	-	580,000
Fair value reserve	868,318	69,771	-	938,089
	<u>4,133,886</u>	<u>46,394</u>	<u>-</u>	<u>4,180,280</u>
Restricted funds				
Kingston Nursing Association	6,800	(6,800)	-	-
Magic Table Purchase/Maintenance	2,271	-	-	2,271
The National Lottery Community Fund (FANS project)	13,046	4,876	-	17,922
	<u>22,117</u>	<u>(1,924)</u>	<u>-</u>	<u>20,193</u>
TOTAL FUNDS	<u>4,156,003</u>	<u>44,470</u>	<u>-</u>	<u>4,200,473</u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	1,677,980	(1,705,659)	4,302	(23,377)
Fair value reserve	-	-	69,771	69,771
	<u>1,677,980</u>	<u>(1,705,659)</u>	<u>74,073</u>	<u>46,394</u>
Restricted funds				
Kingston Nursing Association	-	(6,800)	-	(6,800)
The National Lottery Community Fund (FANS project)	37,194	(32,318)	-	4,876
	<u>37,194</u>	<u>(39,118)</u>	<u>-</u>	<u>(1,924)</u>
TOTAL FUNDS	<u>1,715,174</u>	<u>(1,744,777)</u>	<u>74,073</u>	<u>44,470</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

21. MOVEMENT IN FUNDS - continued

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

Restricted Funds

The Kingston Nursing Association
Charitable donations towards specific projects.

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

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

22. CONTINGENT LIABILITIES

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

23. RELATED PARTY DISCLOSURES

Your Healthcare CIC is a community interest company of which Shane Brennan, (CEO) is a director.

The key management personnel of the charity comprise the CEO and Deputy CEO. The key management personnel of the charity received earnings and benefits of £156,532 (2022: £164,054).

24. COMPANY LIMITED BY GUARANTEE

The charity is limited by guarantee and has no share capital. The liability of each member is determined by the Articles of the charity and shall not exceed £1. There were 15 members as at 31 March 2023 (2022: 16).

