

# ANNUAL REPORT



2019-2020



**OPEN  
AGE**

life's just begun

Registered Charity Number 1160125

***“I am convinced that there are huge benefits resulting from the social interaction both before, during and after playing football.***



***We have become good friends as a result and share all manner of experiences. One of our squad is 74 and playing football to a good standard. As a consequence, I now see no reason why I cannot look forward to another decade of football! Although I accept that a call up to the England squad is unlikely any time soon, I am pleased to report that my overall fitness has significantly improved as well as my general health. Playing football on a regular basis is also good for my mental well-being and confidence. Psychologically, I feel younger and more positive.”***

***Patrick Campbell, 63.***

# Contents

<b>Welcome from the Chair.....</b>	<b>4</b>
<b>Message from the CEO.....</b>	<b>5</b>
<b>Who We are and What We Do.....</b>	<b>6</b>
<b>Centres, Hubs and Community Venues.....</b>	<b>9</b>
<b>Arts, Culture and Social Activities.....</b>	<b>11</b>
<b>Physical Activities.....</b>	<b>14</b>
<b>Open Age Mile.....</b>	<b>17</b>
<b>Outreach and Support.....</b>	<b>18</b>
<b>Adult Community Learning.....</b>	<b>21</b>
<b>Employment – Work Routes 50+.....</b>	<b>23</b>
<b>Monitoring and Evaluation.....</b>	<b>24</b>
<b>Goals for Next Year.....</b>	<b>25</b>
<b>Financial Review.....</b>	<b>26</b>
<b>Legal and Administrative Details .....</b>	<b>29</b>
<b>Structure, Governance and Management.....</b>	<b>30</b>
<b>Auditors’ Report.....</b>	<b>33</b>
<b>Statement of Financial Activities.....</b>	<b>36</b>
<b>Balance Sheet.....</b>	<b>37</b>
<b>Statement of Cash Flows .....</b>	<b>38</b>
<b>Notes forming part of the Financial Statements.....</b>	<b>39</b>



## Welcome from the Chair

The pandemic struck just as our year was ending. We invoked our Covid-19 plan, shut our community sites and moved staff to homeworking. Throughout the pandemic the wellbeing of our members and staff has always been our number one priority.



Re-inventing a community organisation rapidly is not easy, but within two weeks we created a remote service for our members using video conferencing and an expanded telephony service. We are now offering more than 100 hours of remote activities to members each week, and we continue to grow and adapt the programme based on member feedback.

My fellow Trustees and I have been impressed by our staff's ability to react quickly and adapt and I would like to thank all of them for the commitment and hard work in creating a remote Open Age offer.

Covid-19 will be with us for the foreseeable future and this has highlighted the very real issue of digital exclusion of older people. We are now focused on supporting those Open Age members who do not have, or do not wish to use, the technology that is needed to access our new services.

Throughout the pandemic we have been working with our partners to ensure that older people's needs are being met. The Board and I would like to extend our thanks and deep appreciation to the many others involved. To our commissioners in health and local government who have been highly supportive throughout. To the Kensington and Chelsea Foundation and London Funders for their generous and welcome emergency Covid-19 response grants. To the other charities, including Age UK Kensington and Chelsea, One Westminster and Kensington and Chelsea Social Council, with whom we work to ensure that nobody is left behind, and of course to the NHS and all the health bodies combatting the pandemic.

Whilst Covid-19 has over-shadowed the year, much was achieved.

Open Age completed an organisational restructure and shaped an ambitious new strategy. Both put us in a strong position to deepen existing services and to expand our reach.

While social distancing is still advised for older people, expanding our remote services will remain an objective. However, reaching more older people remains our strategic goal. We believe that the provision of community-based activity and social interaction for older people is a critical component of healthier ageing, and wellbeing, and links well with national policy goals of prevention in the NHS Long Term Plan.

For now, the Board and our staff are determined to do the best they can for our members and respond to their needs, which is the heart of what we do.

I hope readers will enjoy rest of report that highlights the amazing work we undertook over the year.

## Message from the CEO

I am writing this year's letter from my living room, as because of coronavirus, our Open Age centres remain closed and all staff are still working from home. This year's trustees report will of course refer to the inevitable effects that the virus has had on the charity and how we are responding. However, I would like to take the opportunity in my letter to reflect on the successes, challenges and improvements we made in the financial year 2019-20 before Coronavirus became an all-consuming concern in mid-March.



This year we completed the restructure begun in 2018. This is an investment in our sustainability as we want to continue to improve our services and grow our delivery model. Importantly, the recruitment of two new fundraisers at the end of 2019 will help us to achieve our ongoing objective of diversifying and growing our income streams.

Evaluating and evidencing the value of our work continues to be an essential objective and this year we secured investment to review and update our annual evaluation. I am delighted that the results of the survey conducted in December 2019 continue to show the substantial impact Open Age has for its members. You can see the results of the survey on page 24.

In response to reduction in the funding we receive from the Clinical Commissioning Groups (CCG) this year and further expected reductions in coming years we reduced certain activities to minimise additional expenditure. As you will see from the Financial Review on page 26 this means we ended the year with a good surplus of £141,771 (2019: £148,700) despite funding reductions. Our prudent financial management was well timed as Open Age is facing substantial reductions in our normal donations and activity fees because of Coronavirus. As a result, we expect to end the coming year with a significant deficit.

Open Age continues to champion active ageing and challenge what services for older people look like. See page 12 for our "12 Choirs of Christmas" project with The Old Vic Theatre on page 11 to read more about our innovative "Stand Up for the Over 50s" comedy project.

The NHS long term plan published in January 2019 placed great emphasis on the importance of the charity sector and social prescriptions. Open Age has been leading the way in this area for many years. See page 7 for information about how our own Link-Up workers continue to support members to access Open Age and the work we are doing with Imperial College to train medical students on the importance of social prescriptions.

And as ever it is our members that make Open Age the fun filled and joyful charity that it is. What better way to illustrate this than our first Open Age wedding! See page 13.

## Who We Are & What We Do



*“It has helped to keep me sane and given me a focus and a reason for living – a lifeline. I know that I can go to Open Age and be comfortable with the tutors and the class members.”*

Open Age promotes a positive approach to ageing. We encourage our members to stay active and engaged and, of course, to have fun. Open Age gives our members an opportunity to find new interests and make new friends. Our activities are easy to join and very low cost.

