

TRUSTEES' REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2025

AGE UK SURREY
(A Company Limited by
Guarantee)

MENZIES
BRIGHTER THINKING

AGE UK SURREY

(A Company Limited by Guarantee)

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AGE UK SURREY

(A Company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2025

Trustees	John Frederick Burbridge, Chair (resigned 31 July 2024) Joy Susan Allen, Vice Chair (appointed Chair 31 July 2024) Steven Roger Avis, Treasurer Conrad Bennett (resigned 1 July 2025) Angela Boodoo Alexander James Ford (appointed 3 October 2024, resigned 30 June 2025) Hamish Thomas Macdonald (resigned 19 May 2024) Richard Stuart Mills (appointed 24 August 2024) Janet Elizabeth Trowse (appointed 6 December 2024) Sarah Wardle (resigned 31 July 2024) Jason Paul Webster
Company Registered Number	02803315
Charity Registered Number	1036450
Principal Address and Registered Office	The Clockhouse Community Centre Chapel Lane Milford Surrey GU8 5EZ
Company Secretary	Lynne Oliver (appointed 2 April 2024, resigned 31 July 2024)
Chief Executive Officer	Catherine Hodgson (appointed 5 June 2024)
Chief Executive Officer and Company Secretary	Susan Zirps (resigned 2 April 2024)
Independent Auditors	Menzies LLP Chartered Accountants Magna House 18-32 London Road Staines-Upon-Thames TW18 4BP
Bankers	HSBC 12a North Street Guildford Surrey GU1 4AF

AGE UK SURREY

(A Company Limited by Guarantee)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2025

The Trustees and Directors of Age UK Surrey present their Annual Report for the year ended 31st March 2025, together with the accounts for the Charity.

The accounts comply with the requirements of the Companies Act 2006, the Charities Act 2011, the Memorandum and Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Objects of the Charity

To support people living in and around Surrey to maximise their independence, wellbeing and quality of life in later years.

Public Benefit

Age UK Surrey has adopted charity objectives which focus on supporting older people to be independent and remain well for as long as possible. The Charity aims to work in co-operation with other organisations, statutory, commercial and voluntary, to support older people by providing a range of services. The Trustees confirm that they have given due consideration to the Charity Commission published Guidance on the operation of the Public Benefit requirement.

Report from the Chair of Trustees

This has been a year of significant change for Age UK Surrey. We fondly remember our late Chair, John Burbridge, who was passionate about our work and who passed away in late 2024. We also remember our colleague, Lynne Oliver, our much loved Head of Finance, who passed away during the year.

Joy Allen, our former Vice Chair, became Age UK Surrey's Chair and we have welcomed several new Trustees to our Board who have greatly enhanced our governance and strategic focus – Richard Mills, Janet Trowse and Alex Ford.

We also welcomed our new Chief Executive, Catherine Hodgson, who joined us during 2024 and a small number of new team members.

Our staff and volunteers have continued to deliver our services with skill, expertise and dedication – always placing our clients at the heart of our work.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Key Achievements

We have:

- Maintained key partnerships and commissioned funding from local government including for our flagship Information and Advice Service, and the award winning Planning for Your Future project.
- Delivered our high quality core services providing vital support to older people and their families across our County.
- Strengthened our Board with additional skills in Strategy; HR/People; and Risk Management & Audit.
- Expanded our Dementia Support Services, beyond our Clockhouse Community Centre, with plans to provide support in multiple locations across Surrey.
- Taken a lead role in the local NHS system's focus on Frailty and Older Persons as Joint Lead with Action for Carers Surrey as part of the development of the Surrey Frailty Framework led by NHS Surrey Heartlands ICB. We are also the Surrey Voluntary, Community and Social Enterprise (VCSE) Alliance Portfolio Lead for Older People.
- Restructured parts of our operational and Senior Management teams to increase our effectiveness and strengthen our reporting lines.
- Strengthened our relationships with other charities and sought opportunities for collaboration and partnership.
- Formulated a new Organisational Strategy for 2025-2028.
- Maintained the Age UK Charity Quality Standard (CQS). Our Information and Advice Service also holds the AQS (Advice Quality Standard) and the Quality of Advice Assessment and Service Management Review from Age UK.

Partnerships

We thank our supporters, donors and partners most gratefully for their continuing trust and confidence.

Our thanks to Surrey County Council for their continued funding for both our Information and Advice Service and, also, for the delivery of the Planning for Your Future Project which provides information and guidance to older people on remaining independent and well for as long as possible. We also thank Spelthorne Borough Council for their support.

About Us

Our values are at the centre of our work – we believe in being compassionate, creative and collaborative in all we do.

We joined the Age UK Network in 2016 but remain a proudly independent and expert organisation with a strong reputation for providing vital support to older people, and their families, right across Surrey.

We have an experienced staff team of more than 50 and an active volunteer team of 360, out of a total of more than 450 currently registered, and a strong local presence across Surrey. Our services are delivered from our Clockhouse Community Centre in Milford, and also from Guildford, Ash, Caterham and other locations in Tandridge, Surrey Heath and Waverley.

