

**AGE UK HAMMERSMITH & FULHAM.**  
**THE ANNUAL REPORT,**  
**THE INDEPENDENT AUDITOR'S REPORT ON THE**  
**FINANCIAL STATEMENTS**  
**AND**  
**THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31ST. MARCH, 2017.**

COMPANY NO. 01685692.

CHARITY NO. 289124.

**AGE UK HAMMERSMITH & FULHAM**  
**ANNUAL REPORT for the year ended 31st. March 2017.**

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## **AGE UK HAMMERSMITH & FULHAM**

### **CHAIR'S REPORT FOR THE YEAR ENDED 31<sup>ST</sup>. MARCH 2017**

As a Chair and Trustee, I and the rest of the Age UK Hammersmith and Fulham Board get a huge amount of satisfaction in reading and hearing about the impact that the work of the staff and the large number of volunteers has had on older people across the Borough. I hope that you, the reader of this report, also feel some of that satisfaction.

Well, another year has gone by and it continues to feel like more of the same, i.e. we are all still swimming against the rising tide of austerity. The charity's financial position is outlined in the report that follows, but it is worth noting that in our daily activity we are constantly reminded that the global financial position remains a challenging dilemma. Notably, individuals have less money available to give to charity, and cuts in national and local organisations' budgets result in cuts or withdrawals of public services and benefits.

Consequently there is now a great demand for the work and services provided by Age UK Hammersmith & Fulham.

Our staff and volunteers, ably led by our Chief Executive, Dawn Stephenson, have had to wrestle with difficult decisions but have still found the energy and the time to work with the Board to develop a strategy that will take us forward, ensure we remain fit for purpose and continue to reflect the values we uphold: of an open and accessible organisation committed to the enhancement of the lives of older people through the provision of services, and as advocates for their rights.

Every year I struggle to find words that will adequately reflect my gratitude for all the hard work and compassion provided by our staff and volunteers. Once again I would like to take this opportunity on behalf of the Board to express our thanks to all those who contribute to the work of the charity. Without our dedicated staff and volunteers we would not be as dynamic, flexible and responsive as we have been over the past year and they, collectively and individually, ensure we maintain our values as we provide the services required to enhance the lives of all who use our resources and services.

**Chair**

**Roger Lintern**

Age UK Hammersmith & Fulham.  
Annual Report for the year ended 31<sup>st</sup> March 2017.  
Chief Executive's Report

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Welcome to Age UK Hammersmith & Fulham Annual Report for 2016/17 which clearly demonstrates the difference our organisation has made – the real impact it has had on individuals in the borough. Looking back over the year I am struck by the tremendous amount that we, working together with partner organisations and individuals, were able to achieve in helping to improve the quality of life of older people in Hammersmith and Fulham.

Whilst the challenges mount all around us, I am pleased to report that Age UK Hammersmith & Fulham survives! The margin for survival decreases annually and becomes more and more difficult as we fight it out with the other charities chasing the ever-reducing pot of money controlled by resource intensive bidding processes and ever expanding decision-making processes.

### **Impact in the community**

Age UK Hammersmith & Fulham is very much a part of the community in which it works; employees are encouraged to participate as appropriate in community and voluntary activity. The large team of volunteers increases the impact in all of the communities served, as well as having those communities impact on the organisation.

There has been a lot of work behind the scenes over the last year: updating our policies and procedures and improving our befriending services. Great efforts have also been made to further improve the quality and variety of activities we provide.

As an organisation, we have always felt that we need to maintain and strengthen an independent position as far as is possible, recognising the dangers in being over reliant on local statutory funding - not only in respect of our financial position, but also because organisations such as ours are, and should be, campaigning organisations that exist to ensure services for older people reflect and meet their needs, that older people get a fair deal and they are free from discrimination.

We are fortunate that we are well governed and managed, have a reasonable reserve base, strong partner networks and a commitment to working efficiently and effectively to ensure our survival in these challenging times.

### **During 2016/17 we were able to:**

- Increase the range of activities at the Greyhound Activity Centre
- Increase the number of volunteers delivering the In Touch Befriending Service and increased the number of clients supported by the service.
- Continue to offer practical support to housebound isolated older people

Looking forward, we see an increasing need and demand for our services, as the older population of Hammersmith and Fulham continues to grow. However, we are very concerned by the obvious pressures with cuts to public expenditure and the bad



effect this could have on older people. We will be working hard with our funding partners to find ways to maintain the essential support and services that the older people of Hammersmith and Fulham need and rely on.

**Next year we will:**

- Diversify our funding base
- Carry out a governance review
- Make an improvement to how we communicate and engage with our stakeholders
- Increase our management capacity

I am immensely proud to work with a dedicated group of staff, trustees, volunteers and partners. I look forward to working with you all in 2017/18.

**Dawn Stephenson**  
**Chief Executive**

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**COMPANY INFORMATION.**

Directors and Trustees throughout the year and since the year-end:

Mr. Roger Lintern (Chair)  
Mr. J. Anthony Hennessy  
Mr. Akbar Ali  
Miss Janet Heath  
Mr. Charles Swallow  
Mr. Bryan Naylor  
Mr. Alistair Baxter (appointed 23 May 2016)

Chief Executive: Mrs. Dawn Stephenson

Company Secretary: Mr. 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 office: 105, Greyhound Road, London, W.6 8NJ

Telephone number: 020 7386 9085

Facsimile number: 020 7386 5740

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.  
Berkeley Square House,  
Berkeley Square,  
London, W.1J 6BD

Bankers:  
Lloyds Bank P.L.C., HSBC P.L.C., Charities Aid Foundation and Barclays Bank P.L.C.

## Age UK Hammersmith & Fulham.

Annual Report for the year ended 31<sup>st</sup> March 2017.

### Objects, Public Benefit, Activities, and Performance and Achievements.

#### 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. The main activities below furthered the charity's purpose for the public benefit.

#### Activities.

The following activities were undertaken in the year and are still being undertaken:

- The undertaking of a contractual obligation to the London Borough of Hammersmith & Fulham to provide a range of services to the elderly in the Borough including advice and information, physical exercise, meals, shopping trips and befriending.
- An upcycling furniture service whereby male beneficiaries return used furniture as far as possible to its original condition. The work is carried out in a workshop on donated furniture, and which is later sold in the shop.
- The administration of the Hammersmith & Fulham Older Peoples' Consultative Forum at monthly meetings in a local church where beneficiaries are kept advised of various matters and allowed to give their response. This is the 'Local and Vocal' initiative.
- A shop selling donated goods.
- The engagement of a fundraising consultant.