*“Attending these classes has had such an impact on me. I recently retired and wanted to keep busy and learn new skills. The classes have certainly done this. I have met many new people and made new friends. I feel more energised and happier. I greatly look forward to going to these classes every week. Thank you for providing such a wonderful service and so affordable.”*

**When 70-year-old B retired she missed the daily routine and fulfilment of her job. Her biggest struggle was feeling house bound. She was lonely, bored and frustrated. B became very anxious about friendships and socialising. She visited various organisations and community groups but they were not offering what she needed. After a friend told B about Open Age, she began attending weekly classes at the St Margaret’s Hub. She felt an instant connection to staff and members. B now socialises with her classmates. She loves her classes which makes her feel healthier and fitter, and loves taking part in Open Age activities.**



Our activities are specifically designed for older people. They focus on physical and mental stimulation as well as creating new opportunities to socialise, make new friends and to contribute meaningfully in the community. Our Outreach and Support Team focuses on reaching out to those members who may need more support to access our services.

*“We are delighted to have worked with Open Age over the last 10 years - and are currently supporting their Men’s Space programme through our Isolation & Loneliness fund. It’s clear to us that this project has a huge impact on the lives of the older men who take part by building their confidence, improving physical and mental health and ultimately reducing isolation. We know that this can be a difficult client group to engage with, and the success of the project is in no small part down to the knowledge and expertise of the Open Age team, who understand the importance of building trusting relationships and working at the individual’s pace.”*

Charlotte Rossan, Communications & Partnerships Manager, Kensington & Chelsea Foundation

The NHS Long Term plan, published in January 2019, highlighted the importance of charities and community organisations in improving health outcomes of patients. As a result, Social Prescribing, as it is often called, has never had a higher profile. Open Age has been leading the way in this area for decades and our vast programme has allowed thousands of older people to increase their wellbeing and social connections, and in doing so become more active, stay healthier and be less lonely. Our members tell us that because of Open Age they access less health and care services.



*“Social prescribing is important because we know that health and wellbeing are created and maintained by the wider determinants of health such as the quality of our relationships, nutrition, physical activity, stress levels and a sense of purpose.”*

Dr Edward Maile, Department of Primary Care and Public Health. Imperial College London.

This is at the heart of what we do and this year we were delighted to collaborate with Imperial College. Dr Edward Maile invited Open Age to join the curriculum for third year medical students as part of innovative new training on the importance of social prescribing.

*“From an educational perspective, I hope that medical students and doctors will become more aware of social prescribing as a way of re-orientating healthcare towards prevention and away from reactive approaches. The link with Open Age is invaluable for medical students as it brings social prescribing to life and allows them to see its real-world impact.”*

One student, Robert Ingram, said the experience was an eye-opener.

*“We got a sense of how important Open Age is for the members. Some had tried the local gym but it didn’t feel right. They love having a place that is affordable and where they feel comfortable around people who are there for similar reasons. Where they don’t feel judged. It made such an impact I want to do more research on social prescribing.”*

Imperial College and Kensington & Chelsea Foundation are just two of the partners that are so important to Open Age. We have a small dedicated team of service delivery specialists who manage to deliver a huge and varied programme. This would be impossible if we did not develop strong, enduring and mutually beneficial partnerships.



*“We are delighted to support an organisation that appreciates the contribution that older people can make, with a grant from the Mercers’ Charitable Foundation. Their work aligns closely with our own programme which helps combat loneliness and isolation. As a membership-led organisation, Open Age are best equipped to decide what activities are appropriate and enjoyable to improve the wellbeing of older people, and that is evident by the increasing numbers of members it has.”*

David Terrace, Grants Programme Manager at the Mercers’ Company



## Centres, Hubs & Community Venues

Our three dedicated centres, a smaller hub, and community venues are where we run the vast majority of Open Age activities. Each centre features IT equipment, exercise rooms, a lending library and a common area for members to meet, socialise and relax. Open Age's centres are located in North Kensington, Chelsea and North Westminster. Our smaller hub is a semi-permanent base in a shared community venue in South Westminster. Open Age aims to offer a wide range of classes and drop-in activities, to cater to a broad range of interests. We also go where older people are and use various community spaces to increase our reach.



94 members came to our annual **Dance-A-Thon!** at our Avenues Centre to honour Silver Sunday and celebrate the contributions older people make to our society. The CEO of the Sir Simon Milton Foundation and the Silver Sunday team were impressed by the variety of activities on offer and took the opportunity to speak to some of our members.

Also in October, Open Age hosted the Second Half Foundation Art Exhibition and Sale. The event was an inspiring story of creation and transformation of nine talented artists displaying and selling their gorgeous work. The venue, our own Second Half Centre.



*“It is the best community hub for the over 50s in North London. It is friendly and warm and reflects what our ageing population want as a place to come to. The Second Half Centre at St Charles helps to solve some of the problems our growing older population face in 21st century.”*

Lady Jill Shaw Ruddock CBE, Founder and Chair of The Second Half of Life Foundation.



We have a very diverse membership and our programme of activities reflect this. In order to expand our reach, and open up local resources to older people, we work with a variety of organisations to link our members into the facilities they provide.

*Because of Open Age, our facilities are now available to a community that wouldn't normally be able to afford it. We wanted to do more for our community. We identified a relative gap in our centre usage by older people. As a charity encouraging older people to be more active, Open Age was a perfect fit. We created a once-a-week slot during off-peak at a reduced fee. It worked so well we started another and then expanded to other gyms. By working with Open Age, we can help support older people on tight budgets and encourage people to come in quiet times.*

Simon Plummer, General Manager, Porchester Centre Hall and Spa, Everyone Active

Gym staff were not surprised to see 99-year-old grandmother Kathleen Scanlon at her regular Open Age session on August 21, 2019, but she was surprised when the Everyone Active fitness team brought in a cake to celebrate her 99<sup>th</sup> birthday.



*“The birthday cake was a complete surprise – I had no idea they were going to do this. It made the day very special,” said Kathleen. “I exercise twice a week and do one session in the gym using the machines and the other session doing chair-based exercises with the Open Age group at Stowe Centre,”*

Joining a gym is just one way partnerships can encourage Open Age members to push their boundaries. We have also actively sought cultural partnerships to both make the arts and cultural landscape more accessible to an older audience and give our members opportunities to take part.

You can see more on our cultural partnerships on the next page.

## Arts, Culture and Social Activities

Open Age hosts a broad range of creative and cultural activities that enable members to connect both with each other and their own individual creativity. They can access more than 90 hours of arts and social related activities every week. These range from hearing guest speakers and drop-in games sessions, to classes in drawing and painting, mosaics, singing and reciting Shakespeare. We also have partnerships with London's cultural institutions such as The National Gallery, The Tate and the Museum of London. These activities bring members together through a shared experience.

### Achievements

This year Open Age was involved in a number of highly successful partnership events, including:

*"The Old Vic has focused on creating programmes that promote mental health and well-being through the arts. Open Age has been a brilliant partner to ensure we are reaching a broader spectrum of over 60's at risk of isolation and loneliness."*

Kate Lawrence-Lunniss, Education and Community Coordinator, The Old Vic

The '12 Choirs of Christmas' project, run in partnership with The Old Vic Theatre, partnered our members with a primary school to form a Christmas choir. Initial rehearsals with the children culminated in a public performance in the foyer of The Old Vic itself.