Since 2022 we have operated a portfolio of three retail shops in Haslemere, Lingfield and Esher which enable us to engage with local communities, fundraise and provide volunteering opportunities for local people.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Our Current Services

The charity sector has experienced a number of key challenges during 2024/25 particularly with regard to raising income – both statutory and voluntary, as well as a number of national policy decisions such as increased employer's national insurance and the ongoing effects of the cost of living crisis. Age UK Surrey's clients have also been affected by the decision to change the eligibility for Winter Fuel Payments (now partially reversed).

We are extremely proud of the wide breadth of our services:

Help at Home Service

Our Help at Home Service is one of our flagship services ensuring that older people benefit from a wide range of domestic services such as cleaning, laundry, cooking, shopping and dog walking from carefully matched Home Helps. The service helps ensure that older people can continue to live independently in their own homes. A total of **504** Home Helps provided services to **963** clients during 2023/24.

Information and Advice Service

An important and frontline service yielding **2,530** enquiries from the public of which **28%** during 2024/25 were health and care related, with a further 23% relating to benefits for older people, resulting in over **£1.7m** of extra money being claimed.

A small team of specialist and dedicated volunteers support the service.

As already outlined, core funding for this service is provided by Surrey County Council and Spelthorne Borough Council. Age UK also provides some funding through occasional grants such as Warm Homes funding. The Team also distributes funds from the Household Support Fund (HSF).

The I & A Team has delivered the award winning 'Planning for Your Future' project delivered in partnership with Surrey County Council.

Befriending

This adaptable service provides vital support to lonely and isolated older people, many of whom are housebound, with telephone and/or home visits befriending and companionship.

180 volunteer telephone and home visits befrienders have been active during the year and **200** clients have been supported by volunteers and our Co-ordinator. We received **155** telephone/befriending referrals in 2024/25.

The service continues to support existing home visiting clients.

Clockhouse Community Centre

We have continued to build our wide-ranging portfolio of activities and services at our flagship community centre for older people, and its café continues to bring together multi-generational visitors to meet and spend time together – in the heart of its local community.

The number of people accessing our 10 to 3 Club, a paid for day service which provides activities and lunch for our most vulnerable clients, has increased. We also provide MCST (NICE approved Maintenance Cognitive Stimulation Therapy) – an interactive programme to stimulate people with dementia. Other services and activities include Better Balance, yoga, hairdressing, choir, bridge club and art classes. Under our new Clockhouse Manager we have ambitions to further develop the Centre and its work.

The Centre has **400** regular weekly clients attending the services and activities with an estimated number of attendances a year of **19,200**.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Gardening Service

The Gardening Service is a popular and growing service providing grass cutting, weeding and pruning. A total of **142** clients received a gardening service from **93** registered gardeners in 2024/25. We have recruited an experienced Co-ordinator for the Gardening Service and have plans and ambitions to extend its work.

Retail

We are proud of our three retail shops which are now in their third year of operation and are contributing strongly to our income. Our shops are currently located in Lingfield, Esher and Haslemere and all contribute to raising our profile and knowledge of our work.

We have a new Retail Strategy which will focus on increasing our shops' engagement with local communities and on providing volunteer opportunities.

Shopmobility

The Charity manages an award winning Shopmobility Service on behalf of Guildford Borough Council.

The service rents scooters and powered wheelchairs to people aged 18+ and offers a 6-month and 12-month membership as well as single usage. During 2024/25 an average of **42** people used the service every month. A total of **1,285** trips were made in the year and the service saw **99** new users.

Men in Sheds

The Men in Sheds Project, based at the campus of Merrist Wood College in Woking, provides a welcoming venue for men to come together to make new friends and learn woodworking skills.

During 2024/25 there were **336** sessions and up to **30** Shedders attended The Shed every week.

GO50 Walks

GO50 provides regular exercise for older people through an ongoing programme of walks of varying lengths and difficulty.

There are **8** volunteer walk leaders and of **447** registered walking clients. **187** regular clients have participated in walks multiple times during the year with **1,117** participations overall. There were **147** walks through beautiful Surrey landscapes and local communities with nearly 200 people taking part (with some people taking part in several walks including shorter weekly health walks). Participant walkers donated over **£3,000** during the year.

Tea and Chat/Café Culture

Another important project which seeks to bring people together in their local communities with **18** volunteers leading a programme of regular tea and chat activity sessions across Tandridge and Waverley Boroughs with **50** regular clients.

Tech Support

A team of **10** volunteers provide tech support offering advice and tuition on laptops, ipads, iphones or other forms of tech from a base in Guildford, and also, from our Clockhouse Community Centre. The Team also conducts home visits if clients have mobility issues.

The service supported **75** clients during 2024/25.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Strategic Direction

We want to be the leading provider of support services and advice to older people across Surrey. Our previous Strategy set out the following aims:

- We will put older people at the heart of everything we do.
- We will extend our reach to connect with more older people and professionals.
- We will further develop community support to improve older people's wellbeing.
- We will further develop services to keep people independent at home for as long as possible.
- We will strive for operational excellence and financial sustainability.

