

**AGE UK HAMMERSMITH & FULHAM.**  
**ANNUAL REPORT**  
**AND**  
**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST. MARCH, 2020.**

COMPANY NO. 01685692.

CHARITY NO. 289124.

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31st. March 2020.**

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## Chair's Report

*At the time of writing this report, news was received of the untimely death of Dawn Stephenson, our Chief Executive. She had been ill for some time and was planning to retire. Dawn led the charity with distinction for nearly 15 years and her commitment and passion for all things Age UK were palpable. She was much loved by beneficiaries and staff alike who will miss her beaming smile and caring nature.*

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Two trustees retired from the board during the year. Tony Hennessy and Ali Akbar both served for many years and contributed much towards the development of the charity. I would like to thank them both for their valuable service. I am pleased that Tony has agreed to act as our President.

Our financial outcome for the year was as anticipated and was buoyed by the receipt of several legacies for which we are extremely grateful. We expanded our range of activities, drawing increased numbers to our Centre. Our retail sales continued to out-perform expectations and the first full year of the Big Lottery Digital Inclusion project proved hugely successful. Most of our clients need help with the confusing world of technology, and we are delighted that so many decided to take the plunge and sign up for this valuable course.

Our financial year ended just as the pandemic was taking hold. We immediately transformed our operations, keeping in touch with our beneficiaries by telephone and operating a large food distribution service. If anything, the pandemic reinforced our role in local society and we are proud of the way we responded, ensuring that none of our beneficiaries was left behind.

We remain committed to our guiding purpose: to alleviate loneliness amongst the older population of Hammersmith and Fulham.

Robin Fawcett  
Chair

## CHIEF EXECUTIVE'S REPORT

### Dawn Stephenson

As stated in the Chair's Report, Dawn Stephenson passed away recently. As a valued leader of the Age UK Hammersmith and Fulham team since November 2005, she will be sorely missed.

Dawn retired from her role as Chief Executive in August this year on health grounds. It was hoped that the decision would contribute to her long-term recovery. It is truly devastating that she wasn't able to enjoy a well-deserved retirement.

Dawn was passionate about Age UK Hammersmith and Fulham, older people and people in general. She had a beautiful, disarming smile and she communicated with people in a way that made them feel they were the centre of her universe. An inspirational leader through difficult times, she used her excellent negotiating skills to encourage people on side and to donate to our charity, either financially, with their time or services. She had a presence and energy that did not diminished despite five years of ill health. Dawn's family is in our thoughts at this difficult time and we will remember her contributions fondly.

### The Challenge of 2020

Reducing loneliness and isolation, and improving health and wellbeing are our ongoing aspirations for all older people but this year's lockdown had demonstrable negative effects on the older population and those shielding. Our aim is to provide an increasing range of preventative services to ensure that, as people live for longer, those years are fulfilling and enjoyable, and that individuals can maintain connections within their communities.

In partnership with the London Borough of Hammersmith and Fulham and The Big Lottery, we continue to initiate fresh and interesting ways to secure better health and independence for older people, and to promote images of a healthy and happier later life. This frequently includes the use of information technology to access services, entertainment and connection to friends and family. We are working hard to give older people the confidence and training to use new technology, access devices and obtain connectivity, so that they can independently step into the often-mysterious online world.

### Our key achievements

In a challenging year, we have concentrated on maintaining and developing our services and activities. During the 2019/20, our key achievements have included:

- Supporting 1,641 older people, with 16,142 contacts with our service users.

- Revamping the In-Touch Befriending Service which focuses on reducing isolation for housebound and socially isolated individuals. We do this by providing companionship and practical support. 369 individuals accessed this scheme.
- Providing an escorted shopping service. This is extremely popular with clients who enjoy choosing their own shopping, and for whom this might be their only regular outing and social interaction. 52 older people accessed the shopping service, with a total 467 shopping trips. 89% reported that the service was essential to helping them live independently.
- 109 individuals accessed our Information and Advice service, over 409 appointments.
- Healthy, freshly-cooked lunches continue to be the focus for our Community Café, and the numbers attending have continued to increase. The Community Café served 4,455 lunches over the year.

## **Volunteering and Befriending**

2019's annual summer party, the only evening party for both volunteers and clients, was attended by 103 guests with 18 Waitrose volunteers. Over the year, we continued focusing on expanding our corporate partnerships. We developed a regular volunteer programme with Waitrose, using regular volunteers from the local Fulham stores, and additional assistance for major events such as the summer party from stores as far afield as Wimbledon and Chiswick. Time and materials have been donated, including £1000 toward the summer party costs, and weekly prizes for bingo.

This year, Lloyds Banking Group attended our centre for their corporate volunteer day, providing lunch, a bulb-planting activity and bingo prizes. Avis also used our meeting room to host their operations planning day, having organised a competitive fund-raising challenge for their managers, which resulted in a donation of over £1,835. Avis are also assisting us with minibus replacement using competitive pricing options from Avis suppliers.

Three corporate organisations provided staff volunteers to reorganise the centre and help with cleaning and tidying the garden and storage areas. Exciting new relationships include working with Avis, L'Oréal, Santander, The Dairy Collective and Chivas.

We worked hard this year to develop our relationships with other Age UK teams, as we believe we can share knowledge and grow together. We've also put energy into developing partnerships with other organizations across the borough with a shared agenda. These include the Claybrook Mental Health Service, the Job Centre, the Volunteer Centre, Hammersmith and Fulham Council and Homeless Shelters to provide unique and engaging volunteer opportunities for the widest possible range of

individuals. By focusing on the demographics of the borough, we've identified areas of the community we could reach better, including the introduction of a Hindi-speaking service for our Digital Inclusion Project, utilising the specialist skills of our volunteers.

In December 2019, we held a highly successful Volunteer Christmas Party. We served delicious hot food from a local Indian restaurant and provided several hours of entertainment and speeches to thank our team of volunteers. We are grateful to Good Gym for supporting this event and giving our volunteers a much-deserved night off. We also arranged a special treat courtesy of Hyde Park Residence, who hosted a special afternoon tea for a group of 12 volunteers at their luxury venue in Central London. We recognised some of our longest-serving volunteers for 14 years of dedication to the cause.

The befriending service has experienced a high demand from the community, referrers and family members in the borough, showing that Age UK is both reliable and essential. In September and October, we started reviewing the service's operations and as a result decided to develop a new befriending arm to ensure better aftercare for our clients and those on our waiting lists. We took on an additional team member and explored the relationship with referrers to support them in the referral process.

### **Bringing new volunteers on board**

With the outbreak of COVID-19, we received more than 200 new volunteer applications within a fortnight – a 2000% increase on the regular number of applicants. To manage this effectively, we deployed a fast-track COVID-19 recruitment process, engaging and briefing new volunteer staff to handle aspects of the process. We processed more than 100 references, 19 Disclosure and Barring Service Certifications, and interviewed 37 new volunteers within a matter of days. We quickly set up a Microsoft Forms Questionnaire to streamline recruitment process (and new client referrals), and identify the most appropriate volunteers for each of the services. Liaising closely with service leads, we then interviewed and onboarded the volunteers, managing expectations, availability and skillsets.

With the outbreak of COVID-19, our client base has expanded drastically, as greater numbers of people found themselves more socially isolated than ever before. We transitioned our befriender home visits to bi-weekly phone calls, ensuring befriending comms were in line with Government and organisational changes.

Volunteers are an invaluable support to our activities and services. Without them, we simply would not be able to reach the number of service users that we do. We have developed a training portal to give additional skills to support the work that we do and to help those seeking employment. During the period, 309 volunteers supported our cause.

### **Digital Inclusion Project**

The Digital Inclusion Project started its initial phase in April, defining service requirements, generating client and volunteer interest, and mapping and documenting the processes to deliver the Staying Connected Service. The key objective is to use technology to streamline processes so we offer a consistent and efficient service to clients. We have identified 40 new, interested clients, 14 volunteers and more than 120 potential partnership collaborations. In the three months preceding the project start date (January, February and March), we undertook a total of 109 digital skill training sessions, while in the following three months (April, May and June) we had a combined total of 141 sessions, representing an increase of 29%. There is a steady stream of interest in the project which will reap positive results in due course.