### National Theatre: As You Like It

It has been a privilege to take part of the National Theatre's **Public Acts**. This initiative creates ambitious new works of participatory theatre with theatres and community organisations across the country who share the NT's vision of theatre as a force for change.

Open Age Trustees' Report and Financial Statements for year ended 31 March 2020



*“We have hugely enjoyed working with Open Age, their approach to partnership working has been exemplary. The considerable amount of time, commitment and care the team at Open Age have given the project and towards their members involved has undoubtedly contributed to the success of the partnership. This time and commitment have been given outside of their busy day to day roles. In addition, we have always found their communication to be incredibly effective, contributing to the smooth running of the partnership.”*

Flo Paul, Community Producer Public Acts, National Theatre.

Our contribution ended in 2019 with a sold-out musical production of ‘As You Like It’. About 30 Open Age members took part in both the workshops and the production. Most had never even considered attending a 'drama' group. It gave our members a stage to find their identity.



### **Comedy Project in Partnership with Imperial College**

Building on the legacy of the Public Acts initiative was Open Age’s **Stand Up for the Over 50s** held at Imperial College's Invention Rooms Café. We wanted to capture, hone and showcase the comedy writing skills of older local residents, a demographic not normally associated with comedy. Participants attended four workshops and wrote a five-minute comedy routine which they performed at a fundraising evening for Open Age. Members also learned about the Science of the Brain, Science of Laughter and Science of Confidence as part of their journey. Feedback was overwhelmingly positive.

*“I took part because I needed to challenge my fears about doing stand-up, knowing it would help me grow and I needed all of your friendship and honest feedback to make it possible. It also re-awoke my fascination with neuroscience and it was a gift to me to give some input. It was lovely to feel part of a team as well as participating. It was great, too, the friendship that built between us participants. Thank you all very, very much for making this possible.”*



And, finally, we also had our very own partnership, our first Open Age wedding. Congratulations to the happy couple; members Ken (91) and his new wife Viva (73).

*“After my first wife died, I vowed I would never get married again. After 18 years I found someone that I could call ‘my one’. I met Viva in an Open Age Zumba class and also found out we go to the same church. After 5 years of courtship, I knew I wanted to be with her and asked her children for their permission in taking her hand in marriage.”*

What better way to show that long-lasting connections are built through the work we do.



# Physical Activity

Following the restructure of the senior leadership team in 2018, the physical activity team embarked on a department restructure this year. We wanted to ensure the consistency and quality of physical activity delivery throughout Open Age.



## Clinical Exercise Programmes

The clinical exercise programmes focus on specific health related goals such as improving one's balance, or reducing the perception of breathlessness. Members taking part are more likely to have complex health issues

*"I am an 83-year-old woman, registered blind, and self-referred to Steady and Stable. I decided to join because each time I turned around I was feeling like I would fall and I have a fear of falling as I have fractured myself in the past. I was extremely nervous and shy but it is a friendly environment, and I now have some friends in the class. I have gained confidence and have learned a lot about how to remain safe. I wish I could attend class every day of the week."*

Our clinical exercise offer includes: a 38-week Steady and Stable strength and balance programme; a 16-week Osteo Blast programme to improve bone strength and density; and ongoing Healthy Lungs programmes for those affected by COPD or other respiratory conditions. We also offer a six-



week falls prevention service in partnership with Central London Community Healthcare in Brent. These programmes are often a gateway for people to access Open Age for the first time. Members are encouraged to join other Open Age activities with an emphasis on maintaining or improving on the physical gains they have made.

**78-year-old P had been falling frequently due to his multiple health conditions. He enrolled onto the Steady & Stable programme and attended classes regularly. He says he no longer relies on a walking stick because he walks better and is more confident. P still catches his foot on curbs but can now react quickly, “catch his balance” and not fall. He is certain that before Steady and Stable he would probably have fallen after catching his foot on a curb.**

We continue to nurture our relationships with Guy’s and St Thomas’, St Mary’s, Chelsea and Westminster and Charing Cross Hospitals and CLCH’s Falls Prevention, CNWL’s Community Intervention Services and Imperial Colleges Pulmonary Rehab service. They all contribute significantly to the referrals made to our clinical exercise programmes. In addition, the team has spoken to some outpatient groups to explain how Open Age can help and to encourage patients they work with to give it a try.

### General Physical Activities

Open Age offers 120 weekly ‘general’ physical activities including Yoga, Pilates, Zumba, Ballet, Boxing and Chair Based Exercise. Over the last couple of years we have focused on growing our sports offer to accommodate members who would like to re-engage in a sport that they played in their youth or embrace a sport that they did not have an opportunity to take part in before but now have the chance to do so.



**J, 63, joined the cricket and bowls group at Lord's Cricket Ground as she wanted to tell her grandchild, who's a keen cricket player, that she's played cricket at Lord's! Following this initial motivation, J started to fall in love with the game and began immersing herself into all the cricket related activities we offer at Open Age. The best thing about the classes is the team morale and she has made some great friends. With them J has signed up to other activities such as meditation, local history, quiz, bowls as well as many social events outside of Open Age.**

Our partner, Active Westminster, offered J and other regular attendees at our Cricket and Bowls' sessions at Lord's, tickets to attend the 2019 Cricket World Cup.

We partnered with Royal Parks and Chelsea Football Foundation to deliver a weekly walking football session with approximately 14 men attending the sessions regularly and playing matches with other clubs. We also ran a successful Cage Cricket taster session in partnership with Community Cricket with the intention of offering regular sessions next year.

## **Challenges**

Our primary challenge this year was integrating all physical activities under the management of our team. We are now able to use staff time and resources more effectively and offer a variety of physical activities at different times across Open Age's delivery areas. As specialists now oversee activities, we are able to place greater emphasis on improving session quality and implementing requests from our members. To support our expanding general physical activities, Open Age recruited its first sports development apprentice.

## **Achievements**

Open Age won the Outstanding Contribution Award at Royal Borough of Kensington and Chelsea's first Sports Awards. Open Age was recognised for delivering a variety of weekly physical activities for over 26 years. Open Age's partnerships within the Royal Borough of Kensington and Chelsea have enabled these activities and the positive impact they have on members' health and wellbeing.

## Open Age Mile

We launched our first Open Age Mile this year to bring Open Age members, family and friends together to have fun, to raise money for the charity and to challenge themselves. 76-year-old Christina joined in.

*“After my heart attack, I couldn’t walk. I couldn’t even hold a pen in my hand. The doctors thought I’d never walk again, but I was determined. I kept up with my exercises I’d previously learnt at Open Age and I chose to do the Open Age Mile because I wanted to have a goal. It didn’t matter how slow I was, I was determined to finish.”*

Our venue was Paddington Recreation Ground, where Sir Roger Bannister trained before completing the first ever mile under four minutes. Participants either walked, jogged or ran.