We recognise that there are a number of barriers to good health and independence for older people in our County such as poverty (including fuel poverty and the challenges of Winter), unclaimed benefits, health inequalities and pockets of deprivation, loneliness and isolation, dementia, high costs of care (both domiciliary and residential) and South East housing costs, particularly for rental properties, and digital exclusion which impacts on so many aspects of life. We are determined to provide support on as many of those issues as possible.

We have a new Strategy for the next three years which aims to reach more older people and their families who need our support.

We want to strengthen our reputation as an expert organisation – to be the go to organisation for older people – and our ability to demonstrate the impact and value of our work.

We want to maintain our current core services and develop more paid for and responsive services which will help us to strengthen our financial resilience. We have already commenced the expansion of our dementia support services and we want to further develop our Help at Home and Gardening Services.

We will support and develop our staff and volunteer team. We want to retain our talented team and the array of expertise and knowledge that they contribute to our work.

Financial Review

We are reporting on a 12 month period, 1st April 2024 to 31st March 2025. Gross income of £2,383,834 was achieved (2024: £1,944,070).

Resources expended in the period were £1,908,103 (2024: £1,839,844).

Reserves Policy

It is the policy of the Board to build sufficient unrestricted reserves to cover six months of expenditure. The Trustees have no plans to seek borrowings from any source. The £1,146,857 of unrestricted free reserves (unrestricted reserves less any tied up in tangible fixed assets) is available to help meet the Charity's running costs and charitable activities.

This level of funds is sufficient to cover six months of expenditure (assuming a return to normal staffing and activity levels).

A key objective of the Trustees is to ensure the Charity has adequate funding to safeguard its daily activities and meet its financial obligations and commitments.

The Trustees are aware of the constant need to secure funding for future years.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Income Generation

We have a new Income Generation Strategy for 2025-2028 which aims to diversify our income as far as possible and end a traditional over reliance on legacies. We aim to engage with corporate partners, major donors and multi-generational supporters and we will also strengthen our Income Team.

We would like to thank our funders who have supported our work during the year:

- Chiddingfold District Council
- Community Foundation for Surrey
- Age UK
- Milford and Witley Parish Council
- St. Peter's Charity, Woking
- Surrey County Council – Accelerator Reform Fund (ARF)
- Spelthorne Borough Council
- Spacehive
- Sparks Fund – Voluntary Action North Surrey and Voluntary Action South West Surrey

Age UK Surrey adheres to the highest standards of practice in all aspects of our income generation and we follow the Code of Fundraising Practice and are registered with the Fundraising Regulator. As a charity supporting older, and vulnerable, people and their families we are focused on ensuring that our community fundraising, our fundraising communications and our interactions with supporters adhere to the ethical standards of the Fundraising Regulator and that potentially vulnerable donors are handled sensitively and appropriately.

Further, Age UK Surrey is fully compliant with all current GDPR regulations. We did not receive any fundraising complaints during the year. We maintain records of all financial transactions and monitor all fundraising activities via our Salesforce Database. Later in 2025 we plan to introduce new KPIs to further enhance our data collection. We carry out all fundraising in-house and do not use third-parties to carry out fundraising.

We are immensely grateful to our supporters and donors and for the support of all those who remember us with a bequest in their will and with gifts in memory.

Going Concern

Accounting standards require the Trustees to consider the appropriateness of the going concern basis when preparing the financial statements. The Trustees confirm that they consider the going concern basis remains appropriate. The Trustees regard the going concern basis as remaining appropriate as the company has adequate resources to continue in operational existence for the foreseeable future.

Structure, Governance and Management

Age UK Surrey is a Registered Charity with the registered number: 1036450. It is a Company, number 2803315, limited by guarantee.

We are governed by our Memorandum and Articles of Association. The Trustees who served during the period are listed in this report. The directors of the company, who are also charity Trustees for the purposes of charity law, form the Board of Trustees. Two of the Trustees serve voluntarily as Chair and Treasurer respectively.

The Board met on a quarterly basis during 2024/25. One Trustee is appointed as Chair and staff are invited to provide operational reports.

The number of members of the Board shall never be less than three. For an ordinary meeting to be quorate one quarter or three of the Trustees, whichever is greater, must be present. For the Annual General Meeting to be quorate 50% of Trustees must be present, either in person or by proxy.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

The Charity has kept under review the skills and experience of its Trustees to provide leadership and strategic direction. Prospective Trustees are interviewed by the Chair and CEO and declare any conflicts of interest at every Board Meeting. No person is appointed to serve as a Trustee unless recommended by the existing Trustees. New Trustees are introduced to the Board and briefed as necessary in all aspects of Age UK Surrey's objectives and policies.

Trustees complete mandatory training and follow the requirements and guidelines set down by the Charity Commission. An Induction Pack is provided and new Trustees are assigned a Trustee who will act as a Buddy and are encouraged to visit frontline services and meet the Team.

During 2025 we will focus on recruiting a Trustee with specific experience of Income Generation. We will also prioritise the further diversification of our Board.

The Chief Executive is responsible for ensuring that the delivery and standards of the service meet the strategic objectives and standards of governance set out by the Board of Trustees. She is supported by an experienced Senior Management Team.

Equality, Diversity and Inclusion

We are very proud of our diverse team which represents a broad range of ethnicity and heritage. Age UK Surrey is committed to promoting equality and diversity and a culture that actively values difference and recognises that a diverse team contributes to our aim of making our services inclusive and accessible to people from all sections of our community.

