

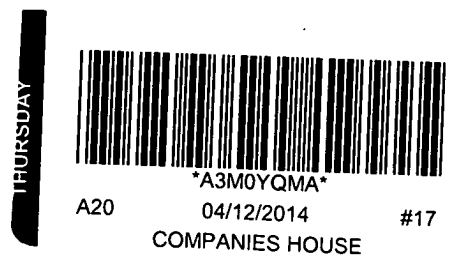
**AGE UK RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

FINANCIAL STATEMENTS

31 MARCH 2014

Company Registration Number - 4116911

Charity Registration Number - 1084211



CONTENTS	PAGE
Reference and administrative details	1
Chairman's statement	2 - 3
Trustees' annual report	4 - 13
Independent auditors' report to the members	14 - 15
Statement of financial activities (incorporating the income and expenditure account)	16
Balance sheet	17
Notes to the financial statements	18 - 29

AGE UK RICHMOND UPON THAMES
REFERENCE AND ADMINISTRATIVE DETAILS
YEAR ENDED 31 MARCH 2014

Patrons	Dr Vincent Cable MP Zac Goldsmith MP Baroness Kramer of Richmond Park
Vice Presidents	Andrew Ayling Clive Bradley CBE Michael Phelps
Registered charity name	Age UK Richmond upon Thames
Charity registration number	1084211
Company registration number	4116911
Company status	The organisation is a charitable company limited by guarantee.
Registered office and Principal office address	Suite 301, 3rd Floor Parkway House, Sheen Lane London SW14 8LS
Trustees	Jeff Harris - Chairman (elected on 28 November 2013) Keith Atkinson - Treasurer Carmel Bamford Geoffrey Boyes Philip Carr Michael Collas (retired on 28 November 2013) Charlotte Cornish Andrew Daws Michael Green Denis Palmer Veronica Schroter (elected on 28 November 2013) Michael Styles (elected on 28 November 2013)
Company Secretary	David Baggs (appointed on 15 May 2014)
Chief Officer	Sandra Morrison
Auditors	Owadally and King, Chartered Certified Accountants, Registered Auditors 73 Park Lane, Croydon, Surrey CR0 1JG
Bankers	Barclays Bank plc CAF Bank Ltd CCLA Investment Management Ltd Co-operative Bank plc HSBC Bank plc Scottish Widows Bank Ltd Virgin Money plc
Solicitors	Dixon Ward and Russell Cooke

Our mission at this charity is to *"promote the wellbeing of older people in our Borough by involving and empowering them to make decisions and thereby to make a real difference to the quality of their lives"*.

All of us are directed towards fulfilling that mission through a very wide programme of services.

This is my first year of chairing the Board of Trustees, since I became involved with the charity a little over a year ago. This has been a singularly hardworking year for all of us involved in the charity. For me, taking over from Veronica Schroter, my predecessor as Chair who has been such an influential, visionary and committed leader, this has been a very hard act to follow.

But whilst it has been a year of challenge and uncertainty for our charity, it has been a year of great successes.

Commissioning of Services by Richmond Council

Unquestionably the greatest challenge has been the work involved in successfully winning a number of contracts for the funding of services from Richmond Council. Once the Council decided to change its method of procuring services from the voluntary sector, from grant awards to competitive commissioning, it was inevitable that new procedures and some new skills would be needed.

We have been remarkably successful in this process, winning three year contracts for the Community Independent Living Service in the Barnes, Mortlake & East Sheen area and the Twickenham & Whitton area and for the Welfare Benefits Advice Service in the Borough.

Because the process of commissioning was new to both the Council's officers and to the charities tendering for the awards, there has been a long period of uncertainty and concern with extensive work needed on submissions and legal advice. We have experienced particular problems because this charity's Objects constrain our charitable work to services for elderly people: the commissioned services required were for people of all ages. Hence we have set up trading subsidiaries so that we could participate in contracts.

The commissioning process has been both divisive and yet has brought together local charities. Divisive, because in the process of competitive tendering it has pitted charities against each other, who might previously have worked closely together. However, we are delighted to be partnered with a number of important charities in the Borough in fulfilling the commissioned contracts. Already the process has begun of rebuilding bridges between charities which until recently were competing.

Now we have a period of relative calm when this element of our funding is secure, but my particular thanks go to the tremendous work done by our Chief Officer, Sandra Morrison and her team, and also to my fellow trustee Carmel Bamford who has given us so much wise legal counsel.

Our Services

Despite the huge distraction of the commissioning process, this charity has not lost sight of its mission to promote the wellbeing of vulnerable people and to help them remain independent in our community. If some of our executives have been distracted at times, the superb work of our growing number of volunteers has continued uninterrupted.

AGE UK RICHMOND UPON THAMES
CHAIRMAN'S STATEMENT
YEAR ENDED 31 MARCH 2014

Our Services - cont:

Our volunteer numbers are now over 140 and we are reaching greater numbers of vulnerable people with a widening range of services. A review of our services is set out more fully in the Trustees Report which follows but I want to emphasize a few of the most important and newer services.

A recent Evidence Review carried out by our national association, Age UK, reinforced the overriding desire of older people to remain in their own homes for as long as possible, but with a great need for practical support which can significantly improve their health-related quality of life.

These are the very services on which we are focussed: through our work in the local community we offer a reassuring voice or a trained advisor; through our Money Matters service which helps clients to sort out debt issues, claim their full entitlements or deal with utility providers; through our Social Centres encouraging people to join in recreational or exercise activities, and through our Handyperson Service sending skilled volunteers to help people in their own homes with gardening, minor repairs, computer queries or a host of everyday practical worries which can beset us.

This year we have also begun a Housekeeping Service which is proving very popular and offers a myriad of helpful services from routine housework through laundry services to prescription collection.

Whilst demand for some of these services can sometimes outrun our ability to respond immediately, we are committed to helping people cope better in their own homes, whether for the long term as they age, or for the short term when, say, just discharged from hospital. Practical services delivered by caring people with real companionship.

May I particularly thank our volunteers for all the time, skill, hard work and real kindness which they bring to the many clients whom we serve. May I also appeal to any of you reading this report who might have even a few spare hours each week, do please contact us and join our friendly band of volunteers.

