

AGE UK HAMMERSMITH & FULHAM.
ANNUAL REPORT
AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST. MARCH, 2021.

COMPANY NO. 01685692.

CHARITY NO. 289124.

AGE UK HAMMERSMITH & FULHAM
ANNUAL REPORT for the year ended 31st. March 2021.

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AGE UK HAMMERSMITH & FULHAM**ANNUAL REPORT Y.E. 31 MARCH 2021****CHAIR'S REPORT**

A crisis often brings out the best in people. I believe we at Age UK Hammersmith and Fulham have truly shown our best during the tribulations of the past year.

Not only did we keep providing many of our usual services for our beneficiaries, but we also developed new ones to suit the changed times. Although we were in *lockdown*, we certainly didn't lock down. Quite the reverse. We swung into action with an incredible array of new services which are detailed in Derec Craig's report.

We were amongst the first charities in the borough to re-open after each lockdown, making sure that those who rely on us for physical contact and friendship were not let down.

We ended the year with a modest deficit, which the trustees had previously approved. We are very grateful for the legacies and donations we received during the year. I would also like to pay special thanks to:

- The London Borough of Hammersmith and Fulham for their continuing support
- Land Securities plc for their retail support

Looking forward, we have strategic plans to increase our footprint within the borough. Our overarching aim is to reach more elderly people who need our services and to assist them on their route to the alleviation of loneliness.

None of this is possible without the support, creativity and dedication of our marvellous team, both staff and volunteers, led by Derec. They deserve our sincere thanks for what has been a gruelling year.

We say goodbye with thanks to Bryan Naylor who has served as a trustee for many years. He brought to us his extensive knowledge of local government and civic society. He was also the driving force behind the Consultative Forum.

Robin Fawcett

Chair

AGE UK HAMMERSMITH & FULHAM

ANNUAL REPORT Y.E. 31 MARCH 2021

CHIEF EXECUTIVE'S REPORT

It has been a challenging year for everyone living through the pandemic. But it has been even more difficult for older people, as they have been required to shield at home and are particularly susceptible to COVID-19. During that time, we have lost some of our clients and our heartfelt condolences go out to their families and friends. On a brighter note, the vaccination programme has been going well and most, if not all, of our cohort will have had both doses, allowing them to safely re-emerge into everyday society.

The Tribulation of 2020/21

The pandemic meant that our activity centre and charity shop was closed for approximately eight months of that year. This resulted in reduced income from our shop, and we were forced to radically adjust our service provision to ensure that we were still able to meet the desperate needs of older residents. We helped to address digital poverty, created a meal delivery service, and set up groups of volunteers to provide practical help such as prescription collection and essential shopping. We moved some of our activities, such as bingo, art, and exercise classes, online using Zoom so participants could join in from their homes. We worked with various commercial organisations to provide freshly-made meals and delivery to clients' homes on Mondays to Fridays during lockdown. Reducing loneliness and isolation, and improving health and wellbeing are our ongoing aspirations for all older people, but last year's lockdowns had demonstrable negative effects on this population and on those shielding. Our aim is to provide an increasing range of preventative services to ensure that, as people live for longer, their later 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 adapting our services and activities to cope with lockdown and the closure of our activity centre for most of the 12 months. During the 2020/21, our key achievements have included:

- Supporting 1,372 older people, with 9,922 contacts with our service users.
- We delivered up to 166 befriending volunteering hours per week, we made 78 new companionship befriending matches, and up to 140 older people received a weekly befriending service.
- 156 older people received ongoing practical help and 57 older people received one-off practical help.
- We had a total of 75 unique shopping service users and ran 128 shopping trips.
- We had 839 Advice and Information client contacts with a mix of telephone appointments and face-to-face contact.
- 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.
- We held 831 one-to-one digital skills sessions and 288 one-to-one outreach information sessions. We also provided 83 staff training interventions.
- We had over 230 active volunteers. 74 new volunteers were recruited, and 39 pre-existing volunteers re-engaged.

Befriending

According to research conducted by Age UK, social isolation is an objective measure of the number of contacts that people have, whilst loneliness is a subjective feeling about the gap between a person's desired and actual levels of social contact. Loneliness occurs when people's ability to have meaningful conversations and interactions is inhibited. Social activities are an essential component of successful approaches to tackling loneliness, but for many lonely people such activities are only effective when complemented by emotional and practical support to access them.

Befriending is an essential service at Age UK Hammersmith & Fulham. Many older people feel isolated and lonely. We try to alleviate this loneliness by providing emotional, practical and social support. Our clients are aged 50 and over; they have little or no contact with others and do not often leave their homes; they might be ill or disabled; and they might have non-acute mental health needs or lack confidence because of recent life-changing experiences.

We match an older person with a carefully selected and trained volunteer, who agrees to visit on a regular basis, usually once a week for about an hour or two. Befriending may simply involve popping round to somebody's home for a cup of tea and a chat, but may include helping an older person with small practical tasks.

Staying Independent – Practical Help

Through In-Touch Support, we also help our older residents with small practical tasks, such as:

- escorting a client to a GP or hospital appointment
- accompanying an older person to the local library, to shops or a café
- small gardening jobs

Shopping Service

Older people can be less mobile and, without help, would not be able to do their shopping on their own.

We offer a fortnightly escorted door-to-door shopping service for people who could not otherwise do their own shopping. The trip includes a helpful, fully-trained driver who can also help with heavy bags, and usually a volunteer escort to provide additional support.

Clients enjoy an increased sense of independence along with a little social engagement. Volunteers are also present to assist in running the shopping trips, carrying bags, and helping clients on and off the minibus.

Our shopping service:

- helps our clients feel less isolated
- provides an opportunity to build friendships with other shoppers
- offers an opportunity to see the outside world, walk and be in the fresh air
- enables clients to cook their own food after buying what they chose for themselves
- creates something to look forward to

We call our clients every two weeks even if they do not wish to go out.

Information and Advice

Staying independent also means being able to make the right decisions for oneself. Issues such as managing money, minimising the impact of life events such as the loss of a spouse or unexpected expenditure, keeping track of spending with a weekly budget, getting advice from peers who might be in a similar situation on switching services, sorting out paperwork – these are some the key concerns in later life.