We ensure that people are treated fairly, regardless of age, disability, gender, marriage/civil partnership, sex, pregnancy and maternity, race, religion, sexual orientation, socio-economic background, or any other distinction.

We promote diversity and equality as well as valuing the contributions made by individuals and groups of people from diverse cultural, ethnic, socio-economic and distinctive backgrounds.

We will challenge inequality and less favourable treatment whenever we encounter it.

We will adhere to the advice of Charity So White, Show the Salary and other campaigning groups focusing on diversity and inclusion across the charity sector.

We will never offer unpaid internships and we will not require a degree as a prerequisite for any paid or volunteer positions.

Safeguarding

The Charity maintains a current Safeguarding Policy which is reviewed on an annual basis. Our Head of Information and Advice also acts as our Safeguarding Officer. Safeguarding Reports are submitted to the Board of Trustees on a quarterly basis and to the Senior Management Team on a monthly basis. Our Team receive Safeguarding Training.

Risk Management

The Board of Trustees are ultimately responsible for the implementation of controls and procedures throughout the Charity to minimise external and internal risk and ensure the quality and integrity of our services.

Age UK Surrey has a current Risk Register which is regularly reviewed and is presented for discussion at each Board Meeting. The Register maintains an overview of probability and the impact of risks occurring and of residual risk with mitigations.

Age UK Surrey constantly monitors all areas of potential risk. The following are identified as areas of particular risk and all have mitigation strategies in place:

- Obtaining sufficient and diversified voluntary and statutory funding to provide for the continuation of our service delivery.
- Recruiting and retaining sufficient levels of skilled staff.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Following a detailed review of our income streams and tax obligations, we have identified a potential historic VAT liability relating to our Help at Home Service. Age UK Surrey has always operated this service on the understanding that it was fully compliant with all statutory and regulatory requirements and that it was not subject to VAT. We are now actively seeking professional advice to clarify the tax position and are taking appropriate steps to manage the risk, including changes to our service model.

Trustees' Responsibilities in Relation to the Financial Statements

The Trustees (who are also Directors of Age UK Surrey for the purposes of Company Law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group. This includes incoming resources and application of resources including income and expenditure of the charitable group for the period. In preparing these financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP (Statement of Recommended Practice).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity and group 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 to enable them to ensure that the accounts comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are also responsible for ensuring that the assets are properly applied in accordance with Charity Law.

In accordance with Company Law, as the Company's Directors, we certify that so far as each of the Directors is aware:

- there is no relevant audit information of which the Charity's Auditor is unaware and
- they have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the Charity's Auditor is aware of this information.

Auditor

Each of the persons who is a Trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the Charity's auditor is unaware and
- they have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.

Under section 487(2) of the Companies Act 2006, Menzies LLP will be deemed to have been reappointed as auditors 28 days after these financial statements were sent to members or 28 days after the latest date prescribed for filing the accounts with the registrar, whichever is earlier.

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

Approved by order of the members of the board of Trustees and signed on their behalf by:

Joy Allen
Chair
Date:
23-Sep-2025

Signed by:



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AGE UK SURREY

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY

Opinion

We have audited the financial statements of Age UK Surrey (the 'charity') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows 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 charitable company's affairs as at 31 March 2025 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 the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the 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

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

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

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

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. 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. 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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

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 charitable company 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 being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- The Charity is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including the Charities Act 2011, the Safeguarding Vulnerable Groups Act 2006 and the UK Code of Fundraising Practice. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.
- We understood how the Charity is complying with those legal and regulatory frameworks by, making inquiries to management and those responsible for legal and compliance procedures. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.

We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; posting of fraudulent journal entries, authorisation, processing, and payment of fraudulent expenses and timing of revenue recognition.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that 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 due to 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.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK SURREY (CONTINUED)

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company'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 charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

Janice Matthews

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Janice Matthews FCA (Senior Statutory Auditor)
for and on behalf of

Menzies LLP
Chartered Accountants
Statutory Auditor
Magna House
18-32 London Road
Staines-Upon-Thames
TW18 4BP

Date: 23-Sep-2025

AGE UK SURREY
(A Company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	3	961,907	67,043	1,028,950	723,727
Charitable activities	4	1,037,340	292,735	1,330,075	1,200,209
Other trading activities	5	8,855	-	8,855	4,937
Investments		15,954	-	15,954	15,197
Total income		2,024,056	359,778	2,383,834	1,944,070
Expenditure on:					
Raising funds	6	183,594	-	183,594	182,339
Charitable activities	7	1,193,764	530,745	1,724,509	1,657,505
Total expenditure		1,377,358	530,745	1,908,103	1,839,844
Net income/(expenditure) before net gains on investments		646,698	(170,967)	475,731	104,226
Net gains on investments		685	-	685	11,196
Net income/(expenditure)		647,383	(170,967)	476,416	115,422
Transfers between funds	19	(167,573)	167,573	-	-
Net movement in funds before other recognised gains/(losses)		479,810	(3,394)	476,416	115,422
Other recognised gains/(losses):					
Other gains		13,295	-	13,295	-
Net movement in funds		493,105	(3,394)	489,711	115,422
Reconciliation of funds:					
Total funds brought forward		1,211,476	534,268	1,745,744	1,630,322
Net movement in funds		493,105	(3,394)	489,711	115,422
Total funds carried forward		1,704,581	530,874	2,235,455	1,745,744