A Digital Inclusion Project Administrator has successfully been recruited, as well as six Digital Champions. Several new partnerships have been formed – with DeafBlind UK, LBHF Assistive Technology Team, NHS Harrow CCG and Imperial College London – (System Group Students). A steering group has also been formed to ensure the project delivery and governance. To standardise training for all Digital Champions and Digital Buddies (Digital Befrienders), an online training portal has been investigated and procured. We will deliver mandatory training via the portal, including GDPR, Dementia Awareness, Adult Safeguarding and Health and Safety. Three new Digital Champions were involved in the project this quarter to support our existing six.

We now have a Digital Skills Framework in which to evaluate that each Digital Skills Session is conducted in line with the Department of Education's Essential Digital Skills Framework. We will continue to further develop our feedback processes to ensure that we are measuring the client skill progression journey.

We distributed 950 postcards advertising the service within the community, and also updated our Digital Skills page on the on Age UK H&F website. Our digital presence has been expanded to YouTube and Instagram to promote both the service and our need for volunteers.

Although we are building our digital presence, we are currently in the process of procuring an external noticeboard and banner to promote our activities, the project itself and digital events to passers-by, potential clients and volunteers. The outbreak of COVID-19 has required adaptation by the digital inclusion team and of the project itself to address the changing needs of our clients and team members. To continue to tackle the negative effects of social isolation, we are actively working to provide one-to-one digital information and skills sessions via the telephone to residents who have become housebound as a result of the lockdown. As well as assisting new clients and referrals, frequent cybercafe users are being contacted to offer any digital support that they might need and to check on their general wellbeing in case additional services are required. This has brought into relief the problem of residents who do not have access to devices or the internet, contributing to further loneliness. We are, however, working with partners to organise the donation of devices and Wi-Fi services. Future project actions include streamlining the telephone system, focusing on digital buddying and the delivery of digital events.

## **Active Age**

In the first quarter, we launched two new groups – the Documentary Film Club and a reading group with [www.thereader.org](http://www.thereader.org). Both have been well attended.

We offered monthly meetings with the U3a creative writing group and the Macular Society, as well as with Fulham FC and the Wills and Probate Service. We also hosted a group called Down Memory Lane, which is a local social history group run by Ray Champion.

Elsewhere, we held five intergenerational events involving choirs from Melcombe Primary and Fulham Girls Preparatory schools, and interactive art sessions with Thomas School. These are always very popular with our members. There were also magic shows for the children of Thomas School and for adults.

Nine talks took place as part of our Wednesday Afternoon Tea Talks. These ranged from The Making of a Will, delivered by a High Court Judge, to My life in Showbiz, about the life of an ex-professional dancer. There was also a visit from Charing Cross Audiology Department, who conducted free hearing tests.

Other activities included a guided tour of Brompton Cemetery, a trip to Garson's Farm with the local May Star community, and a visit to Kew Gardens with Fulham Good Neighbours. The art class visited the National Gallery. We continued to offer a wills and probate service, dementia drop-in advice, free consultations with a local law firm, one-to-one sessions with the Back on Track mental health team, a monthly session with Tax for Older People, and inexpensive professional hairdressing. These add range and practical scope to our repertoire of activities. Hairdressing, the shared reading group and the dementia drop-in are all new this quarter. We hosted six talks from CAB, including on decluttering and green energy. There were four minibus outings and a day at Kew Gardens in conjunction with L'Oréal. We were visited by local MP Andy Slaughter, and by a group of Koreans who wanted to see what we do in comparison to their work in a similar field in rural Korea. A group went to Lord's Cricket Ground for a dementia event.

Our treatment room offering foot care, shiatsu, reiki and acupuncture is popular and well-attended. For mental engagement, we offered chess, painting, music appreciation groups and film groups. We have collaborated as hosts with other service providers, including the Macular Society, who hold a monthly meeting here, and Scope. There have also been classes from U3A and thereader.org. Our activities for people with memory loss include two singing groups and sporting reminiscence with Fulham FC. Imperial College has regularly held group meetings with our clients in order to carry out their research and development projects.

## **Information and Advice**

During the year, four A&I clients provided feedback about their Attendance Allowance awards, reporting a total increase of over £8,000 income. Eight clients



applied for sheltered housing, while 45% of clients reported increased wellbeing and better management of financial problems thanks to the advice service.

Housing Association clients were the largest group of social housing tenants accessing the service, while clients aged 60-69 were the largest number of service users. Women were by far the largest accessors of the service, with almost 70% of all contacts. 38% of all contacts by ethnic group are white British. 70% of clients who inquired about benefits were concerned with income maximisation, and 83% of all housing inquiries related to sheltered accommodation.

Notable success stories included:

- Mr B, whose wife won her five-year appeal, was awarded £15,000 and a brand-new BMW when her appeal was overturned and a new decision was implemented
- Mr A, whose challenge for pension credit was successful – he was awarded £4,897 in over payments, and now his housing benefit contribution has fallen from £645 to £14.52 per month
- Mrs A, whose regulated tenancy includes succession, had her rental income confirmed without her worrying about losing her succession rights
- Mr R was struggling with extra costs due to his illness. He was receiving all the benefits he was entitled to. We identified several grants and schemes that would assist him to top up his income, such as McMillan grants for cancer patients, Charis grants, Thames water deductions schemes and local grants. His current private accommodation was too big and expensive for his needs and we helped him to apply for sheltered accommodation.

## **Shopping Service**

Our shopping service is as popular as ever and served 131 clients over the quarter.

Over the period, 126 individual shopping trips took place. We had seven new clients, meaning that we now have 43 unique service users with the service.

## **COVID-19**

During final third of the last quarter of the year, COVID-19 and social distancing caused an unprecedented increase in demands on our services. As a result, we took the decision to close our activity centre and charity shop. We not only adjusted our services and operations model, but also invented whole new services, with supporting infrastructure and resources. Some of the most significant changes and pressures landed with Volunteering Recruitment and the In-Touch Services, processing the vast influx of new volunteer applications and providing crucial help to the borough's older isolated residents.

Together with the Trustee Board, it was recognized that the organization needed to adapt in order to provide a crucial service during lockdown and beyond. Contingency and business continuity plans were written and presented to the Trustee Board. The trustees acknowledged the work required to ensure that risks were reduced, and they authorized a provision within the 20/21 budget to cover the anticipated extra

cost. Risk assessments are being continually monitored and reports produced to ensure maximum preparedness.

In light of these new demands, we created and quickly implemented a one-to-one Isolation Buddy Service, including all associated infrastructure and physical resources and guides. The service offers personal grocery shopping, prescription assistance or telephone befriending for older residents unable to leave their homes. All volunteers are reference checked, interviewed and DBS checked, an important process to safeguard the clients they are matched to. We trained a core team of volunteer champions, who are distributed across the borough. Each volunteer champion manages a team of local volunteers who are matched geographically to isolated residents. These volunteers offer ongoing support, a friendly face, voice and practical help with groceries, prescriptions and telephone befriending. This is all carefully monitored through a new structured monitoring programme, with regular checking, support and supervision sessions. The matched residents can have one grocery shop per week up to the value of £20, which they give to the volunteer in cash along with their shopping list. In two weeks, we received 180 requests for help, and matched 65 clients to an isolation buddy who offered ongoing weekly support for the duration of the lockdown. We recruited and assigned 13 volunteer champions and 21 volunteer buddies.

### **Charity Shop**

The charity shop continues to be a vital resource that helps to fund some of our activities and services. The staff and volunteers provide a community hub and a helpful environment that feels like a home-from-home. They work hard to provide a customer-friendly atmosphere so that shoppers are encouraged back regularly. The exciting and engaging window display is a credit to the team. I would like to thank all the donors for giving items to the shop so regularly. Without donations we wouldn't be able to raise that funds that we do and, in turn, provide the fantastic services.

### **Governance**

Throughout the year, both Dawn and I benefitted from invaluable guidance and support from our Chair, Robin Fawcett, and the Board of Trustees. Their good counsel, commitment and hard work is much appreciated and has enabled the organisation to meet its aims and objectives.

My sincere thanks to all our staff, volunteers, trustees and to friends of the organisation who support us to ensure that older people in Hammersmith and Fulham receive the care and attention they deserve.