Too many older people in the UK face poverty and financial disadvantage which prevents them making the most of later life. We hear from older people struggling to manage on their income or faced with unexpected bills.

We help them, through Information and Advice, to know their rights, and to make the best choices for themselves – from identifying benefits to which they are entitled to discussing options that help make later life at home more manageable.

Examples of success of the I&A service include offering support and tangible outcomes for clients in the areas of housing benefit, council tax, attendance allowance, and pension credits.

75% of service users are aged 60-80, 55% of service users are women and on average 38% are White British.

Combating Social Isolation - Digital Inclusion

We aim to

- encourage health and wellbeing
- tackle digital poverty and exclusion

Though figures show internet use among older people is increasing, this group is still less likely to use the internet than their younger counterparts, with nearly four million people over 65 having never used the internet (Age UK 2018).

So much of our lives today are managed online, from shopping to banking, to paying bills, to arranging a GP visit or ordering prescriptions, and this requires everyone to have at least basic digital skills.

Research suggests that people who do not use the internet are more likely to feel isolated from others. This is particularly so for those who are less mobile, where the internet can improve wellbeing through invoking a sense of community by connecting with likeminded people online (ActiveAge, 2010; Chaskin et al. 2001).

This feeling of exclusion due to a lack of digital skills can be compounded by the cost of equipment and the affordability of Wi-Fi.

While it may not be of interest to all, the ability to go online can help older people stay connected with family and friends, find activities and support, and build social links with people who have similar interests and outlook on life, all of which can help maintain independence and improve wellbeing.

Helping older people explore their interests, rather than focussing on the project from a digital perspective, results in more successful engagement. People want to know specific things at particular times, and not simply be told that technology can help them with certain issues which may be of no interest or use to them personally.

Working with the Community

At Age UK Hammersmith and Fulham, we create opportunities for volunteers to participate and contribute to the community as active citizens.

Volunteering can benefit a variety of stakeholders, from the volunteers themselves and the organisations involving them to service users and the wider community.

In Time Well Spent, the national survey on the volunteering experience published by the NCVO in January 2019, the most common benefits volunteers reported were enjoyment (93%), a sense of personal achievement (90%) and feeling that they make a difference (90%). Over three-quarters (77%) agree it improves their mental health and wellbeing. Over two-thirds (68%) agree it helps them feel less

isolated – this is even higher among younger volunteers (77% for those aged 18–24 and 76% for those aged 25–34).

“Volunteering with Age UK Hammersmith and Fulham has kept me busy and responsible within my community. Helping others gives me purpose and I get to give back. I have been checking on client wellbeing, helping them to keep in contact with their friends and family. However, now that I am able to have direct contact with clients again it is more rewarding.” Nicolas

“After finding myself on furlough for an extended period due to the Covid pandemic, volunteering for Age UK H&F gave me back a sense of purpose and fulfilment that I had long missed. I have met new people, put my skills to good use and have grown both personally and professionally. The brilliant team here supported me every step of the way and I am very grateful to have had this opportunity.” Victoria

Partnering in the Community

Working in the borough for nearly four decades enables us to appreciate how helping older people requires many trusted members of the community to play a role in identifying people at risk and referring them onwards. These community members include GPs and their staff, district nurses, social care workers, people in faith communities, and neighbours and family members.

We are proud that Age UK H&F is seen to be a dependable and trustworthy organisation in the borough. Our focus is on collaborating with partnership organisations to share learning and to ensure that we reach those older residents most in need and provide them with services that reduce loneliness and isolation.

Below are just a few examples of our local partnerships and referral relationships.

We work with social prescribers and GP surgeries, and we also work with the local hospitals to help those who have been recently discharged acclimatise to being back in the community. We also help with activities and exercise classes that promote staying active, with a tutor to give guidance through our sessions.

We worked with the H&F Community Aid Network, social prescribers, link workers and West London NHS Trust, enabling us to provide the vital help needed during the pandemic and numerous lockdowns. For those who were asked to shield, we formed a vital link to the outside world, providing online activities, befrienders, information and advice, cooked meal delivery services, and prescription and essential shopping pick up services.

We work with mental health organisations, such as Richmond Fellowship, Claybrook Centre and Mind among others, and together, we are better able to respond to older residents with more complex mental needs. We can enable them to cope with crises while remaining in the community, and delaying or preventing admission into hospital.

We collaborated with local sheltered housing associations to enable their housebound residents to make use of our shopping service and to receive additional practical support if needed.

Through partnerships with the RNIB, Deafblind UK, Alzheimer's Society, we provide digital support and training for older residents with special needs or their carers.

At the start of the COVID-19 pandemic, we established a home meal delivery service, as well as an emergency supply service involving local businesses and suppliers, including Peardrops Catering, Chelsea FC via Compass Catering, Di Lusso Travel, Fresh Fitness Foods, Harvest Foods via Caring Group Ltd (Ivy Restaurants), Net-a-Porter, Rude Health Café, and Waitrose.

We promoted our home meal delivery service to key workers to support their critical work with vulnerable older residents. Links were made with:

- LBHF Sheltered Housing
- Adult Social Worker Services and Charing Cross Hospital Social Worker Team
- Community Champions
- Community Independence Services
- Link Worker Teams
- GP Surgeries
- Crisis Care Point of Access
- Adult Social Care Response and Reablement (OT)

Finally, our work would not be possible without the dedication of many volunteers. Through a few corporate partnerships and academic internship programmes, we can support new, remote volunteering opportunities.

We also developed new partnerships with the likes of the Lyric Hammersmith, Bayley & Sage, the Royal Botanic Gardens, Kew, and Amazon, to reward our volunteers and enrich their client relationships.

Governance

After being thrust into the deep end of managing the organisation due to Mrs Stephenson's illness and untimely death, I benefitted from invaluable guidance and support from our Chair, Robin Fawcett, and the Board of Trustees, particularly around mitigating the issues of lockdown and the pandemic. 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 Trustees, staff, volunteers 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
Chief Executive

**AGE UK HAMMERSMITH & FULHAM
ANNUAL REPORT for the year ended 31st March 2021.**

COMPANY INFORMATION.