AGE UK SURREY
(A Company Limited by Guarantee)
 REGISTERED NUMBER: 02803315

BALANCE SHEET
 AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	14	630,874	711,659
Investments	15	478,919	578,234
		1,109,793	1,289,893
Current assets			
Stocks		1,550	1,550
Debtors	16	1,090,336	414,321
Cash at bank and in hand		133,324	152,889
		1,225,210	568,760
Current liabilities			
Creditors: amounts falling due within one year	17	(89,548)	(102,909)
Net current assets		1,135,662	465,851
Total assets less current liabilities		2,245,455	1,755,744
Provisions for liabilities		(10,000)	(10,000)
Total net assets		2,235,455	1,745,744
Charity funds			
Restricted funds	19	530,874	534,268
Unrestricted funds	19	1,704,581	1,211,476
Total funds		2,235,455	1,745,744

AGE UK SURREY

(A Company Limited by Guarantee)

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2025

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Signed by:

3B193ADA13B8411...

.....
Joy Allen
Chair

Date: 23-Sep-2025

The notes on pages 18 to 39 form part of these financial statements.

AGE UK SURREY
(A Company Limited by Guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	2024 £
Cash flows from operating activities		
Net cash used in operating activities	(136,543)	(202,260)
Cash flows from investing activities		
Dividends, interests and rents from investments	15,954	15,197
Additions of tangible fixed assets	(17,476)	(27,534)
Proceeds from sale of fixed assets	18,500	-
Proceeds from sale of investments	100,000	100,000
Net cash provided by investing activities	116,978	87,663
Change in cash and cash equivalents in the year	(19,565)	(114,597)
Cash and cash equivalents at the beginning of the year	152,889	267,486
Cash and cash equivalents at the end of the year	133,324	152,889

The notes on pages 18 to 39 form part of these financial statements

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. General information

Age UK Surrey is a private charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address (and principal place of business) is The Clockhouse Community Centre, Chapel Lane, Milford, Surrey, GU8 5EZ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Surrey meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

Having considered the charity's income streams and costs, the trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period or to the ability of the group to continue in operation.

2.3 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is a treated as a contingent asset and disclosed if material.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services to further the purposes of the charity and their associated support costs

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

2.5 Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

Support and governance costs are re-allocated to each of the activities on an estimate, based on staff time, of the amount attributable to each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

2.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.7 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

The estimated useful lives are as follows:

Freehold buildings	- 34 years
Long-term leasehold property	- 9 years
Property improvements	- 3 - 5 years straight line
Motor vehicles	- 4 years straight line
Fixtures and fittings	- over lease term
Office equipment	- 25% straight line
Computer equipment	- 3 years straight line
Other fixed assets	- 25% straight line

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance Sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Statement of Financial Activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Gains (or losses) on sales of investments during the period, calculated as the sale proceeds less the market value at the start of the period or cost, if later, are credited (or debited) to the statement of comprehensive income. Unrealised gains (or losses) arising in the period are credited (or debited) to the statement of comprehensive income.

The reported surplus (or deficit) on ordinary activities is adjusted for the realisation of prior period gains (or losses) on investments to arrive at the historical cost surplus (or deficit) for the period.

Investments in subsidiaries are valued at cost less provision for impairment.

2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

2.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.11 Liabilities

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

2. Accounting policies (continued)

2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.13 Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

2.14 Pensions

The charity operates a defined contribution scheme for the benefit of certain employees. The costs of the contributions are expensed to the Statement of Financial Activities (SOFA) in the year they are payable.

2.15 Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

AGE UK SURREY (A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

3. Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Grants				
Grants	7,500	41,123	48,623	76,110
Charitable Trusts	-	25,920	25,920	111,749
Total grants	7,500	67,043	74,543	187,859
Donations	71,090	-	71,090	162,679
Legacies	878,958	-	878,958	367,069
Sundry income	4,359	-	4,359	6,120
Subtotal	954,407	-	954,407	535,868
	961,907	67,043	1,028,950	723,727
Total 2024	546,618	177,109	723,727	

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

4. Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Statutory sources, including Surrey County Council, Primary Care Trusts and Local Authorities				
in the County and charitable trusts	-	292,735	292,735	235,749
Services provided to clients - Retail	386,574	-	386,574	406,462
Services provided to clients - Clockhouse	286,300	-	286,300	193,514
Services provided to clients - Help at Home	364,466	-	364,466	364,484
Total 2025	1,037,340	292,735	1,330,075	1,200,209
<i>Total 2024</i>	<i>964,460</i>	<i>235,749</i>	<i>1,200,209</i>	

5. Income from other trading activities

Income from non charitable trading activities

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Events donations & merchandise	6,989	6,989	4,937
Sundry income	1,866	1,866	-
	8,855	8,855	4,937
<i>Total 2024</i>	<i>4,937</i>	<i>4,937</i>	