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

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup>. March 2020.**

**COMPANY INFORMATION.**

Directors and Trustees throughout the year and since the year-end were as follows:

Robin Fawcett (Chair)  
Roger Lintern (resigned in year)  
Alistair Baxter (Vice-Chair)  
Bryan Naylor  
J. Anthony Hennessy (resigned in year)  
Akbar Ali (resigned in year)  
Janet Heath (resigned in year)  
Emmanuel Asamoah (Treasurer)  
Liz Baran (from 10<sup>th</sup>. September, 2019)  
Amanda Lloyd-Harris (co-opted 16<sup>th</sup>. June 2020)  
Alexandra Stainov (co-opted 16<sup>th</sup>. June 2020)  
James Flitton (co-opted 16<sup>th</sup>. June 2020)  
Seema Odedra (co-opted 16<sup>th</sup>. June 2020)

Chief Executive: Dawn Stephenson until 14<sup>th</sup>. August 2020

Interim Chief Executive during Dawn Stephenson's leave of absence and following Dawn Stephenson's departure: Derec Craig

Company Secretary: Andrew Thompson

Registered Company Number: 01685692 (Limited by Guarantee and Without a Share Capital in England and Wales)

Registered Charity Number: 289124 (in England and Wales)

Registered Office and principal place of business: 105, Greyhound Road,  
London, W.6 8NJ

Telephone number: 020 7386 9085

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

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

Auditors: Brown & Batts L.L.P. of Berkeley Square House, Berkeley Square,  
London.

Bankers:

Lloyds Bank P.L.C.  
Charities Aid Foundation

## Age UK Hammersmith & Fulham.

Annual Report for the year ended 31<sup>st</sup>. March 2020.

### Objects and Public Benefit.

#### Objects.

The objects of the charity are laid out in Article 4 of Association as follows:

#### 4. Objects.

*The Objects for which the Charity (the "Objects") is established and to which it is specifically restricted are to promote the following purposes for the benefit of the public and/or older people in and around Hammersmith and Fulham:*

*4.1. Preventing or relieving the poverty of older people;*

*4.2. Advancing education;*

*4.3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);*

*4.4. Promoting equality and diversity;*

*4.5. Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and*

*4.6. Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide;*

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

The charity is established for charitable purposes only under section 1(1) of the Charities Act 2011 because its objects:

- Conform with the purpose contained in section 3(1)(j) of the Act (*the relief of those in need because of youth, age, ill-health, disability, financial hardship or other disadvantage*), and
- Constitute a public benefit under section 4 of the Act.

#### Public Benefit.

The age restriction of the objectives to older people and the geographical restriction of the objectives to in and around the Borough do not obviate the application of section 4 of the Act.

The Trustees do have, and have had in the year, regard to the Charity Commission's guidance on public benefit.

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup> March 2020.**

**Governance, Organisation and Indemnity of Trustees.**

Governance - summary.

The governing documents of the charity comprise the Memorandum and Articles of Association.

Governance - in detail.

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

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

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

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

The Interim Chief Executive is the most senior employee and he manages the charity overall. The Interim Chief Executive reports to the Chair, who in turn reports to the Board.

A finance sub-committee meets quarterly.

Organisation.

The charity occupies the property at 105, Greyhound Road, Hammersmith. The property is owned by the Borough and is occupied by the charity at a nil rent although a service charge is payable.

The Greyhound Road property offers a hall, library, kitchen, café area, cyber café, meeting room, offices and a garden.

105, Greyhound Road is a day centre for the elderly, and provides luncheons cooked on the premises for several days per week, and various other services. These latter services include a cyber café, bingo, a keep fit class, an art class, advice and information, health & wellbeing, chess and draughts, and a pilates class.

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

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

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

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

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

#### Indemnity of Trustees.

Both at the date of signing of this report and throughout the year, Article 34.1 of Association required the charity to indemnify any Trustee in accordance with sections 232 to 234 of the Companies Act, 2006.

In particular, cover under an insurance policy held by the charity was available in respect of the indemnity of Trustees in the course of their duties. The annual premium paid by the charity was £482 in the year and in the previous year under the policy. The cover continued to be available at the date of this report.

**AGE UK HAMMERSMITH & FULHAM**  
**ANNUAL REPORT for the year ended 31<sup>st</sup> March 2020.**

**Finance Officer's Report.**

Basis of preparation of the financial statements.

The financial statements attached as appendix B comply with:

- The Accounting and Reporting by Charities: Statement of Recommended Practice,
- Section 1A of the Financial Reporting Standard 102 applicable in the U.K. and Republic of Ireland,
- The Companies Act, 2006, and
- The Memorandum and Articles of Association.

Funds.

Analysis.

At the year-end the funds of the charity totalled £618,555 and were split as to:

- An unrestricted general income fund of £459,037 which the Trustees can spend as they see fit within the object of the charity, and
- £156,077 of unrestricted income funds designated at the discretion of the Trustees for particular purposes, and
- £3,441 of restricted income funds to be disbursed at the direction of their presenter.

The unrestricted general income fund comprised the charity's reserve fund.

Further information on the charity's reserves policy can be found in another section of this annual report.

Designated funds.

Note fourteen to the financial statements provides further details.

Restricted funds.

Note sixteen to the financial statements provides further details.

Income and expenditure.

Total incoming resources were £615,218 and total resources expendable were £489,851. Accordingly, there was an excess of income over expenditure of £125,367 and this was the charity's overall surplus for the year.

Regarding unrestricted funds, the shop sales of donated goods of £102,312 continued the good business of the previous year's figure of £100,870. The support of Age UK National was appreciated through its annual grant and another grant issued jointly with Cadbury Foundation.

Legacy funding of £186,719 was available in the year. The charity is aware of the importance of this source of unrestricted income to the charity's funding.

A modest proportion of charitable activities of £22,782 was funded out of unrestricted funds,

together with governance costs of £20,571 and the costs of the fundraising of £53,928.

With unrestricted incoming resources of £322,628 and total resources expendable of £97,281, the unrestricted funds posted a surplus of £225,347.

The designated funds did not have any income nor expenditure in the year. They consisted of funds in hand at the beginning of the year and which were utilised by way of transfers to the unrestricted general income fund.

With restricted income of £292,590 and restricted expenditure of £392,570, the restricted funds posted a deficit of £99,980.

The unrestricted general income fund was drawn upon to provide the funding of the deficits on the restricted funds.

In order for us fully to deliver the Borough's S.L.A., we incurred additional expenditure amounting to £102,558 which was financed from our unrestricted general income fund. For future years, we intend to raise additional funds for this restricted fund's purpose and/or seek to reduce the expenditure disbursed by the latter fund.

The three other restricted funds posted a net overall surplus of £2,578. Within this, there was a small deficit on the Consultative Forum – Local and Vocal fund. That fund's deficit was subsidised from the unrestricted general income fund. The Local and Vocal project was due to end in the previous year after its planned three-year life span had come to a close funded by Comic Relief, but it was continued for a short while afterwards in the year unfunded externally.

