

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

REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
AGE CONCERN KINGSTON UPON THAMES
(A COMPANY LIMITED BY GUARANTEE)

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AGE CONCERN KINGSTON UPON THAMES

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

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

OBJECTIVES AND ACTIVITIES

Our vision and objects

Our charitable objects are:

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

Our vision is:

To make life a greater life.

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

Public Benefit

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

Objectives for the year 2023-24

Our overarching objectives for the year 2023-24 were:

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

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

Summary of our main activities

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

There are four main strands to our activities:

Meaningful social activities and support

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

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

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Home support services

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

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

Health and wellbeing

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

- Community Connectors service
- Dementia Support
- Opportunities for volunteering

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

Information and advice

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

ACHIEVEMENT AND PERFORMANCE

Charitable activities

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

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

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

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

Our Handyperson service supported 225 people with 755 home visits.

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

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

Our Community Team provided guidance and help to 227 individuals.

Our Proactive Anticipatory Care team coordinated care for 143 individuals.

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Meaningful Social Activities and Support

Day Services

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

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

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

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

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

Case Study

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

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

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

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

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

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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 helping to promote a feeling of self-worth. 71% of clients are aged 80 and over.

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

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

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

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

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

Home Support Services

Help at Home

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

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

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

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

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

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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.

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

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

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

Kingston Community Furniture

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

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

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

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

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

Community Team

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

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

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

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

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

Case Study

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

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

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

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

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

Home from Hospital Service

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

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

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

Health and Wellbeing

Proactive Anticipatory Care

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

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

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Community Connectors Service

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

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

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

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

Information and Advice

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

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

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

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

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

Opportunities for volunteering

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

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

Working in partnership

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

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Investment Performance

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

FINANCIAL REVIEW

Financial position

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

Principal funding sources

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

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

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

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

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

A further major source of income is investment income.

Investment policy and objectives

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

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

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

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

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FINANCIAL REVIEW

Reserves policy, risks and uncertainties

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

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

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

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

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

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

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

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

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

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FUTURE DEVELOPMENTS

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

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

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

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

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

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STRUCTURE, GOVERNANCE AND MANAGEMENT
Governing document

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

Recruitment and appointment of new trustees

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

Organisational structure and decision making

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

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

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

Induction and training of new trustees

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

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

Key management remuneration

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

Wider network

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

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
02272550 (England and Wales)

Registered Charity number
299988

Registered office

Raleigh House
14 Nelson Road
New Malden
Surrey
KT3 5EA

Trustees

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

Auditors

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

Chief Executive Officer and Company Secretary

Mr S Brennan

Bankers

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

Handelsbanken
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

AGE CONCERN KINGSTON UPON THAMES

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

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 on12/9/24..... and signed on its behalf by:

x 
.....
Mr R P Phillips - Trustee

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

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Opinions on other matters prescribed by the Companies Act 2006

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

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

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
- 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.

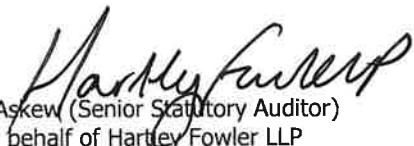
REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN KINGSTON UPON THAMES

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

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

Use of our report

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



Jonathan Askew (Senior Statutory Auditor)

for and on behalf of Hartley Fowler LLP

Statutory Auditors

Chartered Accountants

4th Floor Tuition House

27-37 St George's Road

Wimbledon

London

SW19 4EU

17 September 2024

AGE CONCERN KINGSTON UPON THAMES

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

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

The notes form part of these financial statements

AGE CONCERN KINGSTON UPON THAMES

STATEMENT OF FINANCIAL POSITION 31 MARCH 2024

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

x 

Mr R P Phillips - Trustee

The notes form part of these financial statements

AGE CONCERN KINGSTON UPON THAMES**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024**

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

The notes form part of these financial statements

AGE CONCERN KINGSTON UPON THAMES

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

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

2. ANALYSIS OF CHANGES IN NET FUNDS

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

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1. GENERAL INFORMATION

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

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

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

a) Preparation of the accounts on a going concern basis

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

b) Significant judgements and estimates.