The following activities were undertaken in the year but have ceased:

- A handyperson's service dealing with small tasks in the homes of beneficiaries.
- The provision of a driver to convey beneficiaries afflicted by dementia to and from the charity's day centre funded by a Trust (although this service is still extant under the contract with the Borough).
- The deployment of a resource and publicity assistant (post made redundant).
- Quality assurance initiative for the advice and information service.

#### Performance and Achievements.

The charity fulfilled its obligations to the Borough under the contract and as a result was entitled to occupy its premises at no. 105, Greyhound Road at a peppercorn rent. The market value of the rent was £51,500 p.a. The Borough's funding of £160,000 was not sufficient to finance the programme required to be carried out by the charity and this has always been a feature of the funding. The charity had to fundraise to co-finance the programme but little was achieved in that regard. Instead, the deficit of £98,385 was subsidised out of the unrestricted general income fund. It proved difficult to fundraise for a project that was already the subject of local authority support and with £789,215 held at the bank at the beginning of the year.

The upcycling furniture service was able to maintain its operation following the raising of further funding of £19,687 in the year. There was a modest deficit of £1,475 and funds on hand at the year-end were £5,052.

The Comic Relief organisation continued to fund the Forum under the 'Local & Vocal' initiative. This three-year initiative will end in the 2018/19 year. There was a modest deficit of £1,767 and funds on hand at the year-end were £2,427.

The shop moved to smaller premises within the West 12 shopping centre in Shepherd's Bush within the year. Sales were reduced to £74,869, a marked fall from the sum of £101,209 achieved in the previous year. The fall reflected a month's hiatus for the moving process, the reduced footfall following the closure of a supermarket nearby and the restricted space denying the opportunity for lucrative furniture sales to be made. However costs were contained at both premises due to the generosity of the licensor at the old shop and the landlord at the new shop.

The professional fundraiser, Igniting Minds Limited, achieved limited success in the year, the most notable funds raised being those for the upcycling of furniture.

The New Horizons Handypersons' Project ceased half-way through the year due to a lack of funding and the inability to achieve enough revenue from beneficiaries to cover its costs. Pledged funding of the project was withdrawn by an organisation for several reasons including the ending of the inclusion of students in their age of minority and the inability of the project to have any prospect of becoming self-sufficient. As the charity promotes older people this objective prevented the charging to beneficiaries of a commercial fee, and there were few handy men or women willing to work for the wage offered. The deficit of £11,425 was subsidised by the unrestricted general income fund.

A grant of £2,000 was raised from a Trust to pay for the wage of a driver to convey dementia-afflicted beneficiaries from and to their homes to and from the Greyhound Road centre. At the centre the beneficiaries engaged in various activities including singing. The service was carried on under the aegis of the Borough's contract when the grant had been expended.

The staff post of a Resources and Publicity Assistant was maintained in the year despite its funding having ceased in a previous year. The cost of the post of £11,255 was met by way of a transfer from the unrestricted general income fund.

One of the advice and information workers continued to spend time towards the achievement of a quality mark in that field. This was unfunded and so the cost of the work of £7,947 came out of the unrestricted general income fund.

**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup> March 2017.**

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

Governance - summary.

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

The governing documents are based on the Age UK national model governing documents.

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 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 she manages the charity overall. The Chief Executive reports to the Chair, who in turn reports to the Board.

A finance and fundraising sub-committee meets quarterly.

### Organisation.

The charity occupies the property at 105, Greyhound Road, Hammersmith. The property is owned by the Borough and is let to the charity at a peppercorn rent

The Greyhound Road property offers a hall, library, kitchen, café area, cyber café, meeting room and 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, a blind peoples' club, a dementia club, chess and draughts, and a pilates class.

There are office facilities at Greyhound Road.

Shopping trips and befriending services are provided external to the day centre.

The mainstay of the charity's income is derived from the funding programme of the Borough under a contract.

The charity administers the Hammersmith & Fulham Older Peoples' Consultative Forum and funding for it comes from Comic Relief under the Local and Vocal initiative.

The upcycling furniture project continued in the year with three employed sessional tutors instructing male beneficiaries at the Borough's Macbeth Centre.

Other staff based at no. 105, Greyhound Road (mostly part-time) comprise:

- The Operations Manager.
- The Service Coordinator.
- The Advice and Information Worker.
- The two Volunteer Co-ordinators.
- The Driver.
- The Engagement Administrator to the Hammersmith & Fulham Older Peoples' Consultative Forum under the Local and Vocal initiative.
- The Upcycling Furniture Coordinator.
- The Administrator.
- The Finance Officer.

Igniting Minds Limited are retained as a fundraising consultant.

Volunteers play a substantial part in the charity's activities.

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 in respect of wrongful acts committed by Trustees was available. The annual premium paid by the charity was £482 in each of both of the years 2016/17 and 2015/16 under the policy. The cover continued to be available at the date of this report.

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**ANNUAL REPORT for the year ended 31<sup>st</sup> March 2017.**

**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.

Cash flow.

Cash flow was good throughout the year.

Funds.

Analysis.

At the year-end the funds of the charity totalled £669,160 and were split as to:

- An unrestricted general income fund of £248,549 which the Trustees can spend as they see fit within the object of the charity and
- £412,011 of unrestricted income funds designated at the discretion of the Trustees for particular purposes, and
- Restricted income funds of £8,600 which have to be spent in accordance with the instructions of the source of the funds.

The unrestricted general income fund increased in the year, because of the excess of income over expenditure. The current 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.

Designated funds.

Note fourteen to the financial statements gives details of the unrestricted designated income funds.

Restricted funds.

Note sixteen to the financial statements provides further details.

Income and expenditure.

Total income receivable was £319,212 and total expenditure was £444,722. Accordingly, there was an excess of expenditure over income of £125,510 and this was the charity's overall deficit for the year.

Regarding unrestricted funds, the shop sales of donated goods were not so high as in the previous year for a number of reasons. The unrestricted raised funds including from the shop

sales were a disappointment. The support of Age UK national was appreciated through its retainer grant.

Legacy funding was not available in the year, save for the last part of the legacy receivable in the previous 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 was funded out of unrestricted funds, together with governance costs of £7,526 and the costs of the fund generation of £62,389.

With unrestricted income of £103,954 and total unrestricted expenditure of £92,997, the unrestricted funds posted a surplus of £10,957.

The *designated funds* did not have any income or expenditure in the year since they consisted either of funds in hand at the beginning of the year or funds established in the year by transfer from the unrestricted general income fund.

With restricted income of £215,258 and restricted expenditure of £351,725, the *restricted funds* posted a deficit of £136,467.