It did not end there. After completing their mile, members danced a victory lap. Participants were not the only ones having fun, onlookers enjoyed it too. Twenty-seven people took part, raising over £600.

Next year, due to coronavirus, the Open Age Mile will be going virtual! Members will complete their mile, their way. We plan to hold the event every year and want to encourage more people to take part and to raise more money for Open Age.



# Outreach & Support

*"I love Monday Forum, my weekends are so lonely and boring, I have no one to talk to then I get up on Monday and I feel good, I get ready and come out and see people and there is always something interesting we are having a talk about. It makes me think - which is good. It gets my week started."*

Our tailored services within the Outreach and Support team exist to go that extra mile for those who might need a bit of extra assistance to engage or take the next step. The Outreach and Support team can also help with transport issues or other obstacles and they provide one-to-one support with Zoom or phone group processes.

*"Thank you so much for this, for coming with me, I hope it hasn't put you out, you know this is the only thing I can manage these days, it's so nice being out and having some nice food and a chat with other people."*

Open Age has a number of different outreach streams, which provide varying levels of additional support for members of our community. In 2019-2020 we gave individual support to more than 800 people to access activities.

## Link-Up

The Link-Up team assists people who might not otherwise be able to access our activities. They work with those who, for whatever reason, need more support to engage. Link-Up also helps identify those who may need other support and would benefit from being referred to other services and activities not offered by Open Age.

Link-Up Coordinators facilitate social groups including Monday Forum and Kensington Activity Group that have been running for over 20 years.

**E, in his 90's, was recovering from a fall and said he was "feeling a little fragile at the edges" on our first meeting. He has been in and out of hospital since his referral. E used to run a furniture restoration shop and always liked to be active, he was keen to stress his self-reliance. He was interested in Art and attending an Art class, and joining our Steady & Stable exercise classes. We completed forms for Steady & Stable and he attended an Art class that week.**

**A week or so later E was admitted to hospital to have a pacemaker fitted. Following his convalescence, the Link-Up Coordinator accompanied him on an Open Age trip to Kew Gardens.**

***"I'll tell you what, it feels great getting out and being part of a group. I was pushing myself into myself and now I feel like I've come out of my shell. I feel like I've gone back 40 years. Like I'm in a different body. But I feel like I'm in the present."***

Link-Up works with a wide variety of partners to promote the service and widen referral pathways. In 2019/20 we have worked closely with the Grenfell Health & Wellbeing Service; 'My Care, My Way' staff; Age UK Kensington & Chelsea; and Community Living Well.

Open Age Trustees' Report and Financial Statements for year ended 31 March 2020

## Phone Groups

Phone groups are critical for those unable to leave their homes. Often the only opportunity for contact with the outside world, the phone allows members to communicate and connect with others. These sessions provide members with a sense of routine, belonging and connectedness.

**L is in her 60s and a regular attendee to the phone groups. Due to mobility and mental health issues she is housebound. L enjoys taking part in the Creative Writing, Book Talk and Discussion Group. She has built good friendships over the phone with other ladies in the group. Recently another members R, also in her 60s, was able to visit her at home with help. They both said they really enjoyed this meeting.**

## Time for Me

Time for Me (TFM) projects provide support for unpaid carers in Royal Borough of Kensington and Chelsea and Westminster. They give older carers a chance to have time for themselves away from their caring role. TFM offered nearly 200 activities and trips during 2019/2020, with 136 different carers attending.

*“I don’t know what my mental state would be if this didn’t exist! It helps with putting problems into perspective and makes things easier to deal with. It’s very important carers have this support.”*

Highlights included: coach trips to Eastbourne, Bournemouth and Sissinghurst; a boat trip to Richmond; men-only spa sessions; Royal Albert Hall Coffee Clubs; trips to museums, galleries, cinema, theatre, and shows; regular exercise; IT sessions; and social groups. TFM works in partnership with Carers Network and other local carers’ services.

## Men’s Space

‘Men’s Space’ provides a step by step approach to engage men in activity. We take time to help older men build confidence and re-discover skills through positive and motivating conversations. The programme delivered over 1435 activity sessions in 2019-20 which included social groups, Cooking Club, Music Group, Walking Football and chair-based exercise for those less mobile.

**Community Living Well referred 59-year-old R to Men’s Space. He suffers from depression, low mood and anxiety and was not motivated to do anything. Because of his mental health he was no longer able to work fulltime.**

*“I tried peer support group activities but couldn’t engage and didn’t feel it would work for me. When I found out about the Open Age men’s group it seemed a perfect place to restart, and as a lapsed jazz drummer I quickly joined the Magic of Music group which got me out and meeting people and doing things I enjoy again. Chart success is extremely unlikely, but I really enjoy the company of the rest of the band.”*



The combination of companionship and physical exercise is key to the group's success. Men who participate make more and better friendships and boost their self-esteem. This reduces stress and anxiety and fosters a more positive and optimistic approach.

*"The social groups mean everything to me, it gives me something to look forward to, without this I may not have carried on as I had severe depression at the time. I was in limbo when I first joined due to my personal situation and I did not see any future at the time, but being involved in so many things has helped me to look forward to the future now."*

## Challenges

Due to their very busy and often unpredictable schedules carers need frequent reminders about activities that they may be able to join. This can take a lot of time so prior to lockdown we began using a volunteer to help us with this. We also face challenges with the Men's Programme. Participants often need greater support to be in a position to want to engage. Men often tell us they are not used to being in groups so being part of one is a big deal that takes time.

## Achievements

Each successful case study is an achievement. We record progress on outputs and outcomes adapting where necessary according to funding requirements. We use a number of measures to record, evaluate and report on progress such as the Warwick-Edinburgh Mental Well-Being Scale and our annual survey.

Highlights of Year 2019-20 saw the Men's Walking Football team participating in regular friendly matches with teams from Barnet FC, West Ham FC and Fulham. The Kensington and Chelsea Foundation commissioned a film on the Men's Walking Football group to profile successful projects they are funding. The shoot has been postponed because of the pandemic.



# Adult Community Learning

Open Age's Adult Community Learning courses are an opportunity to pursue new and stimulating interests and develop new skills. These are structured typically running for 10 weeks with each session building on the last, the courses providing the time to learn.