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

Robin Fawcett (Chair)
Alistair Baxter (Vice-Chair)
Bryan Naylor (resigned in year)
Emmanuel Asamoah (Treasurer)
Liz Baran
Amanda Lloyd-Harris (from 16th June 2020)
Alexandra Stainov (from 16th June 2020 and resigned in year)
James Flitton (from 16th June 2020)
Seema Odedra (from 16th June 2020)
Andrew Lyons (from 17th August 2021)

Chief Executive: Dawn Stephenson until 14th 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

Auditors: Warrener Stewart Limited, Harwood House, 43 Harwood Road, Fulham, London, S.W.6 4QP.

Banker: Lloyds Bank P.L.C.

Age UK Hammersmith & Fulham.

Annual Report for the year ended 31st March 2021.

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 31st March 2021.**

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 Chief Executive is the most senior employee and he manages the charity overall. The 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, tea and coffee point, cyber café, meeting room, offices and a garden.

105, Greyhound Road is an activity 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, physical exercise classes, an art class, and an advice and information service.

Shopping trips, outings, digital inclusion advice 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 31st March 2021.

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 £592,703 and were split as to:

- An unrestricted general income fund of £346,698 which the Trustees can spend as they see fit within the object of the charity, and
- £220,982 of unrestricted income funds designated at the discretion of the Trustees for particular purposes, and
- £25,023 of restricted income funds to be disbursed at the direction of their presenter.

The unrestricted general income fund comprised the charity's reserves. Further information on the charity's reserves policy can be found in another section of this annual report. The free reserves constituted the part of the reserves that was easily-realisable. The free reserves held at the year-end just exceeded the figure required by the policy.

The unrestricted designated funds.

Two transfers were made from the unrestricted general income fund in order to set up two designated funds for Covid-19 expenditure (£50,000) and for property expenditure (£103,000). 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 £515,029 and total resources expendable were £540,881. Accordingly, there was an excess of expenditure over income of £25,852 and this was the charity's overall deficit for the year.

Regarding the *unrestricted general income fund*, the shop sales of donated goods of £36,867 were a significant fall on the good business of the previous year's figure of £102,312 because of closures under the Covid-19 pandemic. The support of Age UK National was appreciated through its annual grant and other grants issued to cater for the Covid-19 pandemic.

Significant pandemic financial support for the activity centre and the shop was realised through

H.M. Government.

A modest proportion of charitable activities of £26,451 was funded out of the unrestricted general income fund, together with governance costs of £13,299 and the costs of the fundraising of £53,648.

With incoming resources of £172,419 and total resources expendable of £93,398, the unrestricted general income fund posted a surplus of £79,021.

However, the fund fell over the year due to a transfer to the restricted fund and the net result of various transfers to and from designated funds.

The *unrestricted designated funds* possessed income of £45,738 (including the legacies) for the purchase of a minibus and expenditure of £5,509 in the year on pandemic protection at the activity centre. They posted a surplus of £40,229. There were funds in hand at the beginning of the year. There were various transfers to and from the unrestricted general income fund. One designated fund was substantially transferred to the general income fund by way of reimbursement of the latter for staff costs borne. The income of £45,738 was applied to the minibus fund.

Legacy funding of £15,823 was available in the year. The charity is aware of the importance of this source of unrestricted income to the charity's funding.

With restricted income of £296,872 and restricted expenditure of £441,974, the *restricted funds* posted a deficit of £145,102. The expenditure was incurred on charitable activities in support of the Borough's S.L.A. and, to a lesser extent, on the digital inclusion project funded by the Lottery. The Borough's support of £160,000 continued together with the free rent at the activity centre of £51,500 towards our flagship contractual programme under the S.L.A.

The unrestricted general income fund was drawn upon to provide the funding of the deficit on the restricted fund for the Borough's S.L.A. In order for us to deliver fully the Borough's S.L.A., we incurred additional expenditure amounting to £166,684 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 four other restricted funds posted an overall surplus of £21,582, and not one was in deficit. Within this overall figure, the largest surplus was incurred by the minibus fund at £15,009. That new fund's income was raised to fund the acquisition of the minibus.

Comparison of income and expenditure in the year under review to the previous year.

The previous year's income was flattered by a large legacy although shop sales were normal. However, in the year under review, shop sales were quite muted due to Covid-19 pandemic closures. Consequently, the income fell by £100,189 to the figure in the year. Nevertheless, in the year under review substantial Covid-19 grants were receivable from Age UK and from H.M. Government and there was much funding receivable that was designated to, and restricted to, the minibus' acquisition. The Lottery continued to fund the digital inclusion initiative in both years but in the year under review moderate grants were receivable for general purpose and for the Census 2021 programme.

Charitable expenditure rose by a fair margin upon comparison of the year under review to the previous year. Fundraising expenditure was little changed over the two years and governance costs fell although both years' figures contained a special one-off and large item.

Unsurprisingly, an immodest deficit was suffered in the year under review compared to a large surplus in the previous year.

Covid-19 pandemic.

To focus on what the Board of Trustees decided to do as a result of the pandemic, the following can be related:

* A strategy was instigated intended to produce effectiveness of working and efficiency savings. The Chief Executive undertook measures towards executing this strategy with a number of initiatives including the expansion of the shopping service, the virtual befriending of beneficiaries and the provision of meals to beneficiaries' homes. Expenditure was incurred on cleansing items which has been charged to the various charitable activities and to the shop, although protection expenditure at the activity centre was charged to governance costs.

* An allowance towards agile working was made with laptop computer assets for working away from the activity centre being acquired and capitalised. The depreciation was charged against the £50,000 Covid-19 designated fund in the year and will be charged similarly after the year-end.

* A specific Board decision of highlight was approving a £50,000 Covid-19 designated fund to cover future expenditure brought on by the pandemic as well as the laptop computers' depreciation and the pandemic protection expenditure incurred in the year at the activity centre that has been treated as governance costs.

Fixed asset.

The minibus acquired in the year for £60,747 was funded as to £45,738 placed in a designated fund and £15,009 held in a restricted fund. Depreciation will be charged to the fund.

Investment of funds.

These were held in immediate and short-notice bank deposit accounts at the year-end although annual fixed-term bank deposits matured in the year giving rise to a satisfactory crediting of interest that was agreed at the time of the initial deposit. The bank concerned was Lloyds Bank, a U.K. High Street bank. Interest rates at High Street banks remained low at the year-end. Investment of funds outside of Lloyds Bank were not pursued because of the risk to the principal invested and a breach of the Articles of Association.