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

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

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

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

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

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

Income

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

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

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

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024

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.
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Tangible fixed assets

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

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

Investment property

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

2. ACCOUNTING POLICIES - continued

Stocks

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

Taxation

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

Fund accounting

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

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

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

Pension costs and other post-retirement benefits

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

Fixed asset investments

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

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

Leasing commitments

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

Cash at bank

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

Debtors

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

Creditors

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

Financial instruments

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

VAT

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

3. DONATIONS AND LEGACIES

	2024 £	2023 £
Donations	19,355	30,607
Legacies	50,000	-
	<u>69,355</u>	<u>30,607</u>

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

4. INVESTMENT INCOME

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

5. INCOME FROM CHARITABLE ACTIVITIES

Included in charitable activity income is the following income:

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

6. CHARITABLE ACTIVITIES COSTS

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

31/03/2023 comparatives for charitable activities costs

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

7. SUPPORT COSTS

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

31/03/2023 comparatives for support costs

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

8. NET INCOME/(EXPENDITURE)

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

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

9. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

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

10. STAFF COSTS

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

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

	2024	2023
Management	4	4
Staff	<u>67</u>	<u>71</u>
	<u>71</u>	<u>75</u>

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

	2024	2023
£80,001 - £90,000	<u>1</u>	<u>1</u>

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

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

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

12. INTANGIBLE FIXED ASSETS

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

13. TANGIBLE FIXED ASSETS

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

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

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

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

14. FIXED ASSET INVESTMENTS

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

There were no investment assets outside the UK.

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

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

AGE CONCERN KINGSTON UPON THAMES**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024****15. INVESTMENT PROPERTY**

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

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

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

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

16. STOCKS

	2024	2023
	£	£
Stocks	1,000	1,000

17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

19. LEASING AGREEMENTS

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

	2024 £	2023 £
Within one year	25,838	26,118
Between one and five years	37,500	65,853
	<u>63,338</u>	<u>91,971</u>

20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

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

Comparatives for net assets between funds

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

21. MOVEMENT IN FUNDS

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	1,368,110	93,511	(85,000)	1,376,621
Revaluation reserve	182,064	-	-	182,064
Building development reserve	1,200,000	-	(600,000)	600,000
Transformation Fund	450,000	-	(450,000)	-
Fair value reserve	874,673	63,661	-	938,334
Social Investment Fund	-	-	1,135,000	1,135,000
	<u>4,074,847</u>	<u>157,172</u>	<u>-</u>	<u>4,232,019</u>
Restricted funds				
Magic Table Purchase/Maintenance	2,271	-	-	2,271
The National Lottery Community Fund (FaNS project)	62,983	(62,983)	-	-
	<u>65,254</u>	<u>(62,983)</u>	<u>-</u>	<u>2,271</u>
TOTAL FUNDS	<u>4,140,101</u>	<u>94,189</u>	<u>-</u>	<u>4,234,290</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	1,703,181	(1,620,320)	10,650	93,511
Fair value reserve	-	-	63,661	63,661
	<u>1,703,181</u>	<u>(1,620,320)</u>	<u>74,311</u>	<u>157,172</u>
Restricted funds				
The National Lottery Community Fund (FaNS project)	91,813	(154,796)	-	(62,983)
Anticipatory Care Service	60,276	(60,276)	-	-
Home From Hospital	58,679	(58,679)	-	-
	<u>210,768</u>	<u>(273,751)</u>	<u>-</u>	<u>(62,983)</u>
TOTAL FUNDS	<u>1,913,949</u>	<u>(1,894,071)</u>	<u>74,311</u>	<u>94,189</u>

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

21. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	1,280,127	(42,017)	130,000	1,368,110
Revaluation reserve	182,064	-	-	182,064
Building development reserve	1,200,000	-	-	1,200,000
Transformation Fund	580,000	-	(130,000)	450,000
Fair value reserve	938,089	(63,416)	-	874,673
	<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>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	1,810,027	(1,852,971)	927	(42,017)
Fair value reserve	-	-	(63,416)	(63,416)
	<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>

Designated Funds

Revaluation Reserve

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

Fair Value Reserve

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

Building Development Reserve

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

Transformation Fund

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

Social Investment Fund

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

AGE CONCERN KINGSTON UPON THAMES

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

21. MOVEMENT IN FUNDS - continued

Restricted Funds

The Kingston Nursing Association
Charitable donations towards specific projects.

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

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

Anticipatory Care Service
Grants towards the Proactive Anticipatory Care service.

Home From Hospital
Grant towards the Hospital Discharge service.

22. EMPLOYEE BENEFIT OBLIGATIONS

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

23. CONTINGENT LIABILITIES

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

24. CONTINGENT ASSET

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

25. RELATED PARTY DISCLOSURES

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

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

26. COMPANY LIMITED BY GUARANTEE

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