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Rent & rates, utilities	2,639	2,639	2,305
Premises	562	562	401
Advertising and marketing	19,018	19,018	24,414
Subscriptions	2,286	2,286	993
Other costs	1,939	1,939	2,333
Insurance	2,751	2,751	2,868
Recruitment fees	(217)	(217)	1,290
Staff welfare	688	688	1,126
Computer and software	6,286	6,286	6,681
Printing, postage and stationery	2,691	2,691	1,305
Staff costs	98,578	98,578	91,957
Depreciation	6,235	6,235	6,544
Support costs	40,138	40,138	40,122
	<hr/> 183,594	<hr/> 183,594	<hr/> 182,339
<i>Total 2024</i>	<hr/> <hr/> 182,339	<hr/> <hr/> 182,339	

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
Services to older people	1,193,764	530,745	1,724,509	1,657,505
<i>Total 2024</i>	<i>1,075,345</i>	<i>582,160</i>	<i>1,657,505</i>	

8. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	Total funds 2024 £
Services to older people	1,321,160	403,349	1,724,509	1,657,505
<i>Total 2024</i>	<i>1,239,321</i>	<i>418,184</i>	<i>1,657,505</i>	

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

8. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	918,688	828,145
Depreciation	83,750	87,907
Rent & rates, utilities	112,406	98,198
Premises	24,715	17,665
Advertising and marketing	3,623	4,434
Activities and Events	8,364	5,586
Bank charges	1,770	1,858
Computer and software	12,572	13,265
Insurance	10,715	11,167
Food	45,061	45,092
Other costs	30,467	25,711
Printing, postage and stationery	24,216	11,748
Recruitment fees	(3,252)	19,352
Staff welfare	2,065	3,110
Subscriptions	6,859	2,979
Telephone	16,848	26,875
Training, meetings & conferences	3,730	6,960
Travel	14,001	15,474
Subsidy Home Helps	3,080	4,316
Consultancy	425	3,252
Company vehicle	1,057	6,227
	1,321,160	1,239,321

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2025 £	Total funds 2024 £
Staff costs	351,867	357,079
Depreciation	3,071	3,223
Rent & rates, utilities	13,193	11,526
Premises	2,808	2,007
Activities and Events	2,641	1,648
Bank charges	1,770	1,760
Computer and software	44,001	46,768
Legal and professional	24,315	23,365
Other costs	-	4,643
Recruitment fees	(867)	5,161
Staff welfare	688	1,126
Support costs allocated to fundraising activities	(40,138)	(40,122)
Total 2025	403,349	418,184

Governance incurred costs during the year were £24,315 (2024 - £23,365).

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

9. Expenditure on charitable activities: Services to older people

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
The cost of these programmes are noted below:				
Information and advice	53,285	352,655	405,940	386,380
Shopmobility	2,730	58,904	61,634	56,724
Making Connections Runnymede & Spelthorne	4,001	42,304	46,305	45,241
Guildford Computer Drop in Centre	63	520	583	2,171
Hospital Activities Farnham	1,595	5,074	6,669	5,500
Clockhouse Transport	5,550	-	5,550	-
Clockhouse 10-3 Club	129,720	-	129,720	-
Clockhouse Central	155,162	25,679	180,841	210,606
Clockhouse Activities	63	12,297	12,360	72,106
Tea & Chat	123	296	419	680
Clockhouse Café	140,873	13,127	154,000	126,287
Go50	1,331	-	1,331	-
Men in Sheds	8,487	19,889	28,376	30,525
Help at Home	249,447	-	249,447	254,602
Retail	310,555	-	310,555	321,309
Lasting Power of Attorney	39,045	-	39,045	40,952
Governance	40,138	-	40,138	40,122
Fundraising	51,596	-	51,596	64,300
	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>
	1,193,764	530,745	1,724,509	1,657,505
	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>
<i>Total 2024</i>	<i>1,075,345</i>	<i>582,160</i>	<i>1,657,505</i>	
	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	

10. Auditors' remuneration

	2025 £	2024 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	13,500	11,740
Fees payable to the Charity's auditor in respect of:		
All non-audit services not included above	2,700	2,350
	<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

11. Staff costs

	2025 £	2024 £
Wages and salaries	1,232,039	1,151,985
Social security costs	104,457	86,461
Contribution to defined contribution pension schemes	32,637	38,735
	<hr/> 1,369,133	<hr/> 1,277,181
	<hr/> <hr/>	<hr/> <hr/>

The average number of persons employed by the Charity during the year was as follows:

	2025 No.	2024 No.
Direct charitable	51	49
Management, administration and support	4	4
	<hr/> 55	<hr/> 53
	<hr/> <hr/>	<hr/> <hr/>

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

	2025 No.	2024 No.
In the band £60,001 - £70,000	-	1

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £176,421 (2024: £196,580).

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, expenses totalling £521 were reimbursed or paid directly to 2 Trustees (2024 - £535 to 3 Trustees for travel and subsistence costs).

13. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary gift aids available profits to the parent charity. Its charge to corporation tax in the year was £nil (2024: £nil).