Going concern.

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, despite the impact of the Covid-19 pandemic. The income from the shop is reliable, the Borough's contractual funding will last until 31 March 2023 if neither side opts out and there are substantial unrestricted funds on hand.

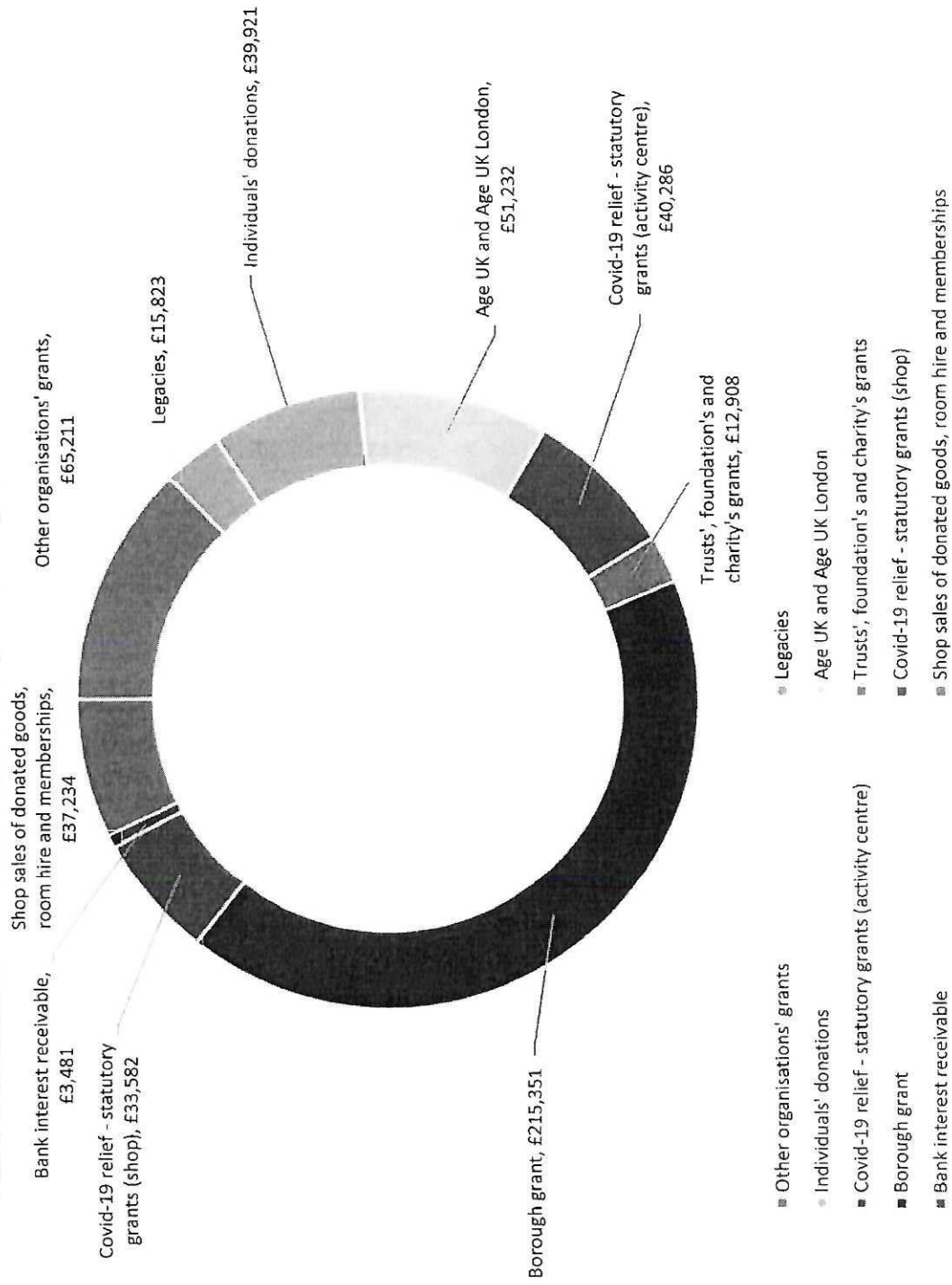
Property use.

The charity appreciated the use of the Borough's premises at 105, Greyhound Road, Hammersmith as an activity centre at a nil rent. This benefit-in-kind of £51,500 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 £515,029 for the year ended 31 March 2021.



- Other organisations' grants
- Individuals' donations
- Covid-19 relief - statutory grants (activity centre)
- Borough grant
- Bank interest receivable
- Legacies
- Age UK and Age UK London
- Trusted, foundation's and charity's grants
- Covid-19 relief - statutory grants (shop)
- Shop sales of donated goods, room hire and memberships