*"I have a stronger bond with my grandchildren especially because I am now able to understand and read simple books with and to them. They look forward to school holidays and ask to spend time with me which makes me happy. Learning is very important to me because I never had the opportunity when I was younger and I just "want to get it". I am often in great pain but won't miss the class because I enjoy what I am learning and want to continue to learn. I now get out of the house and have met and made new friends."*

ACL offers a wide variety of non-qualification-based courses to our members, such as art, drama and creative writing, language classes and current affairs. In addition, many ACL courses are intended to help bridge the digital divide, and ensure that our members are able to take full advantage of technology. To this end, ACL offers classes in smartphone use, iPads, digital photography, social media, online safety, and how to use software such as Excel, Windows 10 and Cloud. They also offer specialist IT groups for men and carers.

*"The I.T. classes have had a tremendous influence on my life. I used to feel very frustrated trying to work out how to use I.T. and attended other courses elsewhere. The quality of the classes at Open Age, the support, knowledge and life experiences of members has enabled me to progress and build up on my knowledge. I have made friends and have a reason to be positive. I would be devastated if there was no Open Age."*

Open Age partners with the Royal Borough of Kensington and Chelsea's Adult Learning and Employment Service to deliver our Adult Community Learning.

*"We value the expertise Open Age has working with the over 50s, and the focus of the delivery on health, leisure and interest programmes to support the wellbeing and social interaction of older people. The programme has expanded in recent years to include an essential contribution to ensuring this age group is digitally included – delivering a variety of programmes to support people gaining IT and digital skills."*  
Harriet Duncan, Adult Learning Manager, Royal Borough of Kensington and Chelsea



Every term we meet to discuss our annual targets and monitor the quality of our provision. For example, all tutors are observed under Ofsted's inspection guidelines. Once a year we produce a

Open Age Trustees' Report and Financial Statements for year ended 31 March 2020

Self-Assessment Report. This follows Ofsted criteria to provide an overview of the curriculum and feedback from the members. Following the report, Open Age designs an Action Plan in collaboration with the Council.

*“Joining the course has made my life interesting. I have very difficult home circumstances so coming out has helped my mental state. The course has given me something to look forward to; I am happy and now have a reason to wake up and do something to improve my life.”*

## Challenges

Due to the nature of the funding we require attendees to commit to attending the full course, this can be challenging as our members may have issues around health, medical appointments and bereavement which can significantly impact attendance.



## Achievements

In July 2019 we met our funding target for the year 2018-2019, with an overall attendance of 87%. Attendance increased to overall 89% in March 2020. Feedback by members in our termly evaluations showed 100% felt that their course met their needs.

We successfully increased our funding for the new academic year 2019-2020, allowing us to reach even more members. During the term September to December 2019 the increase of new members to ACL classes was 43%. We nurtured a volunteer who was supporting some of our IT classes to take on their own beginners' computer class and embark on the Award in Education and Training. This was successful and he is now part of the ACL tutor team.

## Employment – Work Routes 50+

*“You have helped me to find not one but two jobs that I really like and made me feel better about myself and more confident. I could not have done it without you.”*

**A, aged 56, was out of work for more than 10 years managing the family home and bringing up her children. We developed a professional CV which focused on her strong customer service, organisational and people skills, restoring her self-confidence. A local small business wanted a skilled professional to welcome new guests to their range of apartments. Open Age made the introduction. A established a strong rapport with the manager at her interview and impressed him with her competent handling of the role. She was soon ready to add to her workload and we brokered a part time receptionist role with a local clinic. Within weeks A was managing three jobs that dove-tailed into her available hours.**

Open Age’s Matrix accredited employment programme, Work Routes 50+, helps unemployed people back into work. The programme is run in partnership with Reed and funded by the Department of Work and Pensions. We recognise the diverse needs of the 50 - 65 cohort in the context of job sector changes and increased State Pension age. Work Routes 50+ provides one-to-one engagement, alongside focused group interaction and job brokerage.

**J, aged 54, was unemployed for four years before Open Age guided him through a career change. He achieved a CELTA qualification, registered as self-employed and started teaching. During one of our in-work calls, J confirmed he was averaging £1,000 a month and feeling very pleased with his progress in his new profession despite his initial scepticism.**

*“I never imagined myself, a year ago, surviving as a self-employed teacher. The downside is I will not receive any wages for the two-week holiday in Brazil. But on the whole, self-employed status suits my lifestyle.”*

Open Age was particularly successful in establishing strong links with Reed Job Brokerage, Work Zone in Hammersmith and Fulham, and Hire Westminster and we were able to build on our partnerships with a range of local Care Providers and SMEs.

### Challenges

Hiring a new team member has been a key challenge this year. Our staff must have a real passion for supporting older job seekers back into the work force and be able to manage both the job coaching and employment brokerage aspect of the role.

### Achievements

The employment program had an outstanding 2019-2020. Our Matrix accredited programme passed its three-year inspection and was extended to June 2022 and our existing contract was extended. 100 new members started on our Work Routes Programme over this 12- month period and a record 44 members started work. Our earnings exceeded our target providing a stable financial basis for future work.

Open Age Trustees’ Report and Financial Statements for year ended 31 March 2020



## Monitoring and Evaluation

At Open Age we constantly monitor our work and seek different forms of feedback to ensure that we are delivering the best possible support for our members and meeting our objectives as a charity. Improving the ways in which we measure and evaluate our work was a key goal for this year.

We keep records of all the sessions we deliver to monitor any fluctuations in attendance. We can then decide whether an oversubscribed class should be expanded or whether funding should be diverted from a poorly attended group to something else.

We also carry out case studies and ask for regular member feedback. We want to know how sessions benefit our members and if they want changes. We also ask for suggestions on future activities.

A core aspect of our monitoring and evaluation is our Annual Evaluation. This is an important resource for us and we want to be confident that we are asking the right questions. This year we secured a grant from the Centre for Ageing Better to help us redesign our Annual Evaluation forms. We wanted to ensure the evaluation was as robust as possible and aligned with existing national or other validated research.

We added some new questions and tweaked others to remove any leading question or “order bias”. We also moved the survey on-line which allowed us to use email for the first time and made analysing the information easier and quicker. We still had hard copies to ensure that it was available to all.

As a result of joining Open Age:

- 87% of members reported improved wellbeing
- 77% of members have increased energy
- 69% of members have more friends
- 84% of members are more motivated
- 82% of members level for physical activity improved
- 80% have increased confidence

In addition:

- 51% of members reported fewer visits to their GP
- 47% of members reported fewer visits to hospital or Community Services

The numbers speak for themselves. Members continue to testify to the substantial improvement membership of Open Age makes to their lives.

As well as the Annual Evaluation, we conduct additional evaluations, often due to funder requirements. Our Adult Community Learning programme has to meet specific targets on attendance rate and learning goals. The Clinical Exercise Programmes carry out Objective Outcome Measure Tests to assess the ability to perform a specific task. We currently do these tests on two different occasions to show how participants’ abilities are improving. This both motivates those taking part and shows funders how effective our programmes are.