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

14. Tangible fixed assets

	Freehold property £	Long-term leasehold property £	Property Improvements £	Motor vehicles £	Fixtures and fittings £	Computer equipment £	Other fixed assets £	Total £
Cost or valuation								
At 1 April 2024	501,876	20,627	296,024	10,939	13,571	52,782	38,833	934,652
Additions	-	-	3,888	-	-	12,087	1,501	17,476
Disposals	-	-	-	(10,939)	-	(2,248)	-	(13,187)
At 31 March 2025	501,876	20,627	299,912	-	13,571	62,621	40,334	938,941
 Depreciation								
At 1 April 2024	13,728	4,889	120,356	5,288	6,559	44,928	27,245	222,993
Charge for the year	4,988	2,063	65,873	912	2,715	12,068	4,437	93,056
On disposals	-	-	-	(6,200)	-	(1,782)	-	(7,982)
At 31 March 2025	18,716	6,952	186,229	-	9,274	55,214	31,682	308,067
 Net book value								
At 31 March 2025	483,160	13,675	113,683	-	4,297	7,407	8,652	630,874
At 31 March 2024	488,148	15,738	175,668	5,651	7,012	7,854	11,588	711,659

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

15. Fixed asset investments

	Investments in subsidiary companies £	Listed investments £	Total £
Cost or valuation			
At 1 April 2024	2	578,232	578,234
Funds extracted	-	(100,000)	(100,000)
Revaluations	-	685	685
At 31 March 2025	2	478,917	478,919
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 March 2025	2	478,917	478,919
At 31 March 2024	2	578,232	578,234
	<hr/>	<hr/>	<hr/>
Investments comprise:			
		2025 £	2024 £
UK Bonds		48,689	30,447
UK Equities		42,754	40,856
Overseas Equities		148,601	144,265
Overseas Bonds		30,431	43,103
Other		68,499	86,120
Cash		139,943	233,441
		<hr/>	<hr/>
		478,917	578,232
		<hr/>	<hr/>

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

15. Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

Names	Company number	Principal activity	Class of shares	Holding
Age UK Surrey (Trading) Limited	04184776	Dormant	Ordinary	100%
Age Concern Surrey Limited	10067316	Dormant	Ordinary	100%
Age Concern Surrey (Trading) Limited	10067234	Dormant	Ordinary	100%
Age UK Runnymede and Spelthorne	06523366	Dormant	Ordinary	100%
The Orchard Club (Haslemere)	07816560	Dormant	Ordinary	100%

The financial results of the subsidiaries for the year were:

Names	Net assets £
Age UK Surrey (Trading) Limited	2

The charitable company owns the whole of the issued ordinary share capital of AGE UK Surrey (Trading) Limited, a company registered in England. The subsidiary ceased trading in December 2019.

Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited, Age UK Runnymede and Spelthorne and The Orchard Club (Haslemere) are exempt from preparing and filing individual accounts by virtue of s394A and s448A of the Companies Act 2006 for dormant companies.

Age UK Surrey (Trading) Limited, Age Concern Surrey Limited, Age Concern Surrey (Trading) Limited, Age UK Runnymede and Spelthorne and The Orchard Club (Haslemere) are exempt from audit by virtue of s479A of the Companies Act 2006.

16. Debtors

	2025 £	2024 £
Due within one year		
Trade debtors	54,329	15,188
Prepayments and accrued income	1,036,007	399,133
	1,090,336	414,321

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

17. Creditors: Amounts falling due within one year

	2025 £	2024 £
Trade creditors	10,094	12,750
Other taxation and social security	25,960	21,557
Other creditors	5,345	333
Accruals and deferred income	48,149	68,269
	<hr/> 89,548	<hr/> 102,909
	<hr/> <hr/>	<hr/> <hr/>

	2025 £	2024 £
Deferred income at 1 April 2024	30,812	41,885
Resources deferred during the year	25,385	30,812
Amounts released from previous periods	(30,812)	(41,885)
	<hr/> 25,385	<hr/> 30,812
	<hr/> <hr/>	<hr/> <hr/>

Deferred income relates to funding received in advance of future projects.

18. Provisions

	Dilapidations £
As at 31 March 2024 and 2025	<hr/> 10,000
	<hr/> <hr/> 10,000

At the balance sheet date, the Charity has provided for the cost of returning their retail space to the conditions in which they originally leased them. The provision will be released when each lease has expired or been terminated and the dilapidations costs have been incurred.

AGE UK SURREY

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

19. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2025 £
Unrestricted funds						
General Funds	1,211,476	2,024,056	(1,377,358)	(167,573)	13,980	1,704,581
Restricted funds						
The Clockhouse	534,268	-	(4,988)	-	-	529,280
Information & Advice (A&I)	-	277,328	(352,654)	75,326	-	-
Clockhouse	-	16,542	(46,116)	29,574	-	-
Men in Sheds	-	3,940	(19,889)	15,949	-	-
Digital	-	1,750	(520)	-	-	1,230
Befriending	-	10,006	(42,304)	32,298	-	-
Tea & Chat	-	660	(296)	-	-	364
Shopmobility	-	44,874	(58,904)	14,030	-	-
Hospital Activities	-	4,678	(5,074)	396	-	-
	534,268	359,778	(530,745)	167,573	-	530,874
Total of funds	1,745,744	2,383,834	(1,908,103)	-	13,980	2,235,455