Expenditure - 31 March 2021

Equipment, £5,054, 1% Depreciation, £6,320, 1%

Activities, £9,518, 2%

Governance, £18,808, 4%

Volunteers, £1,580, 0%

Fundraising, £3,762, 1%

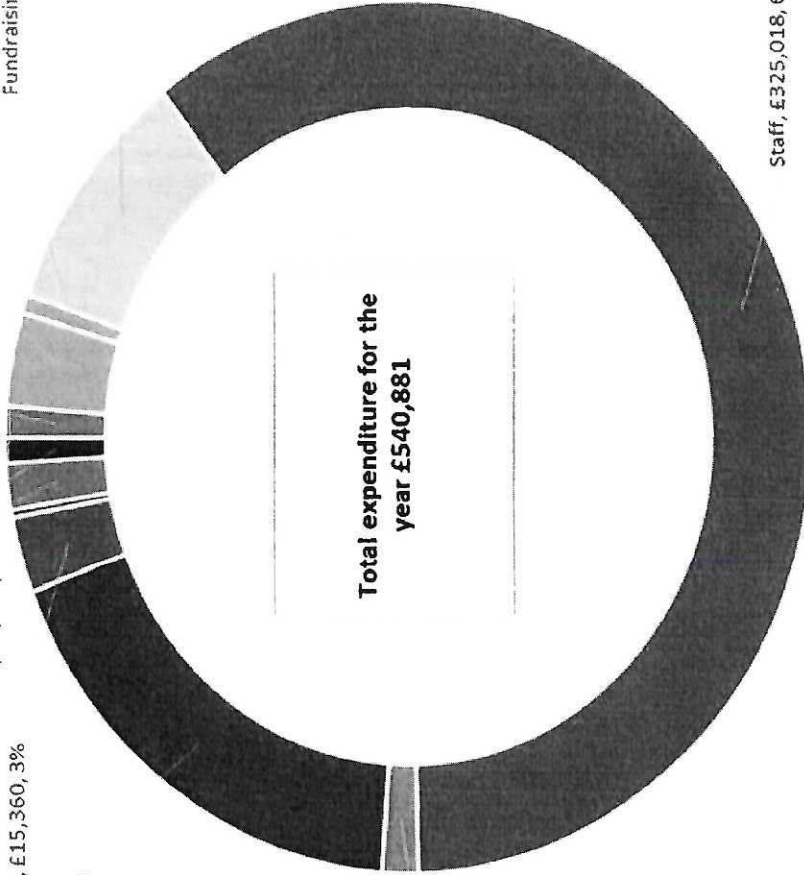
Professional, £15,360, 3%

Buildings, £97,785, 18%

Shop sales, £49,886, 9%

Office, £7,790, 1%

Staff, £325,018, 60%



Total expenditure for the year £540,881

**AGE UK HAMMERSMITH & FULHAM
ANNUAL REPORT for the year ended 31st March 2021.**

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 free reserves of £346,064 at 31st March, 2021, consisting of the unrestricted general income fund of £346,698 less that part held as fixed assets of £634.

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.

Tenancy-at-will 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:

- A designated fund has been set up to cover shop costs.
- The lease expired on 26 February 2021 and the shop is occupied under a tenancy-at-will with a minimal notice to leave the premises required.
- There is not a rent charge.

However, it is planned to draft a new three-year lease with rolling mutual break options after twelve months.

Lease commitment at 105, Greyhound Road's activity centre (subject to contract).

The charity has deducted the lease commitment, excluding rent, in the definition of the level of reserves required to be held under the policy, insofar as the commitment extends beyond six months from the year-end and until 31 March 2023. 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 lease expires on 31 March 2023.
- A designated fund has been established to cover the annual market rent to 31 March 2023.

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, 2021.

The forecast expenditure on all fronts for the twelve months to 31st March 2022 is £619,364, excluding the free rent of the activity centre at 105, Greyhound Road. The free reserves at 31st March, 2021 of £318,723 represented just over six months' worth of this expenditure, after retaining the lease commitment, excluding rent, of that property in the period from 1 October 2021 to 31 March 2023.

The excess reserves of a week of expenditure will need to be retained given planned reserve levels in the future. This is the case particularly given the Covid-19 pandemic of the calendar years 2020 and 2021, which has reduced shop sales, reduced beneficiaries' charges and necessitated increased safety and computer expenditure.

Accordingly, the charity is content with the reserves level.

Review of the policy.

This is carried out annually by the charity.

**AGE UK HAMMERSMITH & FULHAM
ANNUAL REPORT for the year ended 31st March 2021.**

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 activity 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 31st March 2021.

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 financial statements, 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 financial statements; and
4. Prepare the financial statements 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.

Auditors.

Brown & Batts L.L.P. have resigned as auditors. Warrener Stewart have been appointed by the Trustees to fill the arising casual vacancy in that office and have carried out the audit of the financial statements for the year. The Trustees express their thanks to the previous auditors, Brown & Batts L.L.P. for their service in that office for about a decade.

The Trustees will be holding a tender process that will select an auditor from those invited to so tender in respect of the financial statements for the year ending 31st March 2022. The members at the forthcoming Annual General Meeting will be asked to approve the appointment of the auditor for the year ending 31st March 2022 arising from the tender process.

Approval.

This report was approved on behalf of the Directors and Trustees on 29th September, 2021 by:



Mr. Robin Fawcett,
Chair of Directors and Trustees.

AGE UK HAMMERSMITH & FULHAM – APPENDIX A

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH & FULHAM

Opinion

We have audited the financial statements of Age UK Hammersmith & Fulham (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and in other respects 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 Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

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 Auditors' Report 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.

AGE UK HAMMERSMITH & FULHAM

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH & FULHAM (CONTINUED)

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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Opinion 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 Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

- We have nothing to report in respect of the following matters in relation to which 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 prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

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

AGE UK HAMMERSMITH & FULHAM

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH & FULHAM (CONTINUED)

Auditors' 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 an Auditors' Report 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.

Our assessment of the susceptibility of the entity's financial statements is considered to be low. We reached this conclusion after consideration of the following:

- Because of the regulated nature of the charity, there are strong controls in place and adequate high-level monitoring such that any unexpected items would be identified and enquired into by management; and
- Management decisions are closely overseen and monitored by independent trustees indicating that the likelihood of any single individual being in a position to override controls to effect fraud is low.

We designed our audit procedures to respond to identified risks, including non-compliance with laws and regulations (irregularities) that are material to the financial statements. Some of the specific procedures performed to detect irregularities, including fraud, are detailed below:

- The review of control accounts and journal entries for large, unusual or unauthorised entries;
- The analytical review of the detailed profit and loss account for unexpected variances or items that fell outside our understanding of the business;
- Obtaining and reviewing a list of connected persons and entities and reviewing ledgers for undisclosed related party transactions; and
- Reviewing compliance with the rules and guidelines set out by the Charity Commission.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to material misstatement in the financial statements or non-compliance with regulation. This risk increases the more the compliance with a law or regulation is removed from the events and transactions reflected in the financial statements as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring because of fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 Auditors' Report.

AGE UK HAMMERSMITH & FULHAM

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK HAMMERSMITH & FULHAM (CONTINUED)

Use of our report

This report is made solely to the Charity's trustees, 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 Charity's trustees 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 Charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.



Colin Edney (senior statutory auditor)

For and on behalf of
Warrener Stewart
43 Harwood Road
London
SW6 4QP

Date: 30 September 2021

APPENDIX B.

AGE UK HAMMERSMITH & FULHAM.

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST. MARCH, 2021.**

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, 2021.