The service level agreement with the Borough continued to provide the largest part of the charity's income. There was a deficit of £98,385 under that programme. The Borough's funding level assumed that the charity would support the programme either through fundraising or from funds in hand. The funding of this deficit was an important matter for the charity and its fundraising programme in the year was not sufficient to support the Borough's programme. Accordingly the unrestricted general income fund was drawn upon to provide the funding of the deficit, albeit partially reimbursed by the unrestricted designated income funds. The funding of this deficit in future years is a matter of importance for the charity. The funds in hand cannot be used indefinitely to subsidise an annual deficit of the magnitude of that incurred in the year.

Other restricted funds posted a deficit of £38,082. Most of the deficit was attributable to funds that have since closed and those funds were subsidised from the unrestricted general income fund. The two most prominent funds were the Local and Vocal, and Upcycling Furniture activities which were adequately funded in the year and remain open.

#### Property use.

The charity appreciated the use of the Borough's premises at 105, Greyhound Road, Hammersmith at a peppercorn rent.

#### Volunteers.

Their input is not quantified in the financial statements.



**AGE UK HAMMERSMITH & FULHAM  
ANNUAL REPORT for the year ended 31<sup>st</sup> March 2017.**

**RESERVES POLICY.**

**Basis and calculation of reserves.**

The reserves consist of the liquid element of the unrestricted general income fund. The Trustees consider that they had reserves of £247,810 at 31<sup>st</sup> March, 2017, consisting of the unrestricted general income fund of £248,549 less that part of the fund represented by fixed assets in the sum of £739.

**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.

Restricted funding is only guaranteed from one to several years at a time, and there is not any certainty of its continuity beyond then.

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

The charity has not included any shop 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 the shop sales will cover the service charge and business rates commitments there, and
- A designated fund has been set up to cover shop costs, inter alia,

despite the charity not having the right to exit the lease before its term expires on 31<sup>st</sup> January 2018.

**Tenancy commitment at 105, Greyhound Road.**

The charity has not included any tenancy 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 tenancy, so that the Borough will waive in full the annual market rent of £51,500.

- The annual contribution to the maintenance and insurance of the premises will be payable out of the funding from the Borough, from third party S.L.A. co-funding and from unrestricted income.
- The tenancy has a break clause exercisable with minimal notice.

#### **Position at 31st. March, 2017.**

The forecast expenditure on all fronts for the twelve months to 31<sup>st</sup>. March 2018 is £400,760. Thus, the reserves at 31<sup>st</sup>. March, 2017 of £247,810 represented over seven months' worth of this expenditure. Accordingly, the policy has not been achieved.

#### **Charity's proposed action to reach the level of reserves required to be held under the policy.**

The charity recognises that the reserves may need to be drawn upon to co-fund the Borough's programme of activities, should supporting fundraising not be achieved. The funding accepted from the Borough assumes that the charity will either fundraise to support the programme or utilise its funds in hand (including its reserves) to do so.

The reserves will grow in the future principally through the shop surplus and Age UK national grants receivable in excess of expenditure on the core charitable activities, on the fundraiser and on governance, and at the same time this growth may need to be applied to support the Borough's activities. These are conflicting factors affecting the reserves. However the growth in reserves is not enough by some margin to support the Borough's programme.

Other factors that may reduce the reserves are mentioned below:

- The Trustees will need to assess the availability of the use by the charity of the premises at 105 Greyhound Road, should the Borough's funding end. The charity will have to find new premises perhaps at a substantial cost.
- The co-funding of other restricted activities either planned through the fundraising process or unplanned because the restricted income has not materialised as anticipated.
- More expenditure on beneficiaries.

However some measure of the expenditure borne or subsidised by reserves will be reimbursable out of the legacy designated fund.

#### **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 2017.**

**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 2017.**

**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.

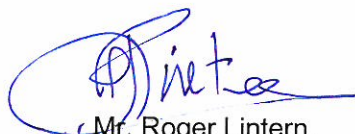
The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safe-guarding the assets of the charity 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 2018.

**Approval.**

This report was approved on 25<sup>th</sup> September, 2017, and is signed on behalf of the Board of Directors and Trustees by:



Mr. Roger Lintern,  
Chair of Directors and Trustees.

**APPENDIX A**  
**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**AGE UK HAMMERSMITH & FULHAM**  
**YEAR ENDED 31 March 2017**

We have audited the financial statements of Age UK Hammersmith & Fulham for the year ended 31 March 2017 set out in appendix B on pages I to XVIII. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

**Respective responsibilities of Trustees and auditor**

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the Directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of the accounts**

An audit involves obtaining evidence about the amounts and disclosures in the accounts sufficient to give reasonable assurance that the accounts are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the accounts. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited accounts and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies, we consider the implications for our report.

**Opinion on accounts.**

In our opinion the accounts:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2017 and of 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 the requirements of the Companies Act 2006.

**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

**APPENDIX A  
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF  
AGE UK HAMMERSMITH & FULHAM  
YEAR ENDED 31 March 2017**

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.



**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 6BR  
28 September 2017

**APPENDIX B.**

**AGE UK HAMMERSMITH & FULHAM.**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31ST. MARCH, 2017.**

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- II           Balance Sheet.
- III          Notes to the Accounts.

AGE UK HAMMERSMITH & FULHAM.  
INCOME AND EXPENDITURE ACCOUNT (STATEMENT OF FINANCIAL ACTIVITIES) FOR THE YEAR ENDED 31ST. MARCH, 2017.