## Goals for 2020-2021

- To develop and adapt our service delivery model and general operating practices in response to the coronavirus pandemic with the objective of continuing to support and ensure the safety of our members and staff.
- To review the charity's IT infrastructure requirements with an objective to develop a road map for future development and investment.
- To modernise the finance and operations function to increase efficiency, value for money and reporting capability across the organisation and enhance management and governance decision-making.
- To continue to diversify our income streams through the implementation of our fundraising strategy. In particular to grow income from Trusts and Foundations and Community Fundraising.
- To advance our work to evidence the impact Open Age has for our members. This will support our fundraising efforts and our wider influencing work with commissioners.

Given the unprecedented impact that the coronavirus has had on the whole of society it is no surprise that ensuring Open Age adapts to the virus is our number one priority. To date, the Open Age model has been focussed on delivering face-to-face group activities. As older people are particularly clinically vulnerable to the virus we have had to, and continue to, adapt our services to ensure our members are kept safe whilst still being able to gain the benefits of membership to Open Age and all that we offer.

We expect remote delivery to be our main focus until the risk of the virus has reduced or is mitigated through widespread access to a vaccine or new treatments. To support this shift, we are reviewing our IT infrastructure and future needs. We hope to be able to invest in improvements that will make it easier for us to deliver a larger on-line programme both in response to coronavirus and as part of a longer-term ambition to develop our capabilities in this area.

Our new Head of Finance and Operations will review our current financial processes, systems and operating procedures. This will allow us to respond more quickly to an ever-changing financial and operational landscape and help support growth.

The last two goals are continuations of goals from 2018-19 and we have made progress on both. We implemented a new fundraising strategy and recruited two part time fundraisers. We also reviewed our annual evaluation and evidence base with a grant from the Centre for Ageing Better. Both areas continue to be important to ensure Open Age's long-term sustainability and remain active goals moving forward.

# Financial Review

Open Age's income for the year totalled £1,829,036 (2019: £1,864,560) of which £1,466,654 (2019: £1,461,582) was received as grants and income from contracts. The main sources of income for the year were: The Royal Borough of Kensington & Chelsea, whose various departments provided £630,262 (2019: £515,691); Westminster Council £289,268 (2019: 376,609); and Multi Borough grants £308,000 (2019: £308,000). A number of other funders directed their assistance to specific projects. These have been separately identified in the accounts (see the Statement of Financial Activities on page 36, with accompanying notes pages 39-58).

Where specific funding received was insufficient to meet the expenditures of the specifically funded activities, additional funds have been transferred from the unrestricted funds of Open Age to eliminate the resulting deficits in the specifically funded activities at the end of the financial year.

The main expenditure of Open Age is on staff salaries and on supporting office accommodation and facilities. Costs have been allocated to activities on the basis of estimates prepared by the staff.

Open Age ended the year with a surplus of £141,771 (2019: 148,700). Cash, bank and deposit balances totalled £764,369 (2019: £746,643). Total fund balances available to be carried forward were £1,355,946 (2019: £1,214,175) consisting of £69,837 of designated funds (2019: £69,837) and £697,534 of general funds (2019: £447,892); and £588,575 of restricted funds (2019: £696,446), which represents funds held in the New Horizons building. The full Statement of Financial Activities is set out on page 36 of these accounts, with accompanying notes on pages 39-58.

## Reserves

In 2003 the Trustees adopted a reserves policy to build up a level of unrestricted free cash reserves sufficient to cover three months running costs. This is reviewed each year by the Trustees. At current levels of expenditure, this amounts to a target of about £425,000.

As at 31 March 2020, the unrestricted free cash reserves stood at £697,534 (2019: £447,892). The Trustees consider that it is necessary to hold reserves at the target level of three months running costs in order to:

- Ensure continuity of services and give time to enable Open Age to find alternative funding in the event of loss of funding.
- Provide sufficient cash flow to cover delays in the receipt of income.
- Provide flexibility and ability to take advantage of opportunities that may arise and to cope with unexpected cost increases which are not covered by long term project funding.



## Risk Management

The Board is responsible for ensuring Open Age considers its risks, has a risk register in place and that this register is reviewed on a regular basis. The Board has assessed the major risks to which the charity is exposed and these are detailed below with a summary of plans for managing these risks:

- **A significant reduction or loss of funding from Local Authorities and CCG's.**

At a time when local authorities and CCG's are being required to make efficiencies there is an ongoing risk that funding directed towards preventative services such as Open Age may be reduced. To mitigate against this the CEO and Senior Leadership Team maintain good relationships with our commissioners including regular review meeting where targets and KPI's are discussed. The CEO sits on various boards and partnerships to ensure prevention stays high on the agenda. Open Age actively engages with other statutory bodies operating in this field to ensure we are well positioned to receive support from other partners should cuts be proposed.

- **Inability to cover infrastructure cost.**

To reduce reliance on statutory funds and increase unrestricted income Open Age has developed a new fundraising strategy and, from January 2020 employed two fundraisers to increase income from other sources.

- **Loss of key personnel**

We have policies and procedures in place to recruit and retain suitable staff and volunteers. We have recently restructured, promoting existing staff into new senior leadership roles and creating a clearer route for staff progression and succession planning.

- **Complaints from Members or Tutors**

Open Age has a clear members code of conduct and complaints procedure in place to deal with any complaints. This is overseen by our Head of Member Experience and any complaints are investigated and reported to the Senior Leadership Team.

- **Impact of a pandemic / Covid-19**

We have developed robust policies and procedures and a specific risk assessment and strategy to deal with Covid-19 and potentially similar future pandemics in order to protect our members and staff and to continue to offer and deliver services to our members in a safe and secure way, having moved to an online remote provision in 2020 and supported by our funders. The trustees assert that the charity remains a going concern because it has sufficient cash resources available at its disposal to settle liabilities as they fall due for at least the next 12 months. Cashflow forecasts and additional budgeting supports the charity's assessment as being a going concern. Refer to the Chairman's report for more detail on the impact of Covid-19 on page 4.

## **Investment policy and performance**

The constitution provides that monies not immediately required for Open Age's activities are to be invested in or upon such investments, securities or property as may be thought fit. At present the Trustees' policy is to place all such monies on interest bearing deposit.

## **Fundraising**

During the year 2019/20 Open Age invested in the development of a fundraising strategy and the recruitment of two part-time fundraisers. We were assisted in both these matters by Nova Fundraising Ltd. Nova Fundraising also helped develop grant applications to trusts and foundations that were then submitted by Open Age. The two fundraisers are directly employed by Open Age and the Nova Fundraising Consultants used are members of the Chartered Institute of Fundraising (CioF) and adhere to the Fundraising Regulator Code of Fundraising Practice. Open Age is registered with the Fundraising Regulator.