STATEMENT OF FINANCIAL ACTIVITIES

		Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2020
		<u>Unrestricted</u> <u>General</u> <u>income 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>Note</u>	<u>(reserves</u> <u>fund)</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>	<u>Total of all</u> <u>funds</u> <u>£</u>
<i>Income from:</i>						
Grants, legacies, donations, Age UK and other						
	Legacies	-	15,823	-	15,823	186,719
	Individuals' donations	2b	28	24,707	15,186	39,921
	Age UK National and Age UK London - grants	2b	46,024	5,208	-	51,232
	Trusts', foundation's and charity's grants	2b	5,500	-	7,408	12,908
	Other organisations' grants	2b	6,501	-	58,710	65,211
	Room hire and memberships	2b	150	-	217	367
	Profit on sale of fixed asset		-	-	-	-
	Covid-19 relief - statutory grants (shop)		33,582	-	-	33,582
	Covid-19 relief - statutory grants (activity centre)		40,286	-	-	40,286
	Charitable activities - contract with Borough	2a	-	-	215,351	215,351
	Shop sales of donated goods		36,867	-	-	36,867
	Bank interest receivable		3,481	-	-	3,481
	Incoming resources in total		172,419	45,738	296,872	515,029
	615,218					
<i>Expenditure on:</i>						
Raising funds						
	Fundraising	4	3,762	-	-	3,762
	Shop	4	49,886	-	-	49,886
			53,648	-	-	53,648
						53,928
Charitable activities						
	Staff	3	16,042	-	308,976	325,018
	Buildings	3	6,463	-	91,322	97,785
	Professional fees	3	1,275	-	14,085	15,360
	Volunteers	3	14	-	1,566	1,580
	Office	3	509	-	7,281	7,790
	Activities	3	10	-	9,508	9,518
	Equipment	3	371	-	4,683	5,054
	Depreciation	3	1,767	-	4,553	6,320
	Governance	5	13,299	5,509	-	18,808
						20,571
	Resources expendable in total		93,398	5,509	441,974	540,881
						489,851
	Net incoming resources/(resources expendable) for the year		79,021	40,229	(145,102)	(25,852)
						125,367
Transfers between funds:						
	Absorption of deficit on the SLA restricted income fund by the general fund	16	(166,684)	-	166,684	-
	Setting up of a designated fund for Covid-19 costs of the year and for beyond the year-end	14	(50,000)	50,000	-	-
	Shop laptop computer's depreciation charge against designated fund for Covid-19 costs	14	127	(127)	-	-
	Activity centre's computers' depreciation charge against designated fund for Covid-19	14	1,273	(1,273)	-	-
	Setting up of a designated property fund	14	(103,000)	103,000	-	-
	Absorption by designated funds of staff, shop and vehicle costs that were previously borne by the general fund	14	126,924	(126,924)	-	-
	Funds at 31st. March, 2020		459,037	156,077	3,441	618,555
						493,188
	Funds at 31st. March, 2021		£ 346,698	£ 220,982	£ 25,023	£ 592,703
						£ 618,555

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, 2021.

	Note	At 31st. March, 2021 £	At 31st. March, 2021 £	At 31st. March, 2020 £	At 31st. March, 2020 £
FIXED ASSETS					
Tangible assets					
Fixtures and equipment - finance-leased	9	-		3,000	
Fixtures and equipment - owned	9	11,727		3,638	
Minibus - owned	9	60,747		-	
			<u>72,474</u>		<u>6,638</u>
CURRENT ASSETS					
Debtors					
Sundry debtors		85		85	
Value added tax recoverable		12,142		3,630	
Prepaid expenditure		-		3,071	
Accrued income - grants		15,337		5,100	
		<u>27,564</u>		<u>11,886</u>	
Cash at bank and in hand		<u>509,995</u>		<u>623,657</u>	
			537,559		635,543
CURRENT LIABILITIES					
Creditors: Amounts falling due within one year					
Sundry creditor		1,106		1,239	
Bought ledger		-		792	
Payroll taxation, social security and pension contributions		5,708		6,778	
Finance leases		1,376		3,025	
Accrued expenditure		9,140		10,019	
			<u>(17,330)</u>		<u>(21,853)</u>
NET CURRENT ASSETS			<u>520,229</u>		<u>613,690</u>
NON-CURRENT LIABILITIES					
Creditors: Amounts falling due after one year					
Finance leases					<u>(1,773)</u>
TOTAL ASSETS LESS LIABILITIES			<u>£ 592,703</u>		<u>£ 618,555</u>
CAPITAL AND RESERVES					
Income and expenditure account					
Unrestricted General Income Fund	17		346,698		459,037
Other reserves					
Unrestricted Designated Income Funds	14		<u>220,982</u>		<u>156,077</u>
Total Unrestricted Funds			567,680		615,114
Restricted Income Funds	16		25,023		3,441
			<u>£ 592,703</u>		<u>£ 618,555</u>

Approved on behalf of the Directors and Trustees on 29th, September 2021 by:

Mr. Robin Fawcett
Chair of Directors and Trustees

Emmanuel Asamoah
Director, Trustee and Treasurer

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,
2021.

III

1 ACCOUNTING POLICES.

1.01 General.

The accounts have been prepared 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 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 activity 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.

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.

Donations 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.

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

Covid-19 pandemic donations from Age UK England, Age UK London and elsewhere were treated as unrestricted income of the general reserve fund.

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

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.

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

Covid-19 pandemic grants from Governmental sources and elsewhere were treated as unrestricted income of the general reserve fund.

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 (reserve fund).

This fund comprised grants, donations, legacies, shop sales and other income raised for the object of the charity including to relieve the Covid-19 pandemic but otherwise without further specified purpose.

1.06 Unrestricted Designated Income Funds.

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

AGE UK HAMMERSMITH & FULHAM.
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,
2021.

V

The funds included a £50,000 transfer from the general income fund to cover Covid-19 protection and related computer expenditure incurred in the year and further Covid-19 expenditure after the year-end. This was required by the Board of Trustees.

1.07 Expenditure on Charitable Activities.

Staff costs were allocated to various activities on the basis of staff time spent on those activities and non-staff 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 expenditure between one head and the other then such expenditure was split 70/30 between the two heads. The direct expenditure allocation was 70% and the support expenditure allocation was 30%.

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 staff cost of the fundraising manager, 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. It included Covid-19 pandemic protection expenditure at the activity centre.

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 rates were: Fixtures and equipment (owned) - 20%, fixtures and equipment (finance-leased) – over a period equal to that of the lease and motor vehicles – 20%. 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,
2021.