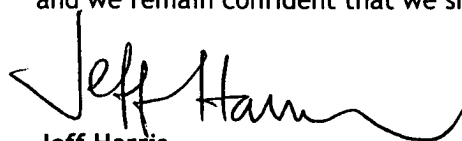
Funders and Trustees

None of these services would be possible without the great generosity of our many funders. Through awards from charitable trusts and corporates, Council funding, and donations from many individuals, we have been able to raise over a £1 million to maintain our services. To all of you we are most grateful. Please continue that support and particularly where you or a loved one has benefitted from our services, consider whether you might leave Age UK Richmond upon Thames a legacy in your will.

My great thanks also go out to my fellow Trustees who continue to give so much time and good advice to this excellent charity.

Looking Forward

In some regards we should feel more financially confident with a part of our funding secure for the next few years. However, fundraising from both corporate and personal donors is still very difficult in our recovering economy. But we are eager to expand and enhance our services to an ever growing population of older people and we remain confident that we shall win the financial support for this great cause.


Jeff Harris
Chairman

AGE UK RICHMOND UPON THAMES
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2014

The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2014.

REFERENCE AND ADMINISTRATIVE DETAILS

Reference and administrative details are shown in the schedule of members of the Board and professional advisors on page 1 of the financial statements.

THE TRUSTEES

The Trustees who served the charity during the year were as follows:

Keith Atkinson - Treasurer	
Carmel Bamford	
Geoffrey Boyes	
Philip Carr	
Michael Collas	(retired on 28 November 2013)
Charlotte Cornish	
Andrew Daws	
Michael Green	
Jeff Harris - Chairman	(elected on 28 November 2013)
Denis Palmer	
Veronica Schroter	(elected on 28 November 2013)
Michael Styles	(elected on 28 November 2013)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 29 November 2000 and registered as a charity on 20 December 2000. The company's Memorandum of Association which established the objects and powers of the charitable company and its Articles of Association under which it is governed was updated in 2012. This new constitution is based on the Age UK national charity (Age UK) which is itself approved by the Charity commission. In the event of the company being wound up members are required to contribute an amount of £1 each.

Recruitment and Appointment of Trustees

Under the Company's Articles the directors of the company are also known as Trustees. In accordance with the Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. No other persons or bodies external to the charity are entitled to appoint persons to the Board of Trustees.

The Trustees seek to ensure that the needs of older people are appropriately reflected through the diversity of the trustee body.

Trustee Induction and Training

Becoming a Trustee brings with it specific responsibilities of which the new Trustee needs to be made aware. In particular, Trustees must have access to the information they need to be able to satisfy themselves that the funds and assets of the charity have been properly administered. Thus, all Trustees, as part of their induction, receive an Induction Pack containing a copy of the charity's key documents including the Memorandum and Articles of Association and the latest financial statements. Each Trustee will meet with the Chief Officer and Deputy Chief Officer in order for the Trustee to gain an understanding of the financial position, an awareness of the activities of the organisation, any resource issues it may be facing and future plans and objectives. Newly appointed Trustees are also provided with a comprehensive induction to Age UK Richmond upon Thames through the provision of training courses and mentoring by established Trustees.

Organisational Structure

Age UK Richmond upon Thames has a Board of Trustees of up to twelve members who meet quarterly and are responsible for the strategic direction and policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. At present the Board has eleven members from a variety of professional backgrounds relevant to the work of the charity. The Chief Officer also sits on the Board but has no voting rights.

Risk Management

In accordance with good governance practices the Board regularly assesses the major risks to which the charity is exposed, in particular those relating to the operations and finances of the charity. This is an especially important exercise at the current time, with the profound financial uncertainties about the future and the major changes being undertaken by local and health authorities in supporting and commissioning activities in support of their statutory and other responsibilities. The Board reviews of the risks faced by the charity and of the steps and procedures needed to avoid and mitigate them, revising its Risk Register as appropriate, and is satisfied that the necessary safeguards and procedures are in place, and that it can respond promptly to all foreseeable risks that may arise.

A scheme of delegation is in place and the day to day operation of the organisation rests with the Chief Officer. The Chief Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Equal Opportunities

Age UK Richmond upon Thames operates a policy of equal opportunities. All recruitment, employment practice and service delivery within the organisation is carried out according to the principles of equal opportunities.

Related Parties

Age UK Richmond upon Thames is an independent local charity based in Richmond upon Thames, responsible for its own policy, direction and funding. Age UK Richmond upon Thames is a brand partner of Age UK. Working with Age UK we raise policy issues that may benefit from work at national level. We pursue locally, issues raised at national level. We provide case studies and we arrange for local older people to act as spokespeople on national topics. We provide ideas and input into discussions and consultations on policy matters. Staff and Trustees attend a range of Age UK organised meetings to share 'best practice' and ideas. We receive monthly information and updates that may be of interest to local Age UK charities from Age UK, which undertakes national policy and campaigning work. Through Age UK, we also have access, to reduced cost training for staff and volunteers, to share 'best practice' with other local Age UK charities around the country, and to training and support for Trustees.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients.

Age UK Richmond upon Thames is the parent company in the Group, which also includes three subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS); Age UK Richmond Services Ltd (AUK RSL) and Acrute Ltd.

AUK HPS is a trading company that provides a range of handyperson & gardening services. AUK RSL is a trading company that provides a range of local council services under the Community Independent Living Services contracts. Acrute Ltd is no longer trading and currently dormant.

Register of Interests

A register has been set up in which Trustees are required to declare their outside interests, specifically directorships of other Boards.

OBJECTIVES AND ACTIVITIES

Purposes and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to benefit the older members of the public by providing

- Preventative services
- Information, advice and advocacy

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

The focus of our work

Our main objectives for the year continued to be the improvement of the quality of life for older people in the London Borough of Richmond upon Thames and to enhance their status and influence. In order for Age UK Richmond upon Thames to meet its principal objectives we need to:

- Command the support of the public and other relevant voluntary and community organisations as the lead local voluntary organisation in our area of work
- Provide support to, and consult with, voluntary and community groups working in the same specialist area of work and representing their views on strategic bodies in the Richmond Borough, particularly to local statutory bodies
- Work in partnership with public bodies and organisations within our sector to provide services to diverse communities in a variety of locations which are designed to complement, enhance or add value to statutory sector provision
- Create volunteering opportunities

How our activities deliver public benefit

All our charitable activities focus on the principal objectives of Age UK Richmond upon Thames which are to:

- Promote the rights and needs of older people
- Provide services which appropriately meet the needs of older people
- Research new needs and investigate innovative ways of meeting them
- Ensure the needs of older people are included in joint planning with statutory and other voluntary bodies

Our charitable activities are undertaken to further our charitable purposes and for the public benefit. Our main activities are described below.