#### Property use.

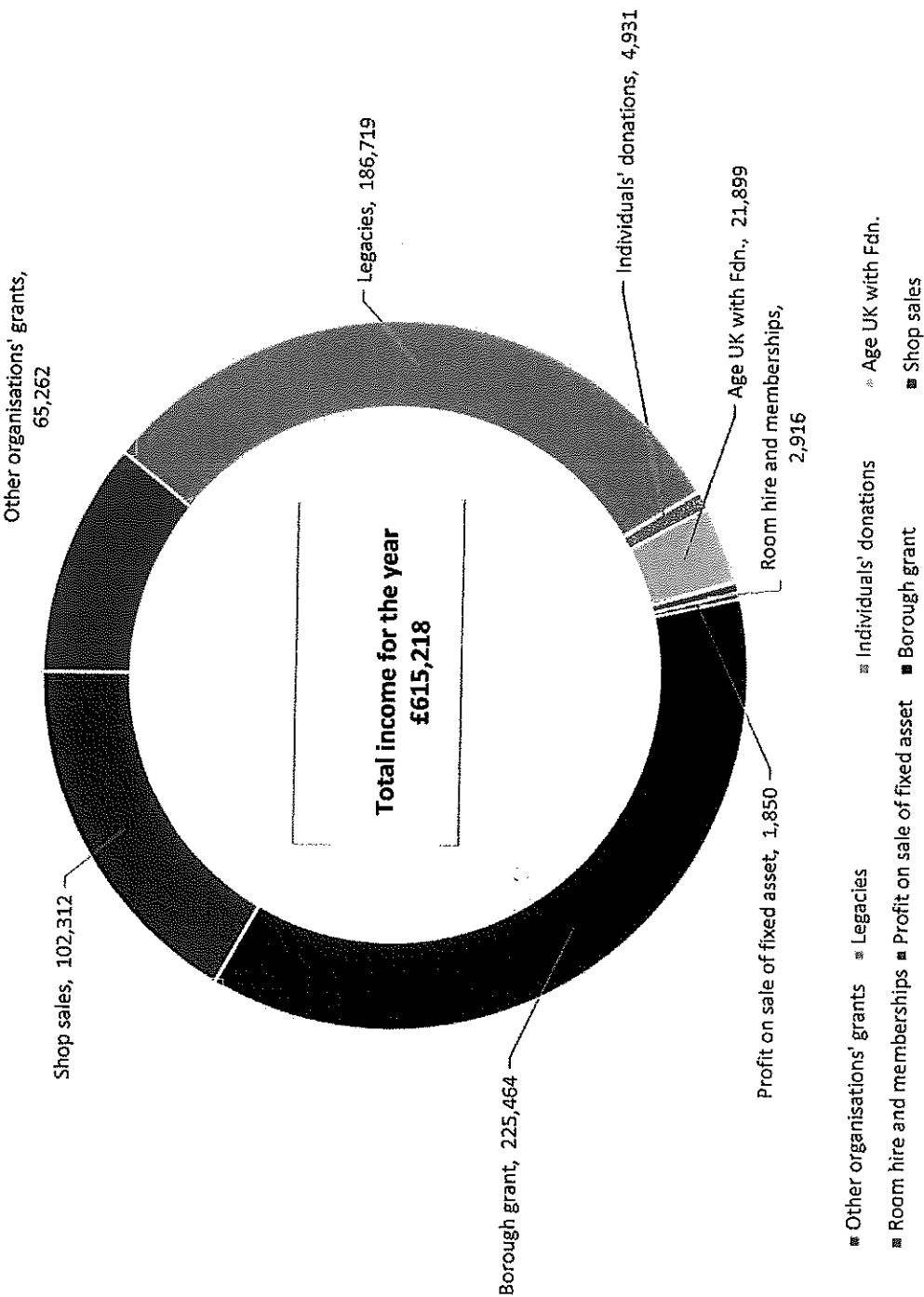
The charity appreciated the use of the Borough's premises at 105, Greyhound Road, Hammersmith at a nil rent. This benefit-in-kind has been brought into the financial statements as income and matched by the equivalent figure of rent within buildings expenditure.

#### Volunteers.

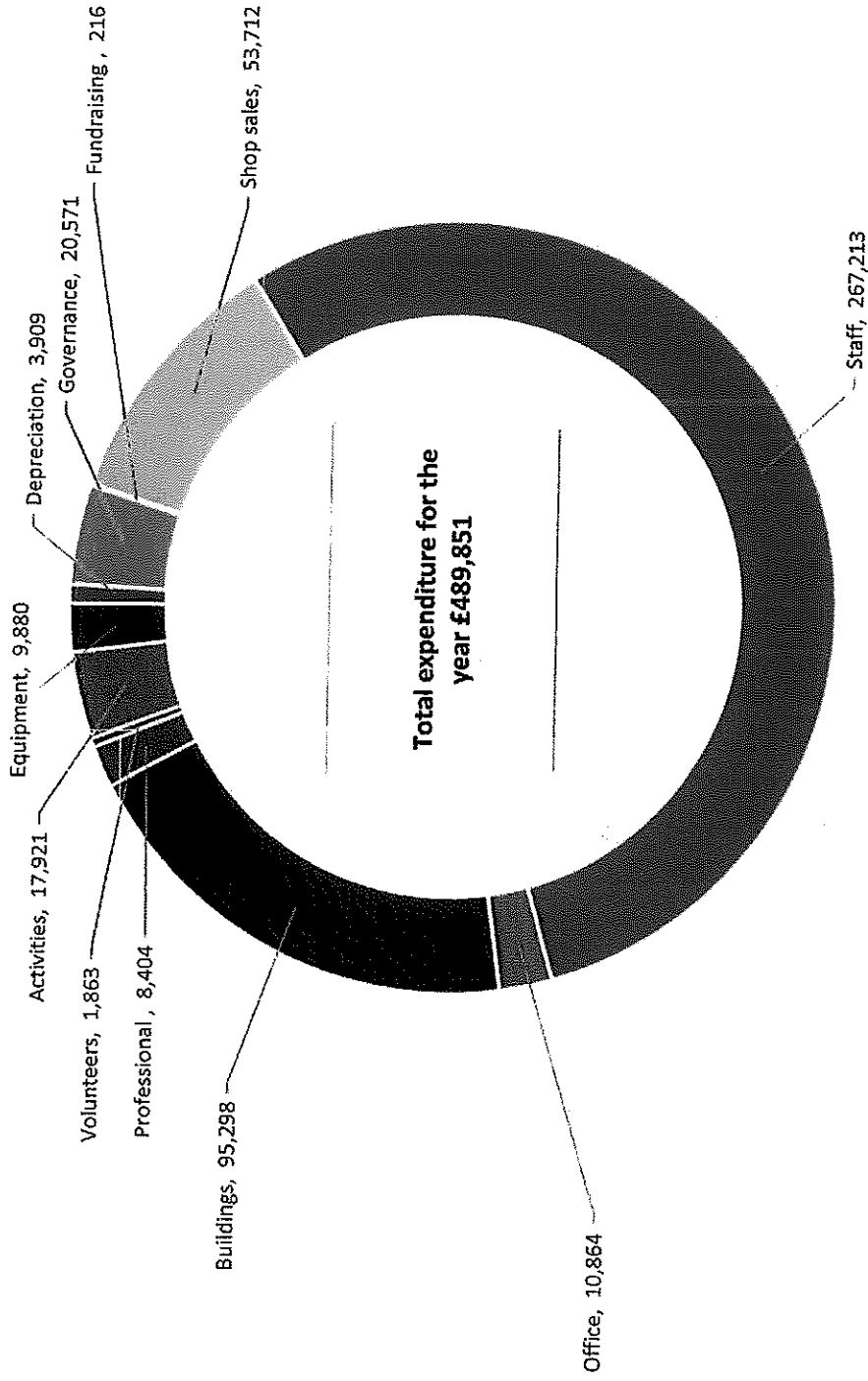
Their input is not quantified in the financial statements.



**Age UK Hammersmith & Fulham - Income for the year ended 31st. March, 2020 (£).**



**Age UK Hammersmith & Fulham - Income for the year ended 31st. March, 2020 (£).**



- Depreciation
- Governance
- Fundraising
- Shop sales
- Staff
- Office
- Buildings
- Professional
- Volunteers
- Activities
- Equipment

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup> March 2020.**

**RESERVES POLICY.**

**Basis and calculation of reserves.**

The reserves consist of that part of the unrestricted General income fund that is realisable within the next twelve months. The Trustees consider that they had reserves of £458,108 at 31<sup>st</sup> March, 2020, consisting of nearly all of the unrestricted General income fund.

**The level of reserves required to be held under the policy and its rationale.**

The policy of the charity is to hold reserves at any one time equivalent to six months' expenditure on all fronts, including expenditure out of restricted and unrestricted designated income funds. This level of reserves is designed to:

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

Reserves held in excess of those required under the policy will be expended on the charity's beneficiaries except where financial projections predict a fall in reserves to a level below that set by the policy (calculated before such expenditure on beneficiaries) in which case the reserves will be retained.

**Lease commitment at the shop in the West 12 Shopping Centre.**

The charity has not included any lease commitment in the definition of the level of reserves required to be held under the policy, insofar as the commitment extends beyond six months into the future. This is because:

- The shop sales will cover the service charge and business rates commitments there.
- A designated fund has been set up to cover shop costs.
- The lease expires on 26 February 2021.

**Lease commitment at 105, Greyhound Road (subject to contract).**

The charity has not included any lease commitment in the definition of the level of reserves required to be held under the policy, insofar as the commitment extends beyond six months into the future. This is because:

- The charity takes the view that it has complied, and will comply, with the terms of the Borough's funding and of the lease, so that the Borough will waive in full the annual market rent of £51,500.

- The business rates, service charge and insurance of the premises will be payable partly out of the funding from the Borough.
- The lease expires on 31 March 2021.

#### **Finance leases.**

The charity has not included any finance lease commitment in the definition of the level of reserves required to be held under the policy, insofar as the commitment extends beyond six months into the future. This is because of the immateriality of the item.