AGE UK SURREY

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

19. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted funds						
Designated funds						
Retail and Clockhouse	193,040	-	(193,040)	-	-	-
General funds						
General Funds	893,086	1,531,212	(1,064,644)	(159,374)	11,196	1,211,476
Total Unrestricted funds	1,086,126	1,531,212	(1,257,684)	(159,374)	11,196	1,211,476

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Restricted funds						
The Clockhouse	544,196	-	(9,928)	-	-	534,268
Information & Advice (A&I)	-	315,919	(362,888)	46,969	-	-
Clockhouse	-	36,544	(107,642)	71,098	-	-
Men in Sheds	-	5,241	(22,080)	16,839	-	-
Digital	-	1,250	(1,254)	4	-	-
Befriending	-	5,000	(18,787)	13,787	-	-
Tea & Chat	-	132	(1,186)	1,054	-	-
Shopmobility	-	44,874	(54,211)	9,337	-	-
Hospital Activities	-	3,898	(4,184)	286	-	-
	544,196	412,858	(582,160)	159,374	-	534,268
Total of funds	1,630,322	1,944,070	(1,839,844)	-	11,196	1,745,744

AGE UK SURREY

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

19. Statement of funds (continued)

Purposes of restricted funds

Community Foundation for Surrey has provided a grant to support the costs of the Men in Sheds Project, and Befriending.

In July 2009 the Charity assumed responsibility for operating the Shopmobility Service in Guildford. A contract was signed with Guildford Borough Council to support the programme for three years initially. Guildford Borough Council continues to provide an operating grant to support this programme. The Borough Council has stated its intention to support this service.

I&A is funded by Surrey County Council, Waverley Borough Council, Spelthorne Borough Council and Age UK grants.

The Orchard Club (Haslemere) are funds for the Haslemere area which are represented by monies received from the Orchard Club when it closed down to be utilised on activities within that area

The National Lottery grant enabled our Help at Home to be able to survive the lock down where the service was closed for 3 months and no monies were received. A decision was taken to stop all charges for three months and to continue with reduced funds.

Clockhouse fund relates to Activities taking place at the Clockhouse Community Centre, and were funded as follows: Surrey County Council (Accelerated Reform Fund) funded a Carers Support group, the Community Foundation for Surrey funded volunteer led activities and the Steel Foundation funded MCST (dementia support sessions). Milford and Witley and Chiddingfold Parish Councils contributed to core costs.

The Clockhouse fund represents the Notional figure for the Clockhouse Building and land, that had to be included in our Tangible Fixed Assets ,and reflected as Restricted funds on the Balance sheet.

Purposes of designated funds

The Retail fund has monies set aside to pay for consultancy and progress the opening of charity shops, this fund has now been released.

Purposes of general funds

The general fund was used to support overspends on the restricted funds.

A transfer has been made from general funds to restricted funds to fund the expenses of I&A, Clockhouse, Men in Sheds, Befriending, Shopmobility and hospital activities.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

20. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	101,594	529,280	630,874
Fixed asset investments	478,919	-	478,919
Current assets	1,223,616	1,594	1,225,210
Creditors due within one year	(89,548)	-	(89,548)
Provisions for liabilities and charges	(10,000)	-	(10,000)
Total	1,704,581	530,874	2,235,455

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	177,391	534,268	711,659
Fixed asset investments	578,234	-	578,234
Current assets	568,760	-	568,760
Creditors due within one year	(102,909)	-	(102,909)
Provisions for liabilities and charges	(10,000)	-	(10,000)
Total	1,211,476	534,268	1,745,744

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

21. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net income for the year (as per Statement of Financial Activities)	476,416	115,422
Adjustments for:		
Depreciation charges	93,056	97,674
Losses on investments	(685)	(11,196)
Dividends, interests and rents from investments	(15,954)	(15,197)
Increase in debtors	(676,015)	(364,992)
Decrease in creditors	(13,361)	(23,971)
Net cash used in operating activities	(136,543)	(202,260)

22. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	133,324	152,889
Total cash and cash equivalents		
	133,324	152,889

23. Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	152,889	(19,565)	133,324
	152,889	(19,565)	133,324

24. Contingent liability

Following a review of income in accordance with applicable tax legislation, it has come to light that the charity may have been liable to VAT on certain income streams. As a result, there is a possibility that a VAT liability may exist if it is determined that the charity should have been VAT registered during the relevant period. The matter is currently under evaluation, and the outcome remains uncertain. Accordingly, no provision has been made in these financial statements, as the potential liability cannot be reliably quantified at this stage.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

25. Operating lease commitments

At 31 March 2025 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
Not later than 1 year	37,006	50,500
Later than 1 year and not later than 5 years	139,670	48,370
Later than 5 years	45,464	-
	<hr/> 222,140	<hr/> 98,870
	<hr/> <hr/>	<hr/> <hr/>

The following lease payments and changes in lease payments have been recognised in the Statement of Financial Activities:

	2025 £	2024 £
Operating lease rentals	50,500	50,500
	<hr/> <hr/>	<hr/> <hr/>

26. Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.