	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2016
Note	<u>Unrestricted general income fund (reserve fund)</u> £	<u>Unrestricted designated income funds</u> £	<u>Restricted income funds</u> £	<u>Total of all funds</u> £	<u>Total of all funds</u> £
<i>Income from:</i>					
Grants, legacy, donations, Age UK and other					
Organisations' grants	2b	2,389	-	40,446	42,835
Legacy		5,000	-	-	5,000
Individuals' donations	2b	1,208	-	471	1,679
Age UK national and Age UK London - grants	2b	18,508	-	-	18,508
Room hire and memberships	2b	1,160	-	40	1,200
Beneficiaries' charges - non-Borough contract	2b	-	-	716	716
Charitable activities - contract with Borough	2a	-	-	173,585	173,585
Shop sales of donated goods		74,869	-	-	74,869
Bank interest receivable		820	-	-	820
Income in total		103,954	-	215,258	319,212
<i>Expenditure on:</i>					
Raised funds					
Fundraiser	4	(13,840)	-	-	(13,840)
Shop	4	(48,549)	-	-	(48,549)
		(62,389)	-	-	(62,389)
Charitable activities					
Staff	3	(11,462)	-	(256,784)	(268,246)
Buildings		(4,922)	-	(39,574)	(44,496)
Professional fees		(1,058)	-	(9,784)	(10,842)
Volunteers		(94)	-	(2,740)	(2,834)
Office		(3,062)	-	(13,131)	(16,193)
Activities		(1,874)	-	(14,666)	(16,540)
Equipment		(568)	-	(10,060)	(10,628)
Depreciation		(42)	-	(4,986)	(5,028)
Governance	5	(7,526)	-	-	(7,526)
Expenditure in total		(92,997)	-	(351,725)	(444,722)
Net surplus/(deficit) for the year		10,957	-	(136,467)	(125,510)
Transfers between funds:					
Absorption of deficits on various restricted funds by general fund	16	(133,363)	-	133,363	-
Establishment of designated fund equivalent to the legacy receivable in the previous year	14	(585,000)	585,000	-	-
Absorption by legacy designated fund of staff and shop costs incurred in the previous year and previously borne by general fund	14	77,071	(77,071)	-	-
Absorption by designated funds of staff, shop and vehicle costs incurred in the year and previously borne by general fund	14	125,919	(125,919)	-	-
Income of closed restricted fund transferred to general fund	16	138	-	(138)	-
Funds at 31st. March, 2016		752,827	30,001	11,842	794,670
Funds at 31st. March, 2017		£ 248,549	£ 412,011	£ 8,600	£ 669,160
				£ 794,670	

This account has been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice.

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



**AGE UK HAMMERSMITH & FULHAM.**  
**BALANCE SHEET AS AT 31ST. MARCH, 2017.**

	Note	At 31st. March, 2017 £	At 31st. March, 2017 £	At 31st. March, 2016 £	At 31st. March, 2016 £
<b>FIXED ASSETS</b>					
Tangible assets					
Short leasehold improvements	13	-	-	-	-
Shop fittings	13	1	1	1	1
Motor vehicles	13	5,190	10,380	10,380	10,380
Fixtures and equipment	13	782	1,363	1,363	1,363
			<u>5,973</u>	<u>11,744</u>	<u>11,744</u>
<b>CURRENT ASSETS</b>					
Debtors					
Value added tax recoverable		4,097	6,067	6,067	6,067
Sundry debtors		24	214	214	214
Prepayments		5,591	4,445	4,445	4,445
Accrued income		12,500	6,250	6,250	6,250
		<u>22,212</u>	<u>16,976</u>	<u>16,976</u>	<u>16,976</u>
Cash at bank and in hand		<u>671,456</u>	<u>789,215</u>	<u>789,215</u>	<u>789,215</u>
			693,668	806,191	806,191
<b>CURRENT LIABILITIES</b>					
Creditors: Amounts falling due within one year					
Charge card		728	63	63	63
Payroll taxation and social security		6,933	6,980	6,980	6,980
Accrued expenditure		22,820	16,222	16,222	16,222
			<u>(30,481)</u>	<u>(23,265)</u>	<u>(23,265)</u>
<b>NET CURRENT ASSETS</b>			<u>663,187</u>	<u>782,926</u>	<u>782,926</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<u>£ 669,160</u>	<u>£ 794,670</u>	<u>£ 794,670</u>
<b>CAPITAL AND RESERVES</b>					
Income and expenditure account					
Unrestricted General Income Fund	17	248,549	752,827	752,827	752,827
Other reserves					
Unrestricted Designated Income Funds	14	412,011	30,001	30,001	30,001
Total Unrestricted Funds		660,560	782,828	782,828	782,828
Restricted Income Funds	16	8,600	11,842	11,842	11,842
			<u>£ 669,160</u>	<u>£ 794,670</u>	<u>£ 794,670</u>

Approved on behalf of the Directors and Trustees on 25th. September 2017 with their authority by:

Mr. Roger Lintern  
Chair of Directors and Trustees

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

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 (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 going concern, accruals and historic cost bases of accounting have been used.

There are not any material uncertainties about the charity's ability to continue as a going concern.

1.02 Donations and Legacies.

Donations and legacies 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, 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 at a peppercorn rent was not brought into the financial statements as income and the equivalent expenditure because to do so would have been misleading. 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 recorded.

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.

#### 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 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

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH,**  
**2017.**

V

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 in fund generation.

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 - 20% p.a.
- Shop fittings – 10% p.a.
- Short leasehold improvements – over the remaining term of the lease.
- Motor vehicles – 20% p.a.
- Assets costing under £1,000 were written off in the year of purchase.

1.11 Pension costs.

The charity contributed to employees' private defined-contribution pension schemes, including to a stake-holder pension scheme under arrangements enabled by the charity. The latter stake-holder scheme involved the employee contracting with the pension-provider under the auspice of administrative arrangements provided by the charity and it was not an occupational pension scheme.

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.

1.13 Value Added Tax.

Most of the tax paid was not recoverable from H.M. Revenue & Customs.