#### **Position at 31st. March, 2020.**

The forecast expenditure on all fronts for the twelve months to 31<sup>st</sup> March 2021 is £567,228, excluding the notional rent payable for 105, Greyhound Road. Thus, the reserves at 31<sup>st</sup> March, 2020 of £458,108 represented over nine months' worth of this expenditure.

The excess reserves of over three months of expenditure of £174,494 (£458,108 less six-twelfths of £567,228) will need to be retained given planned reserve levels in the future. This is the case particularly given the Covid-19 influenza pandemic of the calendar year 2020, which has reduced shop sales, reduced beneficiaries' charges and necessitated increased safety expenditure.

Accordingly, the policy has been achieved.

#### **Review of the policy.**

This is carried out annually by the charity.

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup> March 2020.**

**Risk Management.**

In acknowledging their responsibility towards risk management, the Trustees have considered the following:

- ✓ The charity operates in a low-risk environment.
- ✓ The charity is managed by the Chief Executive, who supervises the team of staff. The Chief Executive is in communication with the Chair of the Trustees and she attends every Board meeting of the Trustees.
- ✓ The charity operates from the day centre at 105, Greyhound Road, where the Chief Executive can maintain a close watch on the charity's operations.
- ✓ The Chief Executive carries out a documented risk management exercise which is agreed by the Trustees.

The Charity Commission defines major risks as those which:

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

The Trustees are of the view that:

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

**AGE UK HAMMERSMITH & FULHAM**  
**ANNUAL REPORT for the year ended 31<sup>st</sup> March 2020.**

**Statement of Trustees' Responsibilities.**

The Trustees are required by law to prepare this Annual Report and financial statements for each financial year which give a true and fair view of the state of affairs of the charity at the end of that year and of its incoming resources and expenditure of resources for the year then ended. In preparing those accounts, the Trustees are required to:

1. Select suitable accounting policies and then apply them consistently;
2. Make judgements and estimates that are reasonable and prudent;
3. State whether the accounting policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures being disclosed and explained in the accounts; and
4. Prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

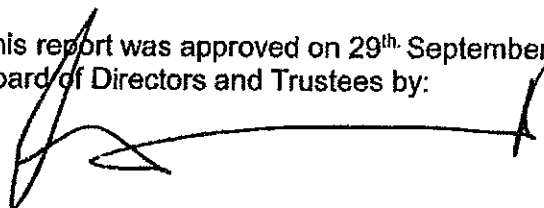
The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safe-guarding the assets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

**Auditor.**

The members at the forthcoming Annual General Meeting will be asked to approve the re-appointment of Brown & Batts L.L.P. as Auditor for the year ending 31<sup>st</sup> March 2021.

**Approval.**

This report was approved on 29<sup>th</sup> September, 2020, and is signed on behalf of the Board of Directors and Trustees by:



Mr. Robin Fawcett,  
Chair of Directors and Trustees.

## APPENDIX A.

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH AND FULHAM YEAR ENDED 31 March 2020.

We have audited the financial statements of Age UK Hammersmith and Fulham for the year ended 31 March 2020 set out in Appendix B on pages I to XVI which have been prepared on the basis of the accounting policies set out on pages III to VI.

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

#### **Respective responsibilities of trustees and auditor**

The responsibilities of, the Trustees (who are also the directors of the charity for the purposes of company law) for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the financial statements give a true and fair view are set out in the Statement of Responsibilities of the Trustees on page 22.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and have been prepared in accordance with the Companies Act 2006. We also report to you whether in our opinion the information given in the Trustees Annual Report is consistent with those financial statements.

In addition we report to you if in our opinion, the charity has not kept adequate accounting records, if the charity's financial statements are not in agreement with the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if certain disclosures of trustees' remuneration specified by law are not made.

We read the Trustees Annual Report and consider the implications for our report if we become aware of any apparent misstatements within it.

#### **BASIS OF AUDIT OPINION**

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

**APPENDIX A (CONTINUED).**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH AND FULHAM  
YEAR ENDED 31 March 2020**

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

**OPINION**

In our opinion:

- the financial statements give a true and fair view of the state of the charity's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended:
- The financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and the financial statements have been prepared in accordance with the Companies Act 2006; and the information given in the Trustees Annual Report is consistent with the financial statements.

  
**Zia Khan FCA (Senior Statutory Auditor)**

**For and on behalf of**

**Brown & Batts LLP**

**Chartered Accountants and Statutory Auditor**

Berkeley Square House

Berkeley Square

London W1J 6BD

30 ' 9 . 2020



**APPENDIX B.**

**AGE UK HAMMERSMITH & FULHAM.**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST. MARCH, 2020.**

**CONTENTS.**

- I           Income and Expenditure Account - Statement of Financial Activities.
- II           Balance Sheet.
- III          Notes to the Financial Statements.

AGE UK HAMMERSMITH & FULHAM.  
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST. MARCH, 2020.

STATEMENT OF FINANCIAL ACTIVITIES

		Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2019		
		<u>Unrestricted</u> <u>General</u> <u>income fund</u> <u>(reserves</u> <u>fund)</u>			<u>Unrestricted</u> <u>Designated</u> <u>income funds</u>	<u>Restricted</u> <u>income funds</u>	<u>Total of all</u> <u>funds</u>	<u>Total of all</u> <u>funds</u>
Note		£	£	£	£	£	£	£
<i>Income from:</i>								
Grants, legacies, donations, Age UK and other								
	Legacies	186,719	-	-	186,719	5,000		
	Individuals' donations	2b 4,449	-	482	4,931	8,081		
	Age UK with Fdn. and Age UK London - grants	2b 21,899	-	-	21,899	24,048		
	Other organisations' grants	2b 651	-	64,611	65,262	12,222		
	Room hire and memberships	2b 883	-	2,033	2,916	3,019		
	Profit on sale of fixed asset	2b 1,850	-	-	1,850	-		
	Charitable activities - contract with Borough	2a -	-	225,464	225,464	223,908		
	Shop sales of donated goods	102,312	-	-	102,312	100,870		
	Bank interest receivable	3,865	-	-	3,865	2,227		
	<b>Incoming resources in total</b>	<b>322,628</b>	<b>-</b>	<b>292,590</b>	<b>615,218</b>	<b>379,375</b>		
<i>Expenditure on:</i>								
Raising funds								
	Fundraising	4 216	-	-	216	9,765		
	Shop	4 53,712	-	-	53,712	53,711		
		53,928	-	-	53,928	63,476		
Charitable activities								
	Staff	3 11,367	-	255,848	267,213	235,982		
	Buildings	3 6,344	-	88,954	95,298	92,379		
	Professional fees	3 1,140	-	7,264	8,404	11,730		
	Volunteers	3 26	-	1,837	1,863	1,028		
	Office	3 1,845	-	9,019	10,864	12,309		
	Activities	3 1,018	-	16,903	17,921	20,070		
	Equipment	3 548	-	9,332	9,880	6,073		
	Depreciation	3 494	-	3,415	3,909	3,201		
	<b>Governance</b>	<b>5 20,571</b>	<b>-</b>	<b>-</b>	<b>20,571</b>	<b>11,167</b>		
	<b>Resources expendable in total</b>	<b>97,281</b>	<b>-</b>	<b>392,570</b>	<b>489,851</b>	<b>457,415</b>		
	<b>Net incoming resources/(resources expendable) for the year</b>	<b>225,347</b>	<b>-</b>	<b>(99,980)</b>	<b>125,367</b>	<b>(78,040)</b>		
<i>Transfers between funds:</i>								
	Absorption of deficits on various restricted income funds by the general fund	16 (103,421)	-	103,421	-	-		
	Absorption by designated funds of staff, shop and vehicle costs that were previously borne by the general fund	14 82,119	(82,119)	-	-	-		
	<b>Funds at 31st. March, 2019</b>	<b>254,992</b>	<b>238,196</b>	<b>-</b>	<b>493,188</b>	<b>571,228</b>		
	<b>Funds at 31st. March, 2020</b>	<b>£ 459,037</b>	<b>£ 156,077</b>	<b>£ 3,441</b>	<b>£ 618,555</b>	<b>£ 493,188</b>		

This account has been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice (Financial Reporting Standard 102 version).

The notes on pages III to XVI form part of the financial statements.

AGE UK HAMMERSMITH & FULHAM.  
BALANCE SHEET AS AT 31ST. MARCH, 2020.