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.

1.16 Going concern.

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, despite the impact of the Covid-19 pandemic. The income from the shop is reliable, the Borough's contractual funding will last until 31 March 2023 if neither side opts out and there are substantial unrestricted funds on hand.

AGE UK HAMMERSMITH & FULHAM.
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

2. INCOME.

2a. INCOME FROM CHARITABLE ACTIVITIES.

	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2020
	Unrestricted	Designated	Restricted	Total	Total
	£	£	£	£	£
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	-	-	2,880	2,880	12,826
Beneficiaries' charges - Transport	-	-	971	971	1,138
Beneficiaries' charges under S.L.A. with London Borough of Hammersmith & Fulham	-	-	3,851	3,851	13,964
Totals	£ -	£ -	£ 215,351	£ 215,351	£ 225,464

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

Big Lottery for Digital Inclusion	-	-	57,132	57,132	60,398
Various organisations	-	-	-	-	4,524
Aztec Financial Services, Jersey	5,511	-	-	-	-
GP Ltd.	10	-	-	-	-
Accenture	300	-	-	-	-
Employee volunteering	-	-	1,200	1,200	140
Waltrose	680	-	-	680	200
LMA Property Ltd. for Christmas food hampers	-	-	300	300	-
LMA Property Ltd. for centre	-	-	24	24	-
UK Online	-	-	54	54	-
Other organisations' grants	£ 6,501	£ -	£ 58,710	£ 59,390	£ 65,262
Room hire	-	-	217	217	2,033
Memberships	150	-	-	150	883
Room hire and memberships	£ 150	£ -	£ 217	£ 367	£ 2,916
Website donations - designated for minibus	-	16,066	-	16,066	367
Crowd fundraising - restricted to minibus	-	-	13,362	13,362	-
Sundry individuals' donations at shop	28	-	-	28	178
Gardening	-	-	80	80	395
Cyber cafe	-	-	18	18	32
Yoga classes - donations	-	-	79	79	-
Individuals' donations for transport	-	-	37	37	-
Individuals' donations for minibus transport	-	-	1,610	1,610	-
Individuals' donations - designated for minibus	-	8,641	-	8,641	3,959
Individuals' donations	£ 28	£ 24,707	£ 15,186	£ 39,921	£ 4,931
Age UK National - grants	9,792	5,208	-	15,000	15,000
Age UK National - Covid-19 relief	35,117	-	-	35,117	-
Age UK National/Cadbury Fdn.	-	-	-	-	5,000
Age UK London - grants	-	-	-	-	1,899
Age UK London - Covid-19 relief	1,115	-	-	1,115	-
Age UK National and Age UK London - grants	£ 46,024	£ 5,208	£ -	£ 51,232	£ 21,899

AGE UK HAMMERSMITH & FULHAM.
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

4. EXPENDITURE ON RAISING FUNDS.

	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2021	Year ended 31st. March, 2020
	<u>Unrestricted</u>	<u>Unrestricted</u>	<u>Total</u>	<u>Total</u>
	<u>Fundraising</u>	<u>Shop</u>		
	£	£	£	£
Staff	3,210	32,512	35,722	32,018
Buildings	61	14,311	14,372	17,003
Professional	-	2,067	2,067	1,454
Volunteers	-	99	99	1,068
Office	180	58	238	202
Activities	-	-	-	1,857
Equipment	-	712	712	110
Depreciation	-	127	127	-
Website	311	-	311	216
	<u>3,762</u>	<u>49,886</u>	<u>53,648</u>	<u>53,928</u>

5. EXPENDITURE ON GOVERNANCE.

	<u>Unrestricted</u>	<u>Designated</u>	<u>Total</u>	<u>Unrestricted</u>
Staff costs	1,782	-	1,782	1,263
Sundries	5	-	5	3
Books and software	2,595	-	2,595	3,636
Value added tax	2,262	-	2,262	3,217
Bank charges	806	-	806	782
Subscriptions	198	-	198	1,242
Audit	5,000	-	5,000	2,500
Annual General Meeting, Board meetings & Annual Report	-	-	-	61
Legal	630	-	630	13
Strategic advice sought by Trustee Board for working in an ever more challenging environment	-	-	-	7,750
Covid-19 protection at centre	-	5,509	5,509	-
Payroll	21	-	21	104
	<u>£ 13,299</u>	<u>£ 5,509</u>	<u>£ 18,808</u>	<u>£ 20,571</u>

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

	At 31st. March, 2021	At 31st. March, 2020
Overall	<u>£ 1,376</u>	<u>£ 7,798</u>
Within one year (for a commitment expiring within (2020: After) one year)	<u>£ 1,376</u>	<u>£ 6,025</u>

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

105, Greyhound Road activity centre:

Within one year (for a commitment expiring after one year)	<u>£ 17,625</u>	<u>£ 17,617</u>
Overall	<u>£ 36,458</u>	<u>£ 54,075</u>
Shop:		
Overall and within one year (for a commitment expiring within one year)	<u>£ 833</u>	<u>£ 9,167</u>

AGE UK HAMMERSMITH & FULHAM.
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

8. STAFF COSTS.

	Year ended 31st. March, 2021 £	Year ended 31st. March, 2020 £
Salaries	323,299	267,296
Agency staff	3,749	532
Social Security	19,188	17,040
Pension contributions	14,405	12,479
Recruitment	1,396	1,784
Travel	-	109
Training	484	1,254
	<u>£ 362,521</u>	<u>£ 300,494</u>

Deducted in the financial statements as follows:

Charitable activities	325,017	267,213
Generated funds	35,722	32,018
Governance	1,782	1,263
	<u>£ 362,521</u>	<u>£ 300,494</u>

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

9. FIXED ASSETS.

These are tangible fixed assets for charity use.
The minibus was first brought into use after the year-end.