ACHIEVEMENTS AND PERFORMANCE

Overview

Our strategy to achieve our objectives has been to support and work with older people, their families and carers. We strive to help all who approach us via our Social Centres, information, advice and advocacy services and through our work in the community. The cornerstone of this strategy is to continue to work closely with our health service partners and our local authority to develop sustainable and integrated models of service provision which support people to remain safe, well and independent in their homes for as long as they choose to do so. We also continue to seek to develop sustainable income for the charity, whilst also serving our beneficiaries, through our chargeable practical support in the home services.

This year has seen a number of substantial achievements for Age UK Richmond upon Thames. These included:

Successes:

In December 2013 Age UK Richmond upon Thames was awarded two 3-year contracts to deliver the Community Independent Living Service. This is delivered in partnership with Ruils, Richmond Mencap, Ethnic Minorities Advocacy Group and the Alzheimers' Society. We have been commissioned by Richmond Council to deliver the service in the Twickenham & Whitton locality and the Barnes, Mortlake & East Sheen locality.

In partnership with Richmond AID we also successfully bid for the Specialist Advice Services contract & Support Service for Vulnerable People in Financial Difficulty contract, which has enabled us to continue to offer our Benefits Advice Service for a further three years and secures our Money Matters project for the next 18 months.

These contracts have given us more opportunities to work even closer with our voluntary sector colleagues to develop high quality services, which will ultimately benefit all vulnerable people in our community. They will also inject more certainty for us and our partners over the next three years as well as challenges.

Improving existing services:

Handyperson Service

The Handyperson Service was set up over 10 years ago with the aim of improving the quality of life for older people and disabled people of any age living in the Borough of Richmond upon Thames; to improve the **safety** and **security** of older people living in their own homes and retain the choice to live within their own homes for longer.

Demand for the service has increased significantly during the last 12 months. We have grown our client base, increased the number of visits we have undertaken as well as the number of jobs completed. The Handyperson Service has provided assistance to 1,506 clients, made 2333 visits and completed 4962 jobs during the last 12 months.

The team, both staff and volunteers, has increased and we now have two full time staff, two part-time administrative staff, nine part-time casual contractors, and a team of four handymen volunteers, five gardening volunteers, and two administrative volunteers.

Some of the new developments and additions to the service include:

- We launched our **Premier Housekeeping Service** in October 2013. This service offers housekeeping and other help around the home including cleaning, preparation of light meals, prescription collection and laundry. It is a very flexible service and can offer other assistance including companionship or help if people have recently been discharged from hospital and need a little extra support during a difficult period. This is a very exciting development for us as the service is going from strength to strength and becoming well known within the borough through word of mouth.

- We have expanded our gardening service and increased its capacity by recruiting new staff and volunteers.
- We have actively promoted the provision of keysafes and ensured that we are able to deliver keysafe provision in a timely and efficient way. In addition we have continued to provide grabrails through the prescription service to residents of the borough via the Occupational Therapists' team.
- We worked in partnership with Richmond Council to deliver the Winter Warmth project carrying out energy saving initiatives for households.
- We continue to provide a home visiting IT tuition service to complement our successful IT workshops. We have increased capacity by recruiting another volunteer bringing the total volunteers working on this service to three
- We now also offer a TV tuning and set-up service

We delivered the **Warm & Safe** project once again this year with funding from Richmond Council, providing services for vulnerable people in the borough through the winter months, such as radiator bleeding, boiler repairs, loft insulation, warm clothes, electric blankets, heaters, snow clearance and emergency food packs amongst many other services to keep people safe and warm

Information, Advice & Advocacy

First Contact Helpline

The First Contact Helpline continues to provide information and advice to people over 60, as well as to their families, friends and carers.

The service is free, confidential and independent, and helps with issues such as money and benefits, health and social care, housing, education, transport and access to other local services. Our specialist advisers answer queries, send out information and direct callers to other relevant services. Ongoing in-depth support is available for more complex issues and for help completing forms. An advisor can also visit people at home.

We continue to see increasing numbers of older people needing help and assistance with money, housing, health and care. The Helpline is open from Monday to Friday between 10am-4pm. The number of people assisted increased to almost 2,000 people during this year.

Welfare Benefits Service

Richmond upon Thames is often perceived as a wealthy borough but many residents are far from wealthy and are entitled to benefits. Too often, though, they are unaware of what they are entitled to or what they can claim and they also need help to do so. Our Welfare Benefits Service helps people over 60 successfully claim these benefits that make such a difference to their lives.

By offering a flexible and comprehensive service, we aim to reach as many people as possible. Our specialist advisors can help people over the phone, in their own homes, via email, in the office or some other location that's more suitable for that individual. We carry out a full benefit entitlement check and complete any necessary forms on their behalf. Our advisors have the skills and expertise to describe a claimant's situation accurately, maximising their chance of a successful outcome. In addition, we check to see if there are other services that could improve that person's quality of life.

During this year our paid and volunteer advisers submitted 560 benefit claims on behalf of residents, which resulted in over £1,086,000 being paid to local people.

Our **Money Matters** project continued to develop throughout 2013-14. This project offers help to people with financial issues who are housebound or vulnerable. Some of the ways we help is by assisting people with setting up bank accounts and Direct Debits; dealing with utility providers on behalf of clients; dealing with financial changes associated with being widowed or with a partner going into a care home; sorting out paperwork or liaising with other organisations when necessary to provide a holistic service.

The **Connect Programme** was established in April 2012 with a 3-year grant awarded by Richmond Parish Lands Charity to reduce social isolation. Since the project was set up we have worked with 154 people.

The aim of the project is to fill the gap identified through our existing Information & Advice Services (this includes our First Contact Helpline and Welfare Benefits Service). We support clients with issues of social isolation and loneliness that may be compounded by practical problems such as housing; benefits; debt and issues with local services. It complements our existing outreach services, which offer social groups, telephone befriending as well as IT tuition.