	Note	At 31st. March, 2020 £	At 31st. March, 2020 £	At 31st. March, 2019 £	At 31st. March, 2019 £
<b>FIXED ASSETS</b>					
Tangible assets					
Fixtures and equipment - finance-leased	13	3,000		6,000	
Fixtures and equipment - owned	13	<u>3,638</u>		<u>-</u>	
			<u>6,638</u>		<u>6,000</u>
<b>CURRENT ASSETS</b>					
Debtors					
Debtors					
Value added tax recoverable		85		4,380	
Prepaid expenditure		3,630		6,977	
Accrued income - grants		3,071		6,884	
Accrued income - other		5,100		9,386	
		<u>-</u>		<u>662</u>	
		11,886		28,289	
Cash at bank and in hand		<u>623,657</u>		<u>482,217</u>	
			635,643		510,506
<b>CURRENT LIABILITIES</b>					
Creditors: Amounts falling due within one year					
Credit card					
Bought ledger		1,239		1,512	
Payroll taxation and social security		792		-	
Finance leases		6,778		6,360	
Accrued expenditure		3,025		2,675	
		<u>10,019</u>		<u>8,973</u>	
			(21,853)		(18,520)
<b>NET CURRENT ASSETS</b>			<u>613,690</u>		<u>491,986</u>
<b>NON-CURRENT LIABILITIES</b>					
Creditors: Amounts falling due after one year					
Finance leases			<u>(1,773)</u>		<u>(4,798)</u>
<b>TOTAL ASSETS LESS LIABILITIES</b>			<u>£ 618,555</u>		<u>£ 493,188</u>
<b>CAPITAL AND RESERVES</b>					
Income and expenditure account					
Unrestricted General Income Fund	17	459,037		254,992	
Other reserves					
Unrestricted Designated Income Funds	14	<u>156,077</u>		<u>238,196</u>	
Total Unrestricted Funds		615,114		493,188	
Restricted Income Funds	16	3,441		-	
		<u>£ 618,555</u>		<u>£ 493,188</u>	

Approved on behalf of the Directors and Trustees on 29th. September 2020 with their authority by:

Mr. Robin Fawcett  
Chair of Directors and Trustees

Mr. Emmanuel Asamoah  
Treasurer, Director and Trustee

The notes on pages III to XVI form part of the financial statements.

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,**  
**2020.**

III

**1 ACCOUNTING POLICES.**

**1.01 General, including the Basis of Preparation of the Accounts.**

The accounts have been prepared, and the accounting policies below are, in accordance with:

- The Companies Act of 2006,
- The Accounting and Reporting by Charities: Statement of Recommended Practice FRS 102 version (S.O.R.P.), and
- The applicable accounting standard: The Financial Reporting Standard 102 (FRS 102) applicable in the U.K. and the Republic of Ireland. The charity has taken advantage of section 1A of FRS 102 due to its small size.

The accounts have been prepared under the historical cost convention, as modified by the measurement of financial assets and liabilities at fair value.

The financial statements were prepared on the going concern basis. The Trustees have a reasonable expectation that the charity will continue in operational existence for the foreseeable future.

The charity's significant accounting policies are stated in this note. Not all of these significant accounting policies required the Trustees to make difficult, subjective or complex judgments or estimates. The assets and liabilities of the charity that were subjected to a significant degree of estimation or judgement were: depreciation of assets, the timing of the capitalisation of costs and assets and the recoverability of trade debt.

**1.02 Donations and Legacy.**

Donations and the legacy were credited as income when there was certainty as to their amount and the entitlement of the charity thereto, and there was probability as to receipt.

Donated goods (apart from those for resale in the shop), facilities and services were included in income at the value thereof to the charity i.e. the amount that the charity would have paid for the goods, facilities and services or their equivalent on the open market. The income was matched by the equivalent expenditure. The use of the day centre provided by the Borough rent-free was brought into the financial statements as income at the market rent together with the equivalent rental expenditure for the first time. This was a change in accounting policy and further information is provided in note twelve.

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

Income other than grant income is recognised at the fair value of the consideration received or receivable for the goods and services provided.

The services of volunteers have not been brought into the financial statements.

**AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,  
2020.**

**IV**

**1.03 Grants and Contracted Income.**

These incomes were credited as income on the earlier date of when they were received or when they were receivable unless it was specified that they were for a future accounting period, in which case they were included in the balance sheet as deferred income. As a pre-requisite, the incomes were only credited or deferred as income when there was certainty as to their amount, the entitlement of the charity thereto and probability as to their receipt.

Grants were allocated to the head of:

- Income from charitable activities

If they were obtained by way of an involved and detailed application process, and followed by close monitoring and supervision by the grantor. Grants were not allocated to this head if they were obtained by straightforward means, with limited follow-up of their spending undertaken by the grantor.

Contractual income was allocated to this head, because the services provided constituted activities in the furtherance of the charity's object.

Grants and contracted income received for specific purposes were accounted for as restricted funds.

Grants for the purchase of fixed assets were credited in full as income and held as a restricted fund during the life of the assets that they had wholly or partly purchased. The restricted fund was charged each year with depreciation.

**1.04 Restricted Income Funds.**

Restricted funds were used for the specific purposes laid down by the contractor, donor or grantor in the furtherance of the object of the charity. Charitable expenditure which met those criteria was charged to the fund.

**1.05 Unrestricted General Income Fund.**

This fund comprised grants, donations, legacies, shop sales and other income raised for the object of the charity without further specified purpose.

**1.06 Unrestricted Designated Income Funds.**

These funds were unrestricted income funds set aside by the Trustees for particular purposes.

**1.07 Expenditure on Charitable Activities.**

Staff and other support costs were allocated to the various activities or projects of the charity based upon the direct staff costs involved in delivering direct charitable activities.

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,**  
**2020.**

V

Staff costs were allocated to various activities on the basis of staff time spent on those activities and other expenses were allocated having regard to actual consumption, floor areas, nature of the activity and other criteria.

In distinguishing between the following two heads of expenditure incurred on charitable activities:

- Directly, and
- Support,

the basic rule was that if it were impractical to allocate non-staff expenditure between one head and the other then such non-staff expenditure was split equally between the two.

Expenditure was provided for when the charity had an obligation to transfer value to a third party and was allocated on reasonable and justifiable grounds.

**1.08 Expenditure on Raised Funds.**

This unrestricted expenditure comprised the cost of operating the charity shop, the fees of the fundraising consultants and costs incurred in inducing people and organisations to contribute financially to the object of the charity, whether for a restricted purpose or not.

Expenditure was provided for when the charity had an obligation to transfer value to a third party and was allocated on reasonable and justifiable grounds.

**1.09 Expenditure on Governance.**

This unrestricted expenditure related to the costs of running the charity such as the audit and of other statutory compliance, and included any costs which could not be identified as charitable expenditure on activities or incurred on raised funds.

Expenditure was provided for when the charity had an obligation to transfer value to a third party and was allocated on reasonable and justifiable grounds.

**1.10 Depreciation of Tangible Fixed Assets.**

The policy was to provide depreciation on all tangible fixed assets at rates calculated to write off the cost of each asset over its estimated useful life on a straight line basis. The policy includes a full year's depreciation being provided in the year of purchase.

The policy details were:

- Fixtures and equipment owned - 20% p.a.
- Fixtures and equipment finance-leased – evenly over a period equal to that of the lease.
- Motor vehicles – 20% p.a.
- Assets costing under £1,000 were written off in the year of purchase.

**AGE UK HAMMERSMITH & FULHAM,  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,  
2020.**

VI

**1.11 Pension costs.**

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

The pension costs represented the contributions payable to these schemes.

**1.12 Leases.**

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

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

**1.13 Value Added Tax.**

The Charity was registered for the tax and was partially exempt for this purpose. The charity was under the de minimis threshold for the purpose of the recovery of VAT paid that was attributable to exempt business activities, and accordingly the charity was able to recover from H.M. Revenue & Customs all of the VAT paid that was attributable to income within the scope of VAT. VAT paid that was not recoverable from H.M. Revenue & Customs on the ground that it was attributable to income outside the scope of VAT was included in governance costs.

**1.14 Bad debts.**

Provisions were made against monies due to the charity where the debts were overdue and the recovery was in doubt. Debts were written-off according to procedures agreed by the Trustees.

**1.15 Other financial instruments.**

Basic financial instruments were recognised as the amounts payable or receivable when the instrument was first recognised together with any subsequent transaction costs, but modified in respect of trade debtors for the assessment of potential bad debts.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.