Open Age understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not work with fundraising agencies for either telephone, or face-to-face campaigns, and received no fundraising complaints during the year. As a charity that works with older people all staff undergo formal and informal training on how to communicate with and deliver service to older people. This includes a requirement for all staff to complete adult safeguarding training.

Throughout the year Open Age has continued to be successful in attracting funding in kind, ranging from the free use of premises in a variety of venues such as lounges in sheltered housing, meeting rooms in libraries and community centres, to skilled practitioners providing free or reduced fee tutoring. In addition to the salaried staff, members and volunteers assist with administration and with organising events. The CEO monitors all fundraising activity. The Board of Trustees receive regular reports on fundraising and review fundraising income and expenditure.

# Legal and Administrative Details

**Charity Registered Number:** 1160125

**Date of Adoption of Constitution:** 25th November 2014

## **Board of Trustees:**

### **Elected Trustees**

Maggy Pigott \*

Lesley Butler \*

John Henwood \*

Marcia Blakenham

Hilary Bowker\*

Sandra Franklin

Kassandra Smith (stepped down October 2019)

Rose Hayles (stepped down December 2019)

Michael O'Dwyer (stepped down January 2020)

### **Co-opted Members:**

Garvin Brown

Jean Daintith

Dean James, Chair\* (appointed June 2019)

Stephen Souchon, Treasurer\* (appointed June 2019)

Andrew Kelly \* (stepped down September 2019)

Allen Molesworth, Treasurer\* (stepped down June 2019)

David Sinclair, Chair\* (stepped down June 2019)

Eric Kihlstrom (appointed August 2020)

\* Also members of the Finance and Staff Sub-Committee

### **CEO:**

Iain Cassidy

### **Principal Office:**

St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ

### **Auditors:**

Price Bailey LLP, 24 Old Bond Street, London, W1S 4AP

### **Bankers:**

Barclays Bank PLC, Willesden Branch, Westmoreland House, Scrubbs Lane, London NW10



# Structure, Governance and Management

The Trustees of the charity present their report for the year ended 31 March 2020. The Trustees confirm that the Annual Report is compliant with current statutory requirements, the requirements of the charity's governing document, 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

## **Constitution and Organisational Structure**

Open Age was registered by the Charity Commission as a charitable incorporated organisation on the 23rd of January 2015, with a new charity registration number: 1160125.

The Board, comprising the charity's Trustees, consists of the Chair, the Treasurer and up to 15 individual Board members. The Board agrees the policy of the charity and is responsible for its finances and assets, and for employing staff to carry out its work. The Board meets at least four times a year. It appoints a Finance and Staff Sub-Committee, consisting of up to six Trustees to regularly review financial and staff matters. This sub-committee also meets approximately six times a year and reports to the Board.

The Director (CEO) manages the day-to-day affairs of the charity and reports regularly to the Chair and to the Board.

## **Recruitment and Appointment of Trustees**

Up to nine Trustees are nominated and elected from the Open Age membership at the AGM. Subsequently the Board co-opts up to a further eight Trustees for the year. Co-opted members are individual members or representatives of organisations, who have been nominated and selected for the complementary skills they are able to offer.

Trustees are invited to attend an induction session on appointment and are informed of ongoing training opportunities, as they arise both within the organisation and externally.

## **Pay Policy for senior staff**

Open Age Trustees, the Senior Leadership Team (made up of 4 senior staff including the CEO) and other senior managers comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All Trustees give of their time freely and no Trustee received remuneration in the year.

Regular reviews of senior staff pay levels take place using a salary benchmarking exercise against comparable organisations. The results of these reviews are approved by the Finance and Staff Sub-Committee; the last such review was November 2018. An annual cost of living increase is also considered by the Finance and Staff Sub-Committee taking into account sector trends, inflationary factors and the charity's financial position.

## **Trustees' Responsibilities**

The trustees 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).

The law applicable to charities in England & Wales 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 charity and of the incoming resources and application of resources of the charity for that 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 will continue in operation.

The trustees are responsible for keeping proper 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 Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. 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 responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### **The Trustees of the charity confirm that:**

As far as they are aware, there is no relevant audit information of which the charity's auditors are unaware, and they have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

### **Public Benefit**

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's objectives and activities and in planning future activities.

It is the judgement of the Trustees that activities in pursuit of the above objectives fully meet the public benefit test, which they have kept in mind in planning programmes for the charity.

#### APPROVAL

This report was approved by the Trustees on 22<sup>nd</sup> January 2021 and signed on their behalf by:

Dean James  
Chair of the Board of Trustees



# Auditors' Report

## Independent Auditor's Report to the Trustees of Open Age

### Opinion

We have audited the financial statements of Open Age (the 'charity') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2020, and of its incoming resources and application of resources, 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 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Conclusions relating to going concern

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

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

## **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

## **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 31, the trustees are responsible for the preparation of financial statements which 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 charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

## **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Open Age Trustees' Report and Financial Statements for year ended 31 March 2020

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 auditor's 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.

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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our report**

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Price Bailey LLP**  
Chartered Accountants  
Statutory Auditors  
24 Old Bond Street  
London  
W1S 4AP

*Price Bailey LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.*



# Statement of Financial Activities

For the year ended 31 March 2020

		Restricted Funds	Unrestricted Funds	Total Funds	Total Funds
	Note	2020 £	2020 £	2020 £	2019 £
<b>INCOME</b>					
<i>Income from donations and legacies:</i>					
Core grants	4	205,000	44,115	249,115	290,148
Donations, Legacies & similar income	4	55,160	123,302	178,462	177,656
<i>Investment interest</i>		-	3,661	3,661	1,687
<i>Income from Charitable Activities</i>	5				
Learning/Health & Well being		1,107,928	109,862	1,217,790	1,236,479
IT & Digital Inclusion		70,800	4,283	75,083	97,989
Employment Support		-	104,925	104,925	60,601
<b>TOTAL INCOME</b>		<b>1,438,888</b>	<b>390,148</b>	<b>1,829,036</b>	<b>1,864,560</b>
<b>EXPENDITURE</b>					
Cost of raising funds	9	-	10,400	10,400	10,283
<b>Expenditure on charitable activities:</b>	7				
Learning/Health & Well being		1,476,911	34,315	1,511,226	1,506,926
IT & Digital Inclusion		48,252	12,343	60,595	97,989
Employment Support		21,596	83,448	105,044	100,662
<b>TOTAL EXPENDITURE</b>		<b>1,546,759</b>	<b>140,506</b>	<b>1,687,265</b>	<b>1,715,860</b>
<b>NET (EXPENDITURE) / INCOME</b>	10	<b>(107,871)</b>	<b>249,642</b>	<b>141,771</b>	<b>148,700</b>
<b>NET MOVEMENT IN FUNDS FOR THE YEAR</b>		<b>(107,871)</b>	<b>249,642</b>	<b>141,771</b>	<b>148,700</b>
TOTAL FUNDS AT 1 APRIL 2019		696,446	517,729	1,214,175	1,065,475
<b>TOTAL FUNDS AT 31 MARCH 2020</b>	16	<b>588,575</b>	<b>767,371</b>	<b>1,355,946</b>	<b>1,214,175</b>

The Statement of Financial Activities includes all gains and losses recognised in the year. All income and expenditure has arisen from continuing activities.