We know through research carried out by Age UK that factors likely to increase feelings of loneliness and isolation, and thus a low quality of life, include:

- Not feeling safe in your neighbourhood
- Poor living conditions
- Low income
- Mental health problems

These are specific areas the Connect Programme tackles.

Quality Monitoring Service

We continued to work with Richmond Council this year to improve its services for older people by providing independent feedback. We do this via two projects, which are linked to the Council's Quality Assurance Team:

- peer review visits to older people in 19 residential homes
- 'mystery shopping' exercises for the Access Team, which is the first point of contact for social services

The monitoring and peer review visits establish how people receiving care feel about the service. They are encouraged to express their opinions and have a say in the services offered.

The mystery shopping exercises check the quality of service that the Access Team provides to telephone callers. Our feedback helps in staff training and identifies gaps in the information provided.

Outreach Programme

Our vision is for all of our services to be accessible to all local older people in the borough, including those who cannot easily reach us. As a result, we offer home visits to people who are housebound or have limited mobility and we also take many of our activities and services out into the community, through our Community Outreach Programme.

We provided a variety of services and activities in different venues throughout the borough such as sheltered housing, extra care housing schemes, libraries and community halls to 1,221 people. We organised outings to both local places of interest as well as further afield, such as coastal resorts. We provided exercise and computer tuition, reflexology, chiropody and other services to people who find it hard to travel to our social centre locations in Barnes, Twickenham, Whitton and Hampton.

As a result of our outreach programme older people across the borough can access the same mental and physical health benefits that our social centres provide, while the activities boost the local community by helping people meet up and participate.

We will continue to work in partnership with other organisations in the borough to deliver our outreach programme, which allows us to extend the range of services by pooling financial resources and people.

Social Centres

In 2013-14 we provided services and activities from our social centres in Twickenham, Barnes, Whitton and Hampton. Everyone over 50 years of age living in the Richmond borough is eligible to attend any of our centres. We currently have over 800 members with 34% of the membership aged between 65 - 74 and over 60% aged 75 years or older.

Our centres are run by a small team of 9 paid staff alongside 50 volunteers. Between them they provide nearly 30 different activities each week, which enable members to learn, socialise and stay fit. These activities include health checks, high and low impact exercise groups, computer classes, discussion groups, dancing, singing and art groups.

The feedback we receive gives us the evidence to show that the centres play a vital role in our members' lives. We also know from academic studies that increased participation and engagement leads to better physical and mental health, which in turn enhance quality of life and wellbeing. This has broader social benefits, allowing older people to contribute more, for example through working longer, and reduced spending on intensive services.

This year we have generated increased revenue through the activities we charge for, making Age UK Richmond more self-sufficient and thereby securing these essential services for the future.

Staff

In December 2013 we lost two senior members of our team, Deputy Chief Officer and Finance Manager, who moved on to larger national charities. This presented us with an opportunity to carry out a full HR review to respond to the changes brought about as a result of commissioning. A new post of Operations Manager has been created and has responsibility for the overall management of all contracts.

Volunteers

Age UK Richmond upon Thames is supported by over 140 strong, engaged and committed volunteers throughout the organisation who gave over 21,000 hours of activity during the year, delivering invaluable support to all of our services. They offer support and companionship to older people and bring a wealth of skills and professional experience to our organisation. We are enormously grateful for all their work without which the charity simply could not deliver these essential services across the borough.

Our volunteers come from all backgrounds and range in age from 20 to 91 years. We know from talking to our volunteers that working within our services can be very rewarding and research shows us that volunteering can help people stay healthy and stimulated and can even extend life.

New volunteers are recruited through our website and advertising locally. We have strong links with Volunteering Richmond and Richmond Council for Voluntary Services and we also find volunteers through local libraries and businesses.

We go through a careful recruitment process and have in place a robust induction process. We also hold an Annual Volunteer Event at which we show how valued our volunteers are.

Corporate Volunteering

We once again benefitted this year from working with local companies including eBay, which helped make our events even more successful. We look forward to working with them again.

User Involvement

Consultation with service users is central to the development of Age UK Richmond upon Thames, carried out through a variety of channels including regular informal discussions, feedback, questionnaires and involvement in strategic planning events. This provides crucial input into the development and direction of our organisation.

Income Generation

Age UK Richmond upon Thames has once again been successful in securing grants from several local and national Charitable Trusts during 2013-14. We have also successfully generated our own income through charging for some services as well as by generous donations from individuals.

Behind the scenes - promoting the rights and needs of older people

Age UK Richmond upon Thames once again represented older people on a variety of planning and consultative fora and committees this year. Work with the local authority and health services has continued through meetings, planning groups, review groups and written reports to try and ensure the best possible services for older people.

Age UK Richmond upon Thames has maintained its position within the borough as the lead organisation working with older people ensuring all stakeholders have an opportunity to contribute to policies and procedures and share information on older people's issues.

FINANCIAL REVIEW

Principal Funding Sources

The principal funding sources for the charity are currently by way of grant income, donations, income from activities, income from the trading subsidiary companies and fundraising.

In the year total income increased by 5.6% or £57,256 although the net incoming resources reduced slightly to £24,399 [2012/13 - £39,464]. The surplus generated will be retained in reserves and strengthens the financial standing of the charity.

In the Year we received financial support from the London Borough of Richmond upon Thames (LBRuT), NHS Richmond, Hampton Fuel Allotment Charity, Richmond Parish Lands Charity, Big Lottery fund, Barnes Workhouse Fund, City Bridge Trust, Age UK, Javon Charitable Trust, Gibson Charitable Trust, Garfield Weston as well as support from other local and national charities.

Income & Expenditure

The total income for the year was £1,082,996 [2012/13 - £1,025,740]

This is the first year that the newly formed subsidiary company AUK RSL has been consolidated in the group results. The new company began trading on 1st January and has generated income of £110,500 in the year. This increase in commissioning income from LBRuT is offset by a similar reduction in grant income. It is also the first year that a full 12 months trading results of the subsidiary company AUK HPS have been consolidated in the group results.