## 2. INCOME.

	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2019
	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total</u>	<u>Total</u>
	£	£	£	£

## 2a. INCOME FROM CHARITABLE ACTIVITIES.

London Borough of Hammersmith & Fulham (L.B.H.& F.) - service level agreement (S.L.A.) under contract - receivable from the third sector investment fund (3SIF)	-	160,000	160,000	160,000
London Borough of Hammersmith & Fulham (L.B.H.& F.) - use of their premises at 105 Greyhound Road at a zero rent - benefit-in-kind valued at market rent	-	51,500	51,500	51,500
London Borough of Hammersmith & Fulham (L.B.H.& F.)	-	211,500	211,500	211,500
Beneficiaries' charges - 105 Greyhound Road activities	-	12,826	12,826	11,194
Beneficiaries' charges - Transport	-	1,138	1,138	1,214
Beneficiaries' charges under S.L.A. with London Borough of Hammersmith & Fulham	-	13,964	13,964	12,408
Totals	£ -	£ 225,464	£ 225,464	£ 223,908

## 2b. INCOME FROM GRANTS, DONATIONS, AGE UK AND OTHER (see also note 12 regarding benefits received).

Sale proceeds of shop van (written-down to nil)	1,850	-	1,850	-
Profit on sale of fixed asset	£ 1,850	£ -	£ 1,850	£ -
Lottery for Digital Inclusion	-	60,398	60,398	-
Local and Vocal Forum from Home Office (2019: from Comic Relief)	-	100	100	9,386
Various organisations	259	-	259	2,518
Pinnacle Housing Group	-	1,000	1,000	-
Avis	-	1,888	1,888	-
Santander	-	500	500	-
Hyde Park Residence Ltd.	-	294	294	318
Employee volunteering	-	140	140	-
Waitrose	200	-	200	-
Lloyd Whyte Financial Planning	192	-	192	-
Lloyds Bank	-	291	291	-
Other organisations' grants	£ 651	£ 64,611	£ 65,262	£ 12,222
Room hire	-	2,033	2,033	1,404
Memberships	883	-	883	1,615
Room hire and memberships	£ 883	£ 2,033	£ 2,916	£ 3,019
Website donations	367	-	367	961
Sundry individuals' donations at 105 Greyhound Road centre	516	-	516	1,342
Sundry individuals' donations at shop	178	-	178	-
Gardening	-	395	395	-
Cyber cafe	-	32	32	-
Teas & coffees	-	55	55	-
Payroll giving	668	-	668	-
Sundry income	30	-	30	-
Raffle ticket sales	-	-	-	778
Individual's donation	-	-	-	5,000
Individual's donation	2,690	-	2,690	-
Individuals' donations	£ 4,449	£ 482	£ 4,931	£ 8,081
Age UK National	15,000	-	15,000	22,500
Age UK National/Cadbury Fdn.	5,000	-	5,000	-
Age UK London	1,899	-	1,899	1,548
Age UK National with Fdn. and Age UK London - grants	£ 21,899	£ -	£ 21,899	£ 24,048



AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.  
3. EXPENDITURE ON CHARITABLE ACTIVITIES.

Totals of funds.	Direct			Direct			Direct			Support			Totals			Totals		
	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	
Staff	6,315	34,243	99,388	223	-	-	10,418	111,574	5,052	10,418	111,574	11,367	255,846	11,367	255,846	267,213	235,982	
Buildings	3,172	3,058	41,369	100	-	-	3,058	41,369	3,172	3,058	41,369	6,344	88,954	6,344	88,954	95,298	92,379	
Professional Volunteers	504	504	2,980	-	-	-	765	3,015	636	765	3,015	1,140	7,264	1,140	7,264	8,404	11,730	
Office	13	165	765	-	-	-	142	765	13	142	765	26	1,837	26	1,837	1,863	1,028	
Activities	293	2,288	2,873	160	229	-	596	2,873	1,552	596	2,873	1,845	9,019	1,845	9,019	10,864	12,309	
Equipment	509	-	16,066	480	357	-	-	-	509	-	-	1,018	16,903	1,018	16,903	17,921	20,070	
Depreciation	274	820	3,846	-	-	-	820	3,846	274	820	3,846	548	9,332	548	9,332	9,880	6,073	
	247	247	2,921	-	-	-	247	-	247	247	494	494	3,415	494	3,415	3,909	3,201	
	<b>£ 11,327</b>	<b>£ 41,325</b>	<b>£ 170,208</b>	<b>£ 963</b>	<b>£ 586</b>	<b>£ 586</b>	<b>£ 16,046</b>	<b>£ 163,442</b>	<b>£ 11,455</b>	<b>£ 16,046</b>	<b>£ 163,442</b>	<b>£ 22,782</b>	<b>£ 392,570</b>	<b>£ 22,782</b>	<b>£ 392,570</b>	<b>£ 415,352</b>	<b>£ 382,772</b>	<b>£ 382,772</b>

Direct expenditure comprised costs that related directly to a single activity, e.g. the cost of purchasing kitchen provisions for the cooking of meals under the S.L.A.  
Support expenditure comprised the costs of certain central support functions shared across more than one activity undertaken by the charity e.g. the staff cost of the Finance Officer.

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.**

**4. EXPENDITURE ON RAISING FUNDS (refer to S.O.F.A. for shop sales proceeds received).**

	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2020	Year ended 31st. March, 2019
	<u>Unrestricted</u> <u>Fundraising</u>	<u>Unrestricted</u> <u>Shop</u>	<u>Total</u>	<u>Total</u>
	£	£	£	£
Staff	-	32,018	32,018	30,276
Buildings	-	17,003	17,003	18,029
Professional	-	1,454	1,454	10,687
Volunteers	-	1,068	1,068	121
Office	-	202	202	57
Activities	-	1,857	1,857	2,529
Equipment	-	110	110	1,549
Website	216	-	216	228
	<u>216</u>	<u>53,712</u>	<u>53,928</u>	<u>63,476</u>

**5. EXPENDITURE ON GOVERNANCE.**

	<u>Unrestricted</u>	<u>Unrestricted</u>
Staff costs	1,263	1,532
Sundries	3	22
Books and software	3,636	3,721
Value added tax	3,217	626
Bank charges	782	773
Subscriptions	1,242	1,024
Audit	2,500	2,800
Annual General Meeting, Board meetings & Annual Report	61	573
Legal	13	13
Due diligence report on possible merger	7,750	-
Payroll	104	83
	<u>£ 20,571</u>	<u>£ 11,167</u>

**6. FINANCIAL COMMITMENTS ACCRUING AFTER THE YEAR-END AND NOT PROVIDED FOR IN THE FINANCIAL STATEMENTS - FINANCE LEASES.**

*Finance charges and depreciation*

	At 31st.March, 2020	At 31st.March, 2019
Overall	<u>£ 3,486</u>	<u>£ 7,233</u>
Within one year (for a commitment expiring after one year)	<u>£ 3,397</u>	<u>£ 3,747</u>

**7. FINANCIAL COMMITMENTS ACCRUING AFTER THE YEAR-END AND NOT PROVIDED FOR IN THE FINANCIAL STATEMENTS - BUSINESS RATES AND SERVICE CHARGES DUE UNDER PROPERTY LEASES.**

For a commitment expiring within one year

	At 31st.March, 2020	At 31st.March, 2019
--	------------------------	------------------------

105, Greyhound Road (2019: For a commitment expiring after one year)

	<u>£ 17,000</u>	<u>£ 31,665</u>
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Shop

	<u>£ 9,388</u>	<u>£ -</u>
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**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.**

**8. STAFF COSTS.**

	Year ended 31st. March, 2020 £	Year ended 31st. March, 2019 £
Salaries	267,297	240,467
Agency staff	532	-
Social Security	17,040	15,092
Pension contributions	12,479	10,292
Recruitment	1,784	702
Travel	109	71
Training	1,254	1,166
	<u>£ 300,495</u>	<u>£ 267,790</u>

Deducted in the financial statements as follows:

Charitable activities	267,213	235,982
Generated funds	32,018	30,276
Governance	1,263	1,532
	<u>£ 300,494</u>	<u>£ 267,790</u>

The average numbers of staff employed during the year were:

	2020 Number	2019 Number
Full-time	2.00	2.00
Part-time	14.00	11.00
	<u>16.00</u>	<u>13.00</u>
Full-time equivalents of posts	<u>10.35</u>	<u>8.50</u>