**AGE UK HAMMERSMITH & FULHAM.**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.**

2. INCOME.

	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2016
	Unrestricted	Restricted	Total	Total
	£	£	£	£
<b>2a. INCOME FROM CHARITABLE ACTIVITIES</b>				
London Borough of Hammersmith & Fulham (L.B.H.&F.) - service level agreement (S.L.A.) under contract - receivable from their third sector investment fund (3SIF)	-	160,000	160,000	160,000
	-	160,000	160,000	160,000
Beneficiaries' charges - 105 Greyhound Road activities	-	12,539	12,539	12,617
Beneficiaries' charges - Transport	-	1,046	1,046	1,497
Beneficiaries' charges under S.L.A. with London Borough of Hammersmith & Fulham	-	13,585	13,585	14,114
Totals	£ -	£ 173,585	£ 173,585	£ 174,114
<b>2b. INCOME FROM GRANTS, LEGACY, DONATIONS, AGE UK AND OTHER.</b>				
Beneficiaries' charges - New Horizons Handypersons' Project	-	661	661	2,429
Beneficiaries' charges - for Upcycling Furniture	-	55	55	-
Beneficiaries' charges - Local and Vocal	-	-	-	396
Beneficiaries' charges - non-Borough contract	£ -	£ 716	£ 716	£ 2,825
Morrisons supermarket - for Upcycling Furniture	-	5,702	5,702	-
Robert McAlpine Foundation - for Upcycling Furniture	-	5,000	5,000	-
Hammersmith United Charities - for Upcycling Furniture	-	4,000	4,000	-
The Goldsmiths' Company - for Upcycling Furniture	-	3,000	3,000	-
The Daisy Trust - for Upcycling Furniture	-	1,800	1,800	-
Waitrose Supermarket - for Upcycling Furniture	-	130	130	-
Albert Hunt Trust	1,000	-	1,000	-
Hyde Park Residence Ltd.	369	-	369	-
Greater London Authority - Speed Volunteering - for Spread the Warmth Coordinator	-	-	-	2,500
Donations - Spread the Warmth	-	138	138	561
Fundraising - Spread the Warmth	-	-	-	263
London Borough of Hammersmith & Fulham - for Action Against Isolation	-	-	-	1,000
Souter Charitable Trust - for dementia activity Driver (2016: for Driver)	-	2,000	2,000	1,728
Santander Bank - for Discovery Day	-	250	250	-
Will Charitable Trust - for Driver	-	-	-	5,000
First Give	250	-	250	-
Allied Irish Bank	250	-	250	-
Charities Aid Foundation	100	-	100	-
Dr. Edward & Bishop King's Fulham Charity for Volunteer Co-ordinator staff post	-	-	-	5,662
Comic Relief for Local and Vocal	-	18,426	18,426	9,156
Waitrose supermarket on Fulham Broadway	320	-	320	350
Iraqi Women's League	100	-	100	-
Organisations' grants	£ 2,389	£ 40,446	£ 42,835	£ 26,220
Room hire	-	40	40	430
Memberships	1,160	-	1,160	1,180
Room hire and memberships	£ 1,160	£ 40	£ 1,200	£ 1,610
Individual's donation for Local and Vocal	-	-	-	1,500
Advice and Informations - donation	-	-	-	175
Gardening donations	-	320	320	430
Café donations	-	51	51	37
Sundry income	11	-	11	380
Beneficiary's meals	-	100	100	-
Shop sundry income	109	-	109	45
Donations - various	512	-	512	683
In memoriam	548	-	548	-
Website donations	28	-	28	309
Fundraising - various	-	-	-	169
Individuals' donations	£ 1,208	£ 471	£ 1,679	£ 3,728
Age UK national - Retainer Grant	15,000	-	15,000	7,500
Age UK London	3,508	-	3,508	4,227
Age UK national - Main Grant	-	-	-	400
Age UK and Age UK London - grants	£ 18,508	£ -	£ 18,508	£ 12,127

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

3. EXPENDITURE ON CHARITABLE ACTIVITIES IN TOTAL.

	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2016
<u>Totals of funds and unrestricted core funds.</u>	Unrestricted <u>Core</u> £	Total <u>Restricted</u> £	Total <u>All funds</u> £	Total <u>All funds</u> £
Staff: salaries, social security, child care, pensions, training, travel & recruitment	11,462	256,784	268,246	228,167
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates	4,922	39,574	44,496	46,807
Professional fees: payroll, information technology and other	1,058	9,784	10,842	30,075
Volunteers' expenses & parties	94	2,740	2,834	2,683
Office: printing, stationery, postage, photocopying, software & refreshments	3,062	13,131	16,193	15,285
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises	1,874	14,666	16,540	17,594
Equipment	568	10,060	10,628	12,638
Depreciation	42	4,986	5,028	5,075
	<b>£ 23,082</b>	<b>£ 351,725</b>	<b>£ 374,807</b>	<b>£ 358,324</b>

	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017
<u>Restricted funds.</u>	New Horizons Handy Persons' Project £	Resources & Publicity Assistant £	Upcycling Furniture £	Souter Charitable Trust: Driver £
Staff: salaries, social security, child care, pensions, training, travel & recruitment	11,344	11,255	15,622	6,351
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates	-	-	3,415	-
Professional fees: payroll, information technology and other	363	-	-	-
Volunteers' expenses & parties	-	-	118	-
Office: printing, stationery, postage, photocopying, software & refreshments	217	-	942	-
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises	60	-	49	-
Equipment	56	-	1,016	-
Depreciation	46	-	-	-
	<b>£ 12,086</b>	<b>£ 11,255</b>	<b>£ 21,162</b>	<b>£ 6,351</b>

	L.B.H.& F. Service Level Agreement £	Consultative Forum: Local and Vocal £	Advice & Information: Quality Assurance £
<u>Restricted funds.</u>			
Staff: salaries, social security, child care, pensions, training, travel & recruitment	190,349	13,916	7,947
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates	35,054	1,105	-
Professional fees: payroll, information technology and other	9,421	-	-
Volunteers' expenses & parties	2,622	-	-
Office: printing, stationery, postage, photocopying, software & refreshments	7,898	4,074	-
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises	14,557	-	-
Equipment	7,890	1,098	-
Depreciation	4,940	-	-
	<b>£ 272,731</b>	<b>£ 20,193</b>	<b>£ 7,947</b>

A fee of £3,842 (2016: £789) was payable to the Auditor for a book-keeping service in the year.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

3a. EXPENDITURE DIRECTLY ON CHARITABLE ACTIVITIES.	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2016
<u>Totals of funds and unrestricted core funds.</u>	Unrestricted <u>Core</u> £	Total <u>Restricted</u> £	Total <u>All funds</u> £	Total <u>All funds</u> £
Staff: salaries, social security, child care, pensions, training, travel & recruitment	6,368	152,531	158,899	151,949
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates	2,461	22,047	24,508	25,331
Professional fees: payroll, information technology and other	487	4,779	5,266	14,927
Volunteers' expenses & parties	47	1,429	1,476	1,551
Office: printing, stationery, postage, photocopying, software & refreshments	400	9,182	9,582	9,935
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises	937	14,666	15,603	16,114
Equipment	284	6,115	6,399	7,056
Depreciation	21	2,516	2,537	2,584
	<b>£ 11,005</b>	<b>£ 213,265</b>	<b>£ 224,270</b>	<b>£ 229,447</b>
	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017
<u>Restricted funds.</u>	New Horizons Handy Persons' <u>Project</u> £	Resources & Publicity <u>Assistant</u> £	Upcycling <u>Furniture</u> £	Souter Charitable Trust: <u>Driver</u> £
Staff: salaries, social security, child care, pensions, training, travel & recruitment	11,344	11,255	15,622	6,351
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates	-	-	3,415	-
Professional fees: payroll, information technology and other	363	-	-	-
Volunteers' expenses & parties	-	-	118	-
Office: printing, stationery, postage, photocopying, software & refreshments	217	-	942	-
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises	60	-	49	-
Equipment	56	-	1,016	-
Depreciation	46	-	-	-
	<b>£ 12,086</b>	<b>£ 11,255</b>	<b>£ 21,162</b>	<b>£ 6,351</b>
<u>Restricted funds.</u>		L.B.H.& F. Service Level <u>Agreement</u> £	Consultative Forum: Local and <u>Vocal</u> £	Advice & Information: Quality <u>Assurance</u> £
Staff: salaries, social security, child care, pensions, training, travel & recruitment		86,096	13,916	7,947
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates		17,527	1,105	-
Professional fees: payroll, information technology and other		4,416	-	-
Volunteers' expenses & parties		1,311	-	-
Office: printing, stationery, postage, photocopying, software & refreshments		3,949	4,074	-
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises		14,557	-	-
Equipment		3,945	1,098	-
Depreciation		2,470	-	-
		<b>£ 134,271</b>	<b>£ 20,193</b>	<b>£ 7,947</b>