Expenditure for the year increased by 7% or £72,321 to £1,058,597 [2012/13 £986,276]. Staffing costs account for 59% of total costs, followed by premises costs which account for 15% of total costs. The management and trustees continue to closely manage and monitor expenditure to ensure only necessary expenditure is incurred.

Group

Age UK Richmond upon Thames is the parent company in the Group which also includes three wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS); Age UK Richmond Services Ltd (AUK RSL) and Acrute Ltd. Acrute Ltd is no longer trading and is dormant.

AUK HPS was established during the year. This new trading subsidiary was set up to develop and expand the range of handyperson and gardening services that were previously offered by the Charity. The new company tendered for and was successful in being awarded a Home Maintenance Contract offered by the LBRuT. The results of AUK HPS are consolidated within the accompanying financial statements.

Investment Policy

The investment policy states that no investments shall be made other than cash deposits with banks approved by the Board, shares in any subsidiary company and any investment in a body carrying on an activity related to the operations of the organisation and approved by the Board. Our current practice is to hold our main reserves in optimum yield cash funds with the Charities Aid Foundation, the CCLA Investment Management Ltd and with other financial institutions where the cash deposit is covered by the Financial Services Compensation Scheme.

Reserves Policy

Age UK Richmond upon Thames has reviewed its Reserves Policy during the year, together with all financial procedures, to ensure the charity has adequate funds to cover the eventuality of funding from external sources for core and essential activities ceasing or being seriously curtailed. The objective is to maintain the organisation's core management and Information and Advice Services and to ensure continuity as a going concern for at least six months to enable funds to be rebuilt. Our current level of net unrestricted reserves as shown in note 23 to these accounts is £355,048 which meets the reserve funding objective.

It is a principle of the policy that unrestricted funds not required as working capital or for other purposes should not be retained unnecessarily but should be invested in the future of the organisation and for the benefit of older people.

Responsibilities of the Trustees

The Trustees (who are also the directors of Age UK Richmond upon Thames for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. In preparing those financial statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charity Commission's Statement of Recommended Practice
- make judgments and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Signed on behalf of the Trustees



Jeff Harris
Chairman

15/10/2014
Date

AGE UK RICHMOND UPON THAMES
INDEPENDENT AUDITORS' REPORT TO
THE MEMBERS OF AGE UK RICHMOND UPON THAMES
YEAR ENDED 31 MARCH 2014

We have audited the financial statements of Age UK Richmond upon Thames for the year ended 31 March 2014 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. 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 for Smaller Entities).

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

Respective responsibilities of trustees and auditor

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.

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 [(APB's)] Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements 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 financial statements. In addition, we read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies, we consider the implications for our report.

Opinion on financial statements

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 2014 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.

AGE UK RICHMOND UPON THAMES
INDEPENDENT AUDITORS' REPORT TO
THE MEMBERS OF AGE UK RICHMOND UPON THAMES
YEAR ENDED 31 MARCH 2014


Opinion on other matter prescribed by the Companies Act 2006

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

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;
- the financial statements are not in agreement with the accounting records and returns;
- 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;
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of small companies' exemption from requirement to prepare a Strategic Report or in preparing the Report of the Trustees.



Owadally & King - Farook Owadally (Statutory Auditor)
For and on behalf of Owadally & King Chartered Certified
Accountants & Registered Auditors
73 Park Lane, Croydon, CR0 1JG

Date 15/10/2014

AGE UK RICHMOND UPON THAMES

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT) Year Ended 31 March 2014

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Voluntary income	2	64,000	-	64,000	60,537
Activities for generating funds:					
Income arising from trading operations	3	217,137	-	217,137	43,931
Investment income	4	1,231	-	1,231	3,322
		282,368	-	282,368	107,790
Incoming resources from charitable activities	5/6	149,683	650,945	800,628	917,950
TOTAL INCOMING RESOURCES		432,051	650,945	1,082,996	1,025,740
RESOURCES EXPENDED					
Cost of generating funds					
Charitable activities	7/9	(229,680)	(650,955)	(880,635)	(935,733)
Trading operations - net expenditure	3	(164,132)	-	(164,132)	(37,607)
Governance costs	10	(13,830)	-	(13,830)	(12,936)
TOTAL RESOURCES EXPENDED	8	(407,642)	(650,955)	(1,058,597)	(986,276)
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS	14	24,409	(10)	24,399	39,464
Transfers between funds	15	(10)	10	-	-
NET INCOMING/(OUTGOING) RESOURCES AFTER TRANSFERS		24,399	0	24,399	39,464
RECONCILIATION OF FUNDS					
Total funds brought forward		330,649	6,000	336,649	297,185
TOTAL FUNDS CARRIED FORWARD		355,048	6,000	361,048	336,649

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 18 to 29 form part of these financial statements.

AGE UK RICHMOND UPON THAMES

BALANCE SHEET

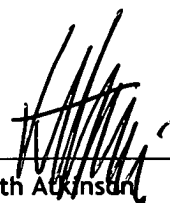
As at 31 March 2014

	Note	Group		Charity	
		2014 £	2013 £	2014 £	2013 £
FIXED ASSETS					
Tangible assets	17	12,880	8,777	12,880	8,777
Investments	18	2	2	3	3
		<u>12,882</u>	<u>8,779</u>	<u>12,883</u>	<u>8,780</u>
CURRENT ASSETS					
Stock	19	966	540	-	-
Debtors	20	61,221	120,472	94,090	143,475
Cash at bank and in hand		620,437	366,460	393,197	338,440
		<u>682,624</u>	<u>487,472</u>	<u>487,287</u>	<u>481,915</u>
LIABILITIES					
within one year	21	(334,458)	(159,602)	(139,122)	(154,046)
NET CURRENT ASSETS		<u>348,166</u>	<u>327,870</u>	<u>348,165</u>	<u>327,869</u>
TOTAL ASSETS LESS CURRENT LIABILITIES & TOTAL NET ASSETS		<u><u>361,048</u></u>	<u><u>336,649</u></u>	<u><u>361,048</u></u>	<u><u>336,649</u></u>
THE FUNDS OF THE CHARITY:					
Unrestricted income funds	23	355,048	330,649	355,048	330,649
Restricted income funds	24	6,000	6,000	6,000	6,000
TOTAL CHARITY FUNDS		<u><u>361,048</u></u>	<u><u>336,649</u></u>	<u><u>361,048</u></u>	<u><u>336,649</u></u>

These financial statements were approved by the Board of Trustees on the 15th October '14 and signed on their behalf by:



Jeff Harris
Chair



Keith Atkinson
Treasurer

The notes on pages 18 to 29 form part of these financial statements.