Full-time equivalents of posts were analysed as follows:

<u>Post description</u>	<u>Main activity</u>		
Chief Executive/Interim Chief Executive (from just before year-end)	S.L.A.	0.80	0.80
Service Coordinator	S.L.A.	0.90	0.90
Volunteer Coordinator (one at year-end, previously two)	S.L.A.	1.00	1.20
Volunteer Coordinator's Assistant	S.L.A.	0.30	-
Marketing & Communications Coordinator	S.L.A.	0.60	0.60
Finance Officer	S.L.A.	0.50	0.50
Advice & Information Workers (two)	S.L.A.	1.00	0.55
Shop Manager	As post description	1.00	1.00
Shop Manager's assistant	As post description	0.40	0.40
Driver	S.L.A.	0.70	0.70
Digital Inclusion Coordinator	As post description	0.60	-
Digital Inclusion Monitor	As post description	0.60	-
Digital Inclusion Outreach Worker	As post description	0.40	-
Interim Local and Vocal Project Co-ordinator of the Hammersmith & Fulham Older Peoples' Consultative Forum	As post description	-	0.30
Operations Manager (promoted to Interim C.E. just before year-end)	S.L.A.	1.00	1.00
Administrator	S.L.A.	0.55	0.55
Full-time equivalents		<u>10.35</u>	<u>8.50</u>

Not any employee earned a salary of £60,000 per annum or more in either year.

**AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.**

**9. TAXATION.**

The charity was not liable to United Kingdom corporation tax in either year because:

- a) Its income from charitable activities and various grants were obtained from undertaking activities that were primary purposes of the charity.
- b) The sales at the shop were the result of the conversion of donated goods to cash.
- c) The other income was applied for charitable purposes.

There was minimal recovery of United Kingdom income tax under the gift aid scheme in either year.

The charity had been registered for European value added tax for many years. Shop sales of donated goods were subject to the tax at a zero rate and the charity's remaining income was either exempt from the tax under the welfare provisions or outside the scope of the tax. In both years the charity recovered the majority of the tax that it had paid.

**10. OPERATING LEASES.**

The charity's occupations of the shop and of 105, Greyhound Road were as the result of operating leases. See note 1.12.

**11. TRUSTEES' REMUNERATION, BENEFITS, INDEMNITY INSURANCE AND EXPENSES.**

The Trustees, and persons connected with them, were not entitled to, and did not receive, any remuneration or benefits in either year, other than cover under an insurance policy that included Trustees' indemnity. The Articles of Association permit the taking out of the insurance policy. The annual premium paid was £482 in each of both years under the policy. Expenses were not reimbursed to Trustees in the year. In the previous year, one Trustee was reimbursed for the business expenses of travel of £38 between his home and the day centre.

**12. BENEFITS-IN-KIND.**

The annual rent due to the Borough under the charity's occupation of the property at 105, Greyhound Road was nil (2019: nil). The annual market rent of £51,500 has been brought into income as a benefit-in-kind in both years, and a corresponding rent charge of the same figure has been included in expenditure in both years.

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

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

**AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.**

**13. FIXED ASSETS.**

**TANGIBLE FIXED ASSETS FOR CHARITY USE.**

<b>Cost:</b>	<b>Fixtures and Equipment (finance-leased) £</b>	<b>Fixtures and Equipment (owned) £</b>	<b>Total £</b>
At 31st. March, 2019	9,000	2,905	11,905
Additions	-	4,547	4,547
At 31st. March, 2020	<u>9,000</u>	<u>7,452</u>	<u>16,452</u>
<b>Accumulated Depreciation:</b>			
At 31st. March, 2019	3,000	2,905	5,905
Charge for year	3,000	909	3,909
At 31st. March, 2020	<u>6,000</u>	<u>3,814</u>	<u>9,814</u>
<b>Net book value:</b>			
At 31st. March, 2019	<u>£ 6,000</u>	<u>£ -</u>	<u>£ 6,000</u>
At 31st. March, 2020	<u>£ 3,000</u>	<u>£ 3,638</u>	<u>£ 6,638</u>

**AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.**

**14. UNRESTRICTED DESIGNATED INCOME FUNDS.**

The Trustees had designated funds for the following purposes :

	At 31st. March, 2019 £	Transfers to unrestricted General income fund - absorption of costs £	At 31st. March, 2020 £
Staff and shop costs	236,829	(81,849)	154,980
Maintenance of minibuses	1,367	(270)	1,097
	<b>£ 238,196</b>	<b>(£ 82,119)</b>	<b>£ 156,077</b>

Note.

The staff and minibuses maintenance costs comprised those charged to the service level agreement restricted income fund but not covered by the income of that fund.

**AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.**

**15. FUNDS - REPRESENTATION BY NET ASSETS.**

Fund balances at 31st. March, 2020 were represented by:

	Unrestricted General income £	Unrestricted Designated income £	Borough's contract restricted income £	Digital Inclusion restricted income £	Pinnacle restricted income £	C. Forum Local & Vocal restricted income £	Total £
Tangible Fixed Assets	929	-	4,780	929	-	-	6,638
Current Assets	708	-	10,736	342	-	100	11,886
Cash at Bank and in Hand	466,270	156,077	(2,885)	3,675	414	106	623,657
Creditors: Amounts falling due within one year	(8,622)	-	(11,354)	(1,671)	-	(206)	(21,853)
Creditors: Amounts falling due after one year	(248)	-	(1,277)	(248)	-	-	(1,773)
<b>Total Net Assets</b>	<b>£ 459,037</b>	<b>£ 156,077</b>	<b>£ -</b>	<b>£ 3,027</b>	<b>£ 414</b>	<b>£ -</b>	<b>£ 618,555</b>

The unrestricted funds had sufficient assets in an appropriate form to enable their objectives to be achieved. The Borough restricted fund, although not in deficit as regards its net assets, was overdrawn at the bank. However, it was supported by cash advanced by the unrestricted funds.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.

16. RESTRICTED INCOME FUNDS.

	At 31st. March, 2019 £	Income from charitable activities £	Income: Grants, donations and other £	Beneficiaries' charges £	Total income £	Total expenditure £	Surplus/ (deficit) for the year £	Transfers from unrestricted General income fund £	At 31st. March, 2020 £
L.B.H.& F.	-	211,500	-	13,964	225,464	(328,022)	(102,558)	102,558	-
Non-L.B.H.& F.	-	-	5,628	-	5,628	(5,628)	-	-	-
	-	211,500	5,628	13,964	231,092	(333,650)	(102,558)	102,558	-
Funds for Borough's contractual activities	-	-	60,398	-	60,398	(57,371)	3,027	-	3,027
Digital Inclusion - funded by Lottery	-	-	1,000	-	1,000	(586)	414	-	414
Pinnacle Housing Group - for health fairs	-	-	100	-	100	(963)	(863)	863	-
Consultative Forum - Local and Vocal	-	-	-	-	-	-	-	-	-
Other restricted funds	-	-	61,498	-	61,498	(58,920)	2,578	863	3,441
All restricted funds	£ -	£ 211,500	£ 67,126	£ 13,964	£ 292,590	(£ 392,570)	(£ 99,980)	£ 103,421	£ 3,441



**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2020.**

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16. RESTRICTED FUNDS (CONTINUED).

Service level agreement (S.L.A.).

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

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

Other restricted funds.

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

Pinnacle Housing Group granted funds towards the cost of health fairs. Funds were held at the year-end for future deployment.

The Hammersmith & Fulham Older Peoples' Consultative Forum continued in the year whereby at monthly meetings in a local church beneficiaries were kept advised of various matters and allowed to give their response. Funding from Comic Relief under a three-year initiative ended in the previous year for this work under the 'Local and Vocal' banner. The work was continued externally unfunded in the year.

17. UNRESTRICTED GENERAL INCOME FUND.

Core.

This fund continued the general work of the charity.

Fundraising.

Funding was raised under campaigns through the JustGiving website.

Shop.

Shop sales of donated inventories continued in the West 12 Shopping Centre in Shepherd's Bush. The charity occupied the premises under a rent-free concession from the owner of the Shopping Centre, although a service charge was payable.

18. COMPANY INFORMATION.

- Registered Company Number: 01685692 (Limited by Guarantee and Without a Share Capital in England and Wales).
- Registered Charity Number: 289124 (in England and Wales).
- Registered Office: 105, Greyhound Road, London, W.6 8NJ.
- The charity is a public benefit entity.