A fee of £3,842 (2016: £789) was payable to the Auditor for a book-keeping service in the year.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

3b. EXPENDITURE IN SUPPORT OF CHARITABLE ACTIVITIES.

	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2016
<u>Totals of funds and unrestricted core funds.</u>	Unrestricted Core £	Total Restricted £	Total All funds £	Total All funds £
Staff: salaries, social security, child care, pensions, training, travel & recruitment	5,094	104,253	109,347	76,218
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates	2,461	17,527	19,988	21,476
Professional fees: payroll, information technology and other	571	5,005	5,576	15,148
Volunteers' expenses & parties	47	1,311	1,358	1,132
Office: printing, stationery, postage, photocopying, software & refreshments	2,662	3,949	6,611	5,350
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises	937	-	937	1,480
Equipment	284	3,945	4,229	5,582
Depreciation	21	2,470	2,491	2,491
	£ 12,077	£ 138,460	£ 150,537	£ 128,877

Restricted funds.

	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017
	New Horizons Handy Persons' Project £	Resources & Publicity Assistant £	Upcycling Furniture £	Souter Charitable Trust: Driver £
Staff: salaries, social security, child care, pensions, training, travel & recruitment	-	-	-	-
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates	-	-	-	-
Professional fees: payroll, information technology and other	-	-	-	-
Volunteers' expenses & parties	-	-	-	-
Office: printing, stationery, postage, photocopying, software & refreshments	-	-	-	-
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises	-	-	-	-
Equipment	-	-	-	-
Depreciation	-	-	-	-
	£ -	£ -	£ -	£ -

Restricted funds.

	L.B.H.& F. Service Level Agreement £	Consultative Forum: Local and Vocal £	Advice & Information: Quality Assurance £
Staff: salaries, social security, child care, pensions, training, travel & recruitment	104,253	-	-
Buildings: maintenance, insurances, utilities, cleaning, refuse, rent & rates	17,527	-	-
Professional fees: payroll, information technology and other	5,005	-	-
Volunteers' expenses & parties	1,311	-	-
Office: printing, stationery, postage, photocopying, software & refreshments	3,949	-	-
Activities: vehicles, transport, kitchen provisions, licences, advertising, public relations & physical exercises	-	-	-
Equipment	3,945	-	-
Depreciation	2,470	-	-
	£ 138,460	£ -	£ -

A fee of £3,842 (2016: £789) was payable to the Auditor for a book-keeping service in the year.



AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

4. EXPENDITURE ON RAISED FUNDS.

	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2017	Year ended 31st. March, 2016
	<u>Unrestricted Fundraising</u>	<u>Unrestricted Shop</u>	Total	Total
	£	£	£	£
Staff costs	-	28,703	28,703	23,970
Rent	-	5,000	5,000	10,000
Rates	-	3,032	3,032	4,514
Service charge	-	4,000	4,000	-
Electricity	-	923	923	-
Insurance - general	-	487	487	609
Telephone	-	1,027	1,027	956
Equipment maintenance	-	-	-	-
Building maintenance	-	733	733	-
Repairs & renewals	-	150	150	-
Buildings	-	15,352	15,352	16,079
Professional fee - information technology	-	245	245	368
Fundraising consultants - Igniting Minds Ltd	13,549	-	13,549	16,355
Consultancy	-	-	-	1,036
Book-keeping	-	192	192	39
Legal fees	-	5	5	-
Payroll	-	77	77	80
Professional	13,549	519	14,068	17,878
Volunteers' expenses	-	364	364	332
Motor van running costs	-	1,605	1,605	2,895
Activities	-	1,605	1,605	2,895
Equipment	19	1,263	1,282	107
Motor van depreciation	-	743	743	419
Website fundraising and raffle prizes	272	-	272	318
	£ 13,840	£ 48,549	£ 62,389	£ 61,998

5. EXPENDITURE ON GOVERNANCE

	<u>Unrestricted</u>	<u>Unrestricted</u>
Staff costs	1,274	561
Sundries	202	160
Books and software	1,478	2,724
Value added tax	217	81
Bank charges	588	579
Subscriptions	866	1,377
Audit	2,707	2,570
Annual General Meeting & Annual Report	97	388
Legal	13	(215)
Payroll	84	88
	£ 7,526	£ 8,313

6. FINANCIAL COMMITMENT ACCRUING AFTER THE YEAR-END AND NOT PROVIDED FOR IN THE FINANCIAL STATEMENTS - SHOP.

	At 31st. March, 2017	At 31st. March, 2016
<i>Business rates and service charge (2016: rent and business rates) due under the lease (2016: licence) for the shop in the West 12 Shopping Centre:</i>		
Overall	£ 7,107	£ 3,629
Within one year (for a commitment expiring within one year)	£ 7,107	£ 3,629

The insurance commitment at the year-end had not been made known by the lessor to the charity.

7. FINANCIAL COMMITMENT ACCRUING AFTER THE YEAR-END AND NOT PROVIDED FOR IN THE FINANCIAL STATEMENTS - 105, GREYHOUND ROAD.