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention, except for investments which are included at market value, and in accordance with applicable United Kingdom accounting standards, the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005 (SORP 2005) and the Companies Act 2006.

These financial statements consolidate the results of the charity and its wholly owned subsidiaries, Age UK Richmond Handyperson Service Ltd (AUK HPS) and Age UK Richmond Services Ltd (AUK RSL), on a line by line basis. A separate statement of financial activities and income and expenditure accounts are not presented for the charity itself following the exemption afforded by paragraph 397 of the SORP.

The charity has taken advantage of the exemption in Financial Reporting Standard No. 1 from producing a cash flow statement on the grounds that it is entitled to the exemption for small companies available in Section 38 to 383 of the Companies Act 2006.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Membership subscriptions are accounted for on an accruals basis.

Donated services and facilities and the value of services provided by volunteers have not been included in these accounts.

Investment income is included when receivable.

Incoming resources from charitable trading activity are accounted for when earned.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

1. ACCOUNTING POLICIES - Cont.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered, and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage in accordance with Note 13.

Pension Scheme

The charity operates a defined contribution pension scheme for its employees. The contributions are included in the Statement of Financial Activities when they fall due.

Taxation

The charity is exempt from Corporation Tax under Chapter 3 of Part 11 of the Corporation Tax Act 2009.

Cash flow statement

The Trustees have taken advantage of the exemption in Financial Reporting Standard No 1 (revised) from including a cash flow statement in the financial statements on the grounds that the charity is small.

Fixed assets

All fixed assets are initially recorded at cost. Fixed assets with an initial cost of less than £1,000 are not capitalised.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Vehicles - 33% straight line
Equipment - 25% straight line

Operating lease agreements

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

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

2. VOLUNTARY INCOME

	Unrestricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
Donations			
Information, Advice and Advocacy	620	620	2,681
Handyperson scheme	1,807	1,807	1,408
Social centres	16,751	16,751	19,246
Warm & Safe project	156	156	305
Age UK - London Trading	17,435	17,435	16,943
Total donations	36,770	36,770	40,583
Membership subscriptions - social centres	21,056	21,056	19,292
Miscellaneous	6,175	6,175	662
	64,000	64,000	60,537

3. INCOMING RESOURCES FROM ACTIVITIES FOR GENERATING FUNDS

	Year Ended 31 March 2014 £	Year Ended 31 March 2013 £
Net Income from trading activities of subsidiary - Age UK Richmond Handyperson Service Ltd		
Contract income - outside group	35,784	26,667
Handyperson and gardening income	70,853	17,264
Total net income from Age UK Richmond Handyperson Services Ltd	106,637	43,931

Age UK Richmond Handyperson Service Ltd (AUK HPS) is a wholly owned trading subsidiary of Age UK Richmond upon Thames. A summary of it's trading results is shown below for the year ended 31 March 2014. Profits generated by the subsidiary are transferred to the Charity (parent company) by donation.

	£	£
Turnover - outside the Group	106,637	43,931
Turnover - within the Group	117,707	9,500
Total Turnover from Age UK Richmond Handyperson Services Ltd	224,344	53,431
Net operational costs	(216,276)	(47,057)
Loan interest	(200)	(50)
Trading operations - net expenditure	(216,476)	(47,107)
Donation to parent company	(7,868)	(6,324)
Total Costs	(224,344)	(53,431)
Net Profit from Age UK Richmond Handyperson Services Ltd	-	-

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

3. INCOMING RESOURCES FROM ACTIVITIES FOR GENERATING FUNDS (Continued)

	Year Ended 31 March 2014 £	Year Ended 31 March 2013 £
The assets and liabilities of AUK HPS were:		
Current assets	85,666	43,369
Current liabilities	(65,665)	(23,368)
Total net assets	20,001	20,001
Share capital	1	1
Loan capital	20,000	20,000
Revenue reserves	-	-
Total Capital and Reserves	20,001	20,001
Net Income from trading activities of subsidiary		
- Age UK Richmond Services Ltd	£	£
Contract income - outside group	110,500	-
Total net income from Age UK Richmond Services Ltd	110,500	-
 Age UK Richmond Services Ltd (AUK RSL) is a wholly owned trading subsidiary of Age UK Richmond upon Thames incorporated on 11 December 2013. AUK RSL began trading on 1st January 2014 and a summary of it's trading results is shown below for the period to 31 March 2014. Profits generated by the trading subsidiary are transferred to the Charity (parent company) by donation		
	£	£
Turnover - outside the Group	110,500	-
Total Turnover from Age UK Richmond Services Ltd	110,500	-
Trading operations - net expenditure	(65,363)	-
Donation to parent company	(45,137)	-
	(110,500)	-
Net Profit from Age UK Richmond Services Ltd	-	-
The assets and liabilities of AUK RSL were:		
Current assets	260,700	-
Current liabilities	(260,699)	-
Total net assets	1	-
Share capital	1	-
Loan capital	-	-
Revenue reserves	-	-
Total Capital and Reserves	1	-

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

4. INVESTMENT INCOME	Unrestricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
Bank interest receivable	1,231	1,231	3,322

5. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
Information, Advice & Advocacy	72,525	155,084	227,609	341,501
Social centres	77,158	318,539	395,697	361,292
Handyperson scheme	-	115,900	115,900	117,540
Warm & Safe project	-	61,422	61,422	97,617
	<u>149,683</u>	<u>650,945</u>	<u>800,628</u>	<u>917,950</u>

6. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES BY CATEGORY

	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
Information, Advice & Outreach				
London Borough of Richmond upon Thames - grant	-	39,025	39,025	181,078
London Borough of Richmond upon Thames - contract	52,000	-	52,000	7,500
Richmond Parish Lands Charity	-	47,400	47,400	51,345
Hampton Fuel Allotments Charity	-	12,000	12,000	24,500
City Bridge Trust	-	35,500	35,500	35,000
Big Lottery Fund - Awards for All	-	9,900	9,900	-
Age UK - Text Santa	-	10,480	10,480	-
Other grants	1,175	779	1,954	-
Activities income	19,350	-	19,350	3,295
AGE UK	-	-	-	8,500
AGE UK - EON grant award	-	-	-	11,000
Hounslow & Richmond Com. Healthcare NHS Trust	-	-	-	15,000
Tesco Charitable Trust	-	-	-	3,000
Other small grants	-	-	-	1,283
	<u>72,525</u>	<u>155,084</u>	<u>227,609</u>	<u>341,501</u>

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

6. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES BY CATEGORY (continued)

	Unrestricted Funds 2014 £	Restricted Funds 2014 £	Total Funds 2014 £	Total Funds 2013 £
Social Centres				
London Borough of Richmond upon Thames - grant	-	220,549	220,549	183,068
London Borough of Richmond upon Thames - rent	-	68,250	68,250	91,000
Hampton Fuel Allotments Charity	-	12,500	12,500	12,500
Age UK	-	5,990	5,990	
Javon Charitable Trust	-	5,000	5,000	
Gibson Charitable Trust	-	5,000	5,000	2,400
Other grants	-	1,250	1,250	-
Activities income	77,158	-	77,158	72,324
	<u>77,158</u>	<u>318,539</u>	<u>395,697</u>	<u>361,292</u>
Handyperson Scheme				
London Borough of Richmond upon Thames -grant	-	73,000	73,000	55,334
Richmond Parish Lands Charity	-	11,000	11,000	10,500
Hampton Fuel Allotments Charity	-	13,000	13,000	13,000
Garfield Weston	-	10,000	10,000	
Barnes Workhouse Fund	-	5,150	5,150	5,000
Age UK	-	3,750	3,750	10,000
Other grants	-	-	-	1,000
Activities income	-	-	-	22,706
	<u>-</u>	<u>115,900</u>	<u>115,900</u>	<u>117,540</u>
Warm & Safe Project				
London Borough of Richmond upon Thames - grant	-	61,192	61,192	97,317
Richmond Parish Lands Charity	-	230	230	300
	<u>-</u>	<u>61,422</u>	<u>61,422</u>	<u>97,617</u>
Grand Total	<u>149,683</u>	<u>650,945</u>	<u>800,628</u>	<u>917,950</u>

7. COSTS OF CHARITABLE ACTIVITIES BY FUND

	£	£	£	£
Information, Advice & Outreach	117,020	198,418	315,438	297,205
Social centres	58,092	134,304	192,396	215,149
Handyperson scheme	54,568	36,637	91,206	97,950
Warm & Safe project	-	51,426	51,426	88,855
Support costs	-	230,169	230,169	236,574
	<u>229,680</u>	<u>650,955</u>	<u>880,635</u>	<u>935,733</u>

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

8. RESOURCES EXPENDED BY COST

	Total Funds 2014	Total Funds 2013
	£	£
Salary, NI & pensions	619,210	564,841
Recruitment, training, travel & volunteering	18,230	17,970
Establishment costs	160,220	171,648
Office expenses	41,156	59,476
Insurance	4,557	3,687
Publicity & promotions	14,150	6,404
Depreciation	5,269	6,489
Activities expenditure and other	181,975	142,826
Governance costs	13,830	12,936
	<u>1,058,597</u>	<u>986,276</u>

9. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Charitable Activities	Support Costs	Total Funds 2014	Total Funds 2013
	£	£	£	£
Information, Advice & Outreach	315,438	65,605	381,042	353,161
Social centres	192,396	143,790	336,187	373,736
Handyperson scheme	91,206	20,712	111,917	115,301
Warm & Safe project	51,426	62	51,489	100,309
	<u>650,466</u>	<u>230,169</u>	<u>880,635</u>	<u>942,507</u>

10. GOVERNANCE COSTS

	Funds 2014	Total Funds 2014	Total Funds 2013
	£	£	£
Audit fees	6,380	6,380	5,640
AGM & governance meetings	1,329	1,329	-
Legal & professional fees	5,319	5,319	6,773
Trustee indemnity insurance	801	801	523
	<u>13,830</u>	<u>13,830</u>	<u>12,936</u>

11. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No member of the Board of Trustees received any remuneration during the year. No reimbursed costs were incurred by the members of the Board of Trustees for their duties as a Director/Trustee. No Board members were reimbursed expenses for their duties as volunteers (2013 - £ Nil).

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2013 - £ Nil).

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

12. ANALYSIS OF SUPPORT COSTS

	Staff	Premises	Office	2014 Total	2013 Total
	£	£	£	£	£
Information, Advice & Outreach	20,749	26,982	17,874	65,605	49,182
Social centres	10,781	129,105	3,904	143,790	158,587
Handyperson scheme	9,154	8,635	2,922	20,712	17,351
Warm & Safe project	-	55	7	62	11,454
	<u>40,685</u>	<u>164,777</u>	<u>24,707</u>	<u>230,169</u>	<u>236,574</u>

13. METHOD OF ALLOCATION OF SUPPORT COSTS

Support costs are allocated on the basis of head count; establishment and office expenses are on the basis of estimated usage.

14. NET (OUTGOING)/INCOMING RESOURCES FOR THE YEAR

This is stated after charging:

		2014	2013
		£	£
Staff pension contributions		18,635	20,699
Depreciation		5,269	6,489
Auditors' remuneration:	-audit of the parent company's accounts	4,080	3,840
Auditors' remuneration:	-audit of subsidiary company's accounts	2,300	1,800
Operating lease costs:	- other	<u>1,656</u>	<u>1,656</u>

15. FUND TRANSFERS

Fund transfers from the unrestricted into individual restricted funds are shown in note 23 below.

16. STAFF COSTS AND EMOLUMENTS

Total staff costs were as follows:

	2014	2013
	£	£
Wages and salaries	558,052	504,479
Social security costs	42,522	39,663
Other pension costs	<u>18,635</u>	<u>20,699</u>
	<u>619,210</u>	<u>564,841</u>

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

16. STAFF COSTS AND EMOLUMENTS (Continued)

Particulars of employees:

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2014 No.	2013 No.
Information, Advice & Outreach	10	9
Social centres	5	6
Handyperson scheme	5	3
Warm & Safe project	0	1
	<u>20</u>	<u>19</u>

One employee received emoluments of more than £60,000 during the year (2013 - £ Nil).