	Fixtures and Equipment (finance- leased) £	Fixtures and Equipment (owned) £	Minibus (owned) £	Total £
<i>Cost:</i>				
At 31st. March, 2020	9,000	7,452	-	16,452
Additions	-	11,536	60,747	72,283
At 31st. March, 2021	<u>9,000</u>	<u>18,988</u>	<u>60,747</u>	<u>88,735</u>
<i>Accumulated Depreciation:</i>				
At 31st. March, 2020	6,000	3,814	-	9,814
Charge for year	3,000	3,447	-	6,447
At 31st. March, 2021	<u>9,000</u>	<u>7,261</u>	<u>-</u>	<u>16,261</u>
<i>Net book value:</i>				
At 31st. March, 2020	<u>£ 3,000</u>	<u>£ 3,638</u>	<u>£ -</u>	<u>£ 6,638</u>
At 31st. March, 2021	<u>£ -</u>	<u>£ 11,727</u>	<u>£ 60,747</u>	<u>£ 72,474</u>

AGE UK HAMMERSMITH & FULHAM.
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

10. 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.

11. OPERATING LEASES.

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

12. 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 either year.

13. BENEFITS-IN-KIND.

The annual rent due to the Borough under the charity's occupation of the property at 105, Greyhound Road was nil in both years. 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, 2021.

14. UNRESTRICTED DESIGNATED INCOME FUNDS.

The Trustees had designated funds for the following purposes :

	At 31st. March, 2020 £	Minibus acquisition: Individuals' donations £	Covid-19 spend: Depreciation of centre computers by way of transfer £	Covid-19 spend: Depreciation of shop computer by way of transfer £	Activity centre: Covid-19 protection expenditure £	Transfers (to)/from unrestricted income fund - absorption of costs £	At 31st. March, 2021 £
1 Staff and shop costs	154,980	-	-	-	-	(126,651)	28,329
2 Minibus funding	-	45,738	-	-	-	-	45,738
3 Covid-19	-	-	(1,273)	(127)	(5,509)	50,000	43,091
4 Property fund	-	-	-	-	-	103,000	103,000
1 Maintenance of minibus	1,097	-	-	-	-	(273)	824
	<u>£ 156,077</u>	<u>£ 45,738</u>	<u>(£ 1,273)</u>	<u>(£ 127)</u>	<u>(£ 5,509)</u>	<u>£ 26,076</u>	<u>£ 220,982</u>

Notes.

- 1 The staff and minibus maintenance costs comprised those charged to the service level agreement restricted income fund but not covered by the income of that fund. Shop costs were not involved.
- 2 The minibus was first used after the year-end, whereupon depreciation will be borne by the fund.
- 3 Unrestricted general income funds were designated to cover Covid-19 costs of the year and for beyond the year-end.
- 4 Unrestricted general income funds were designated to cover the annual market rent of £51,500 at the activity centre in the case that the charity will fail to comply with either the terms of the Borough's funding or of the lease, and, as a result, that the Borough will withdraw its waiver in full of the annual market rent. It is assumed that the charity will not exercise its right to opt out of the lease in such a circumstance. Should the Borough exercise its right to end the lease in such a circumstance, the fund will be used to acquire a new property for the charity to occupy. The lease ends on 31 March 2023 and the fund of £103,000 represents two years' annual market rent.

AGE UK HAMMERSMITH & FULHAM.
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2021.

15. FUNDS - REPRESENTATION BY NET ASSETS.

Fund balances at 31st. March, 2021 were represented by:

	Unrestricted General income £	Unrestricted Designated income £	Borough's contract restricted income £	Digital Inclusion restricted income £	Pinnacle restricted income £	Minibus funding £	Census 2021 £	Consultative Forum Local & Vocal £	Total £
Tangible Fixed Assets	634	4,130	66,151	1,559	-	-	-	-	72,474
Current Assets	15,237	-	12,227	-	-	-	-	100	27,564
Cash at Bank and in Hand	337,298	216,852	(68,147)	3,536	414	15,009	5,133	(100)	509,995
Creditors: Amounts falling due within one year	(6,471)	-	(10,231)	(663)	-	-	35	-	(17,330)
Creditors: Amounts falling due after one year	-	-	-	-	-	-	-	-	-
Total Net Assets	£ 346,698	£ 220,982	£ -	£ 4,432	£ 414	£ 15,009	£ 5,168	£ -	£ 592,703

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, 2021.

16. RESTRICTED INCOME FUNDS.

	At 31st. March, 2020	Income from charitable activities	Income: Grants, donations and other	Beneficiaries' charges	Total income	Total expenditure	Surplus/ (deficit) for the year	Transfer from unrestricted General income fund	At 31st. March, 2021
	£	£	£	£	£	£	£	£	£
L.B.H.& F.	-	211,500	-	3,851	215,351	(382,035)	(166,684)	166,684	-
Non-L.B.H.& F.	-	-	2,872	-	2,872	(2,872)	-	-	-
Funds for Borough's contractual activities	-	211,500	2,872	3,851	218,223	(384,907)	(166,684)	166,684	-
Digital Inclusion - funded by Lottery	3,027	-	57,132	-	57,132	(55,727)	1,405	-	4,432
Pinnacle Housing Group - for health fairs	414	-	-	-	-	-	-	-	414
Minibus funding	-	-	15,009	-	15,009	-	15,009	-	15,009
Census 2021	-	-	6,508	-	6,508	(1,340)	5,168	-	5,168
Other restricted funds	3,441	-	78,649	-	78,649	(57,067)	21,582	-	25,023
All restricted funds	£ 3,441	£ 211,500	£ 81,521	£ 3,851	£ 296,872	(£ 441,974)	(£ 145,102)	£ 166,684	£ 25,023

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

Pinnacle Housing Group had granted funds towards the cost of karaoke lunches. No further income was received and, due to the pandemic, expenditure was not incurred. These funds were held at the year-end for future deployment.

Minibus funding. This new fund's income was raised to fund the acquisition of the minibus and is being held as a restricted fund to absorb the depreciation incurred thereupon from after the year-end.

The Census 2021 project commenced in the year funded by the Good Things Fdn. whereby at the activity centre clients were assisted in completing the census forms.

17. UNRESTRICTED GENERAL INCOME FUND.

Core.

This fund continued the general work of the charity. It was financed by Age UK's annual grant, statutory Covid-19 grants for the centre, bank interest receivable and legacies.

Fundraising.

Funding was raised from individuals and from both commercial and not-for-profit organisations.

Shop.

Shop sales of donated inventories continued in the West 12 Shopping Centre in Shepherd's Bush. The charity occupied the premises under a lease and then a tenancy-at-will granted rent-free 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.