<i>Annual contribution to maintenance and insurance at 105, Greyhound Road:</i>		
Overall	£ 985	£ 1,077
Within one year (for a commitment expiring within one year)	£ 985	£ 1,077

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

8. STAFF COSTS.

	Year ended 31st. March, 2017 £	Year ended 31st. March, 2016 £
Salaries	263,378	227,635
Social Security	15,759	12,018
Child care benefit	2,692	3,091
Pension contributions	14,532	7,483
Recruitment	80	2,227
Travel	-	113
Training	1,782	131
	<u>£ 298,223</u>	<u>£ 252,698</u>

Deducted in the financial statements as follows:

Charitable activities	268,246	228,167
Generated funds	28,703	23,970
Governance	1,274	561
	<u>£ 298,223</u>	<u>£ 252,698</u>

The average numbers of staff employed during the year were:

	2017 Number	2016 Number
Full-time	2.00	1.00
Part-time	16.00	11.00
	<u>18.00</u>	<u>12.00</u>
Full-time equivalents of posts	<u>9.15</u>	<u>7.20</u>

Full-time equivalents of posts were analysed as follows:

<u>Post description</u>	<u>Main activity</u>		
Chief Executive	S.L.A.	0.80	0.80
New Horizons Handy Persons' Project - Coordinator	As post title	0.10	0.20
New Horizons Handy Persons' Project - Handyman	As post title	0.10	0.20
New Horizons Handy Persons' Project - Administrative Assistant	As post title	0.20	0.40
Service Coordinator	S.L.A.	0.75	0.65
Upcycling Furniture Coordinator	As post title	0.40	0.30
Upcycling Furniture Sessional Tutors (three)	As post title	0.10	-
Resources & Publicity Assistant	As post title	0.50	0.50
Finance Officer	S.L.A.	0.50	0.50
Volunteer Coordinators (two)	S.L.A.	1.00	0.55
Advice & Information Workers - office-based (two)	S.L.A.	0.55	0.55
Advice & Information Worker - outreach	As post title	-	0.20
Advice & Information Worker - quality assurance	As post title	0.30	-
Shop Manager	As post title	1.00	1.00
Shop Manager's assistant	As post title	0.50	-
Driver	S.L.A.	0.40	0.30
Hammersmith & Fulham Older Peoples' Consultative Forum - Local & Vocal Administrator	As post title	0.40	0.40
Spread the Warmth Coordinator	As post title	-	0.10
Operations Manager	S.L.A.	1.00	-
Administrator	S.L.A.	0.55	0.55
Full-time equivalents		<u>9.15</u>	<u>7.20</u>

No employee earned a salary at a rate of £60,000 per annum or more in either year.  
Several staff members occupied more than one post.

**AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.**

**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 other income was applied for charitable purposes.
- c) The sales at the shop were the result of the conversion of donated inventories to cash.

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 the year the charity recovered some (2016: most) of the tax that it had paid.

**10. LEGACY.**

The charity had not been notified of an entitlement to a legacy by the year-end which had not been brought into the financial statements as income (2016: the same situation).

**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 for 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. A Trustee was reimbursed for the expenses of travel of £24 between his home and the office (2016: £50).

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

The annual rent due to the Borough under the charity's occupation of the property at 105, Greyhound Road was one peppercorn (2016: one peppercorn). The annual market rent of £51,500 (2016: £51,500) had not been brought into income as a benefit-in-kind in either year, and nor had a corresponding rent charge of the same figure been included in expenditure as a restricted deduction from that benefit-in-kind in either year. The charity believed that the inclusion of those two figures in the financial statements in either year would have been misleading because of their large size. This is a departure from the S.O.R.P. with the departure's effect being that both income and expenditure in both years were reduced by £51,500, but with a nil effect on the deficit for the year and surplus for the previous year.

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, for the upcycling furniture activity, 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.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

13. FIXED ASSETS.

TANGIBLE FIXED ASSETS FOR CHARITY USE.

	Short Leasehold Improvements £	Shop Fittings £	Motor Vehicles £	Fixtures and Equipment £	Total £
<i>Cost:</i>					
At 31st. March, 2016	43,367	12,605	25,952	48,292	130,216
Fully-depreciated assets written out of the books	(43,367)	(12,604)	-	(45,387)	(101,358)
At 31st. March, 2017	-	1	25,952	2,905	28,858
<i>Accumulated Depreciation:</i>					
At 31st. March, 2016	43,367	12,604	15,572	46,929	118,472
Fully-depreciated assets written out of the books	(43,367)	(12,604)	-	(45,387)	(101,358)
Charge for year	-	-	5,190	581	5,771
At 31st. March, 2017	-	-	20,762	2,123	22,885
<i>Net book value:</i>					
At 31st. March, 2016	- £	1 £	10,380 £	1,363 £	11,744 £
At 31st. March, 2017	- £	1 £	5,190 £	782 £	5,973 £

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

14. UNRESTRICTED DESIGNATED INCOME FUNDS.

The Trustees had designated funds for the following purposes :

Note.	At 31st. March, 2016	Transfer from unrestricted general income fund - establishment of legacy fund	Transfer to unrestricted general income fund - absorption of costs of previous year	Transfer between unrestricted designated income funds - amalgamation of funds	Transfers to unrestricted general income fund - absorption of costs of year	At 31st. March, 2017
	£	£	£	£	£	£
1 Shop - rent and business rates	20,000	-	-	(20,000)	-	-
2 Shop - shop fittings' depreciation	1	-	-	-	-	1
3 Legacy - for staff and shop activity	-	585,000	(77,071)	25,000	(124,707)	408,222
4 Shop - fixtures, fittings and refurbishment	5,000	-	-	(5,000)	-	-
5 Maintenance of minibus	5,000	-	-	-	(1,212)	3,788
	£ 30,001	£ 585,000	£ 77,071	£ -	£ (125,919)	£ 412,011

Note.

- The shop premises were located in the West 12 Shopping Centre, Shepherd's Bush. The charity had entered into a licence for the shop at a fee of less than market value together with a business rates commitment, but the licence came to an end in the year. Subsequently, the shop moved into smaller premises in the Shopping Centre and still occupies those premises under a short term lease. At the current premises there were business rates, insurance and service charge commitments, but neither a licence fee nor rent was payable. The Trustees felt it was prudent to designate a fund to cover some measure of rent and business rates liabilities into the future for premises where business rates and a market value rent would be payable. This fund has been transferred to the legacy fund, the terms of which include its disbursement on the shop.
- The depreciation charge on the shop fittings has been met by the fund, represented by the net book value of those fittings. At the year-beginning, as well as at the year-end, there was not any further depreciation to be charged.
- In the previous year there was a legacy receivable of £585,000 which had to be disbursed in accordance with the objects of the charity. There was not any authority in the Will for the legacy to be held as an endowment or other capital fund and accordingly the legacy was taken into account as income in the previous year. In the year an amount equivalent to the legacy was used to establish a legacy designated fund by way of a transfer from the general income fund. The charity decided to charge the new fund with expenditure incurred over the several years from the previous year as it is impractical to exercise the fund's expenditure within a shorter time frame. The charity used the new fund to reimburse the general fund for the costs of particular staff posts and the shop activity incurred both in the year and in the previous year. The staff posts concerned included, but were not limited to, all of those posts that constituted a recent augmentation to the posts already in place. The shop occupies premises under a short term lease on favourable terms and upon expiration of the lease the outgoings may be greater at the same or replacement premises.
- Fund for the purpose as described in its title. This fund has been transferred to the legacy fund, the terms of which include its disbursement on the shop.
- Fund for the purpose as described in its title.  
Interest on the unrestricted designated income funds has been credited to the unrestricted general income fund.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