	2014 No	2013 No
Emoluments between £60,000 - £70,000	<u>1</u>	<u>0</u>

17. TANGIBLE FIXED ASSETS

	Charity		
	Equipment	Motor Vehicles	Total
	£	£	£
COST			
At 1 April 2013	44,799	19,454	64,253
Additions	9,372	-	9,372
Disposals	-	-	-
At 31 March 2014	<u>54,171</u>	<u>19,454</u>	<u>73,625</u>
DEPRECIATION			
At 1 April 2013	36,022	19,454	55,476
Charge for the year	5,269	-	5,269
On disposals	-	-	-
At 31 March 2014	<u>41,291</u>	<u>19,454</u>	<u>60,745</u>
NET BOOK VALUE			
At 31 March 2014	<u>12,880</u>	<u>-</u>	<u>12,880</u>
At 31 March 2013	<u>8,777</u>	<u>-</u>	<u>8,777</u>

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

18. INVESTMENTS

Cost	Investment in subsidiary undertakings	
	Total Funds	Total Funds
	2014	2013
	£	£
At 31 March 2014 and at 31 March 2013	2	2
Analysis of investment in subsidiary undertakings		
	2014	2013
	£	£
Shares in group undertakings		
Acrute Ltd - 100% owned	2	2
	2	2
Acrute Ltd has ceased to trade and is now dormant.		
	2014	2013
	£	£
Aggregate capital and reserves		
Acrute Ltd - UK registered company 5687989	1,804	1,804
Profit/(loss) for the year		
Acrute Ltd - UK registered company 5687989	-	-

19. STOCK	Group		Charity	
	2014	2013	2014	2013
	£	£	£	£
Stock for resale	966	540	-	-
	966	540	-	-

20. DEBTORS	Group		Charity	
	2014	2013	2014	2013
	£	£	£	£
Trade debtors	29,212	90,715	9,302	75,905
Amounts owed by group undertakings	-	-	81,431	37,813
Prepayments	3,357	5,840	3,357	5,840
Grants due	-	3,750	-	3,750
Other debtors	28,652	20,167	-	20,167
	61,221	120,472	94,090	143,475

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

21. CREDITORS: Amounts falling due within one year

	Group		Charity	
	2014	2013	2014	2013
	£	£	£	£
Trade creditors	64,967	18,880	33,230	18,880
Taxation and social security	62,614	16,414	10,417	12,658
Deferred income	135,875	84,299	25,375	84,299
Accruals	51,982	29,584	51,982	27,784
Deferred subscription fees	1,211	7,325	1,211	7,325
Other creditors	17,809	3,100	16,908	3,100
	<u>334,458</u>	<u>159,602</u>	<u>139,122</u>	<u>154,046</u>

Analysis of movement of deferred income

	Balance at 1 April 2013	Incoming Resources	Outgoing Resources	Balance at 31 March 2014
	£	£	£	£
Richmond Parish Lands	25,000	58,400	(83,400)	-
City Bridge Trust	7,875	35,500	(35,500)	7,875
Santander		5,000		5,000
Hampton Fuel Allotments Charity		50,000	(37,500)	12,500
London Borough Richmond Upon Thames	8,424	110,500	(8,424)	110,500
- Warm & Safe project	43,000	8,489	(51,489)	-
	<u>84,299</u>	<u>267,889</u>	<u>(216,313)</u>	<u>135,875</u>

22. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2014 the charity had annual commitments under non-cancellable operating leases as set out below.

	Assets other than Land and buildings	
	2014	2013
	£	£
Operating leases which expire:		
Within 2 to 5 years	<u>1,656</u>	<u>1,656</u>

23. UNRESTRICTED INCOME FUNDS

	Balance at 1 April 2013	Incoming resources	Outgoing resources	Transfers	Balance at 31 March 2014
	£	£	£	£	£
General funds	330,649	432,051	(407,642)	(10)	355,048
	<u>330,649</u>	<u>432,051</u>	<u>(407,642)</u>	<u>(10)</u>	<u>355,048</u>

AGE UK RICHMOND UPON THAMES
NOTES TO THE FINANCIAL STATEMENTS
Year Ended 31 March 2014

24. RESTRICTED INCOME FUNDS

Purposes of Restricted Funds

Information, Advice & Advocacy: This fund is for our work with older people who need information, advice and advocacy assistance including benefits and recovery from health issues.

Social Centres: This fund is for the work of operating our social centres for older people in Richmond upon Thames.

Handyperson Scheme: This fund is for the work in providing handyperson services available to older, disabled or vulnerable residents of Richmond upon Thames.

Warm & Safe Project: This fund is for the work in providing home improvement services to older & vulnerable people in the London Borough of Richmond upon Thames.

	Balance at 1 April 2013	Incoming Resources	Outgoing Resources	Transfers	Balance at 31 March 2014
	£	£	£	£	£
Information, Advice & Outreach	-	155,084	(155,084)	-	-
Social centres	6,000	318,539	(318,549)	10	6,000
Handyperson scheme	-	115,900	(115,900)	-	-
Warm & Safe project	-	61,422	(61,422)	-	-
	<u>6,000</u>	<u>650,945</u>	<u>(650,955)</u>	<u>10</u>	<u>6,000</u>

25. ANALYSIS OF TOTAL NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets	Investments	Net Current Assets	Total
	£	£	£	£
Restricted Income Funds:				
Information, Advice & Advocacy	-	-	6,000	6,000
Unrestricted Income Funds:				
General Funds	<u>12,880</u>	<u>2</u>	<u>342,166</u>	<u>355,048</u>
Total Funds	<u>12,880</u>	<u>2</u>	<u>348,166</u>	<u>361,048</u>

26. COMPANY LIMITED BY GUARANTEE

The Charity is a company limited by guarantee. Every member of the company undertakes to contribute up to a maximum of £1 (one pound) only to the assets of the charitable company in the event of it being wound up with liabilities, in accordance with the provisions of the relevant Companies Acts.

At 31 March 2014 the company had 1245 members (2013 - 921 members).