15. FUNDS - REPRESENTATION BY NET ASSETS.

Fund balances at 31st. March, 2017 were represented by:

	Unrestricted general income £	Unrestricted designated income £	Funds for L.B.H.&F. service level activities £	N.H.H.P.P. £	Resources and Publicity Assistant I.S.O. 9001 £	Age UK £	Upcycling Furniture £	Consultative Forum Local and Vocal £	Advice and Information Quality Assurance £	Total £
<b>Tangible Fixed Assets</b>										
Leasehold improvements	-	-	-	-	-	-	-	-	-	-
Shop fittings	-	1	-	-	-	-	-	-	-	1
Motor vehicles	697	-	4,400	93	-	-	-	-	-	5,190
Fixtures & equipment	42	-	740	-	-	-	-	-	-	782
	739	1	5,140	93	-	-	-	-	-	5,973
<b>Current Assets</b>										
Value added tax recoverable	-	-	4,097	-	-	-	-	-	-	4,097
Sundry debtors	24	-	-	-	-	-	-	-	-	24
Prepayments	1,194	-	3,564	-	-	-	833	-	-	5,591
Accrued income	12,500	-	-	-	-	-	-	-	-	12,500
	13,718	-	7,661	-	-	-	833	-	-	22,212
<b>Cash at bank and in hand</b>	247,755	412,010	1,839	(81)	508	1,121	4,469	2,934	901	671,456
<b>Creditors: Amounts falling due within one year</b>										
Charge card	-	-	(728)	-	-	-	-	-	-	(728)
Payroll taxation and social security	(1,197)	-	(4,529)	(12)	(296)	-	(250)	(296)	(353)	(6,933)
Accruals	(12,466)	-	(9,383)	-	(212)	-	-	(211)	(548)	(22,820)
	(13,663)	-	(14,640)	(12)	(508)	-	(250)	(507)	(901)	(30,481)
<b>Total Net Assets</b>	£ 248,549	£ 412,011	£ -	£ -	£ -	£ 1,121	£ 5,052	£ 2,427	£ -	£ 669,160

Each fund had sufficient assets in an appropriate form to enable its objectives to be achieved, save for the fund for L.B.H.& F. service level activities. The latter fund was technically illiquid, but was able to draw upon the cash at bank held within the unrestricted general income fund by way of loan repayable on demand.

AGE UK HAMMERSMITH & FULHAM.  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31ST. MARCH, 2017.

16. RESTRICTED INCOME FUNDS.

	At 31st March, 2016 £	Income: Charitable activities £	Income: Grants, donations and other £	Income: Beneficiaries' charges non-S.L.A. £	Income: Beneficiaries' charges under S.L.A. £	Total income £	Total expenditure £	Surplus/ (deficit) for the year £	Transfers from unrestricted general income fund £	Transfer to unrestricted general income fund £	At 31st. March, 2017 £
L.B.H.& F. service level agreement (S.L.A.) - contract	-	160,000	-	-	13,585	173,585	(271,970)	(98,385)	98,385	-	-
Individuals' donations for S.L.A.	-	-	471	-	-	471	(471)	-	-	-	-
Other funds for S.L.A. activities:											
Room hire	-	-	40	-	-	40	(40)	-	-	-	-
Santander Bank for Discovery Day	-	-	250	-	-	250	(250)	-	-	-	-
L.B.H.& F. and others - funds for S.L.A. activities	-	160,000	761	-	13,585	174,346	(272,731)	(98,385)	98,385	-	-
New Horizons Handy Persons' Project	-	-	-	661	-	661	(12,086)	(11,425)	11,425	-	-
Resources and Publicity Assistant	-	-	-	-	-	-	(11,255)	(11,255)	11,255	-	-
Souter Charitable Trust - for dementia activity Driver	-	-	2,000	-	-	2,000	(6,351)	(4,351)	4,351	-	-
Age UK - Certification under International Organisation for Standardisation's I.S.O. 9001 for quality management	1,121	-	-	-	-	-	-	-	-	-	1,121
Upcycling Furniture	6,527	-	19,632	55	-	19,687	(21,162)	(1,475)	-	-	5,052
Consultative Forum - Local and Vocal	4,194	-	18,426	-	-	18,426	(20,193)	(1,767)	-	-	2,427
Advice & Information - Quality Assurance	-	-	-	-	-	-	(7,947)	(7,947)	7,947	-	-
Silver Social - Spread the Warmth (non-staff costs)	-	-	138	-	-	138	-	138	-	(138)	-
Other restricted funds	11,842	-	40,196	716	-	40,912	(78,994)	(38,082)	34,978	(138)	8,600
All funds	£ 11,842	£ 160,000	£ 40,957	£ 716	£ 13,585	£ 215,258	£ 351,725	£ 136,467	£ 133,363	£ 138	£ 8,600

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 and shopping transport service.
- Volunteering: Support.

This S.L.A. contractual funding was augmented in the year from various sources.

Other restricted funds.

The New Horizons Handy Persons' Project allowed the beneficiaries to have small tasks carried out in their homes by a handyman.

The Resources and Publicity Assistant staff post was maintained in the year without funding.

The Souter Charitable Trust funded a driver for the dementia group in ferrying them to and from the centre in Greyhound Road from and to their homes.

There was a continuation of the Upcycling Furniture project in the year. Used furniture was upcycled in a workshop by male beneficiaries and sold through the charity shop.

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 continued in the year for this work from Comic Relief under the 'Local and Vocal' initiative.

The Advice and Information worker continued, and then ended, her duties on a quality assurance mark, in addition to the advice and information service.

17. UNRESTRICTED GENERAL INCOME FUNDS.

Core.

These funds continued the general work of the charity.

Fundraising.

Consultant, Igniting Minds Limited in the year applied for funding from Trusts, Foundations and other sources. Some success was achieved.

Shop.

Shop sales of donated inventories continued in the West 12 Shopping Centre in Shepherd's Bush.



The charity licensed the premises from Staying First, an arm of the Shepherd's Bush Housing Group, for the occupation of the shop's space under licence.

During the year the shop activity was moved to new premises in the Shopping Centre under lease from the Shopping Centre's landlord.

**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.