The notes on pages 39 to 58 form part of these financial statements.

# Balance Sheet

As at 31 March 2020

	Note	£	2020 £	£	2019 £
<b>FIXED ASSETS</b>					
Tangible fixed assets	13		<b>588,575</b>		637,624
<b>CURRENT ASSETS</b>					
Debtors	14	<b>156,063</b>		119,079	
Cash at bank		<b>764,369</b>		746,643	
			<u>920,432</u>	<u>865,722</u>	
<b>CREDITORS:</b> amounts falling due within one year	15	<b>(153,061)</b>		(289,171)	
				<u>576,551</u>	
<b>NET CURRENT ASSETS</b>			<u><b>1,355,946</b></u>		
<b>NET ASSETS</b>	17		<u><b>1,355,946</b></u>		<u>1,214,175</u>
<b>CHARITY FUNDS</b>					
Restricted Funds	16		<b>588,575</b>		696,446
Unrestricted Funds:					
Designated	16		<b>69,837</b>		69,837
General	16		<u><b>697,534</b></u>		<u>447,892</u>
<b>TOTAL FUNDS</b>			<u><b>1,355,946</b></u>		<u>1,214,475</u>

The financial statements were approved by the Trustees on 22<sup>nd</sup> January 2021 and signed of their behalf by:

Dean James  
Chair

Stephen Souchon  
Treasurer

The notes on pages 39 to 58 form part of these financial statements.

# Statement of Cash Flows

	2020 £	2019 £
<b>Cash flows from operating activities:</b>		
Net movement of funds in the year	141,771	148,700
Interest received	(3,661)	(1,687)
Depreciation	49,049	49,049
(Increase)/decrease in debtors	(36,985)	52,215
(Decrease) in creditors	(136,109)	(203,957)
Net cash provided by operating activities	<u>14,065</u>	<u>44,320</u>
<b>Cash flows from investing activities:</b>		
Interest income	3,661	1,687
Net cash provided by investing activities	<u>3,661</u>	<u>1,687</u>
Increase in cash and cash equivalents in the year	17,726	46,007
Cash and cash equivalents at the beginning of the year	<u>746,643</u>	<u>700,636</u>
Cash and cash equivalents at the end of the year	<u><u>764,369</u></u>	<u><u>746,643</u></u>
<b>Analysis of changes in net debt:</b>		
Cash and cash equivalents as at 1 April 2019	746,643	700,636
Cash flows	17,726	46,007
Cash and cash equivalents as 31 March 2020	<u><u>764,369</u></u>	<u><u>746,643</u></u>

The notes on pages 39 to 58 form part of these financial statements.

# Notes forming part of the financial statements

## Accounting Policies

### 1.1 Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with 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) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Open Age 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 note(s).”

The financial statements are presented in Sterling and rounded to the nearest £.

The financial statements have been prepared to give a ‘true and fair view’ and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a ‘true and fair view’. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 14 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

### 1.2 Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast have been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecasts indicates that, whilst taking into accounts reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

A significant part of Open Age’s income comes from grants and contracts from our local authority partners. As in previous years, grants and contracts for the next financial year have not yet been signed, meaning there is some risk to this income. Management and trustees rate this risk as low given that discussions are ongoing with our commissioners and for many years these income streams have been renewed year on year. Furthermore, a significant proportion of these have now passed the first stage of the finance approval process at local authority level. Expenditure of these grants and contracts are not committed until they have been approved. If any of this income was cut the charity would take immediate action to mitigate any such risk by reducing expenditure in order to maintain its going concern status. Management and trustees regularly review such risks on an ongoing basis.

As part of their review the Board of trustees have additionally considered the implications of

Open Age Trustees’ Report and Financial Statements for year ended 31 March 2020



the current Coronavirus Pandemic on the going concern assumption. The economic impact on the charity due to the Coronavirus Pandemic is subject to unprecedented levels of uncertainty with the full range of possible effects unknown. Sensitivity analyses have been applied to the forecasts to assess a range of possible impacts from the Coronavirus Pandemic. In the analyses, a variety of assumptions were modelled with varying degrees of impact and duration. Whilst there is evidence of negative effects on income and cash flows, the resulting sensitised forecasts continue to support the going concern assumption and the Board of trustees are confident they can take sufficient mitigating action to ensure that available funds will be sufficient for the charity's needs.

### **1.3 Fund Accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds are funds which have set aside for specific purposes by the charity.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

### **1.4 Income**

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, any performance conditions attached to the item(s) of the income have been met, their receipt is considered probable and the amount can be quantified with reasonable accuracy and is not deferred.

Income from government and other grants, whether 'capital' grants or 'revenue' grants are 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.

Investment income is recognised on a receivable basis.

Donations and gifts are accounted for on a received basis. No amounts are included in the financial statements for services donated by volunteers.

Legacies are included in the statement of financial activities when payment is either received or notified as receivable and there is sufficient evidence that receipt is probable. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and payment is notified as receivable. Where legacies have been notified to the charity and criteria for income recognition have not been met, then the legacy is recognised and deferred until the criteria has been met.

### **1.5 Expenditure**

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where staff are wholly engaged on

direct charitable or other work their salaries and associated costs are allocated directly to the appropriate activity. Salaries and associated costs incurred in respect of support work are allocated to the different funds and activities on a basis of estimates prepared by the staff.

Fund raising costs are those incurred in seeking donations, legacies, non-performance related grants and other voluntary contributions.

Costs associated with delivering or supporting the provision of services including the costs of negotiating the terms of a contract or performance related grants relating to the provision of service and costs associated with disseminating information in support of charitable activities are regarded as part of expenditure on charitable activities.

Charitable activities include expenditure associated with the provision of Learning, Physical, Health and Wellbeing related activities, IT and Digital training, Support for Carers, Employment Support including information and Guidance and Job Brokerage and include both the direct costs and support costs relating to these activities.

Support costs are those associated with functions and activities that assist the work of the charity.

Support costs include Finance, Payroll, IT, Personnel, Administration, Communication, Office running costs, membership services and Governance costs. These are allocated between costs of raising funds and expenditure on charitable activities.

Governance costs are those incurred in connection with enabling the charity to comply with external regulation, constitution and statutory requirements and in providing support to the trustees in discharge of their statutory duties.

## **1.6 VAT**

The charity is not registered for VAT. In common with many other similar charities, Open Age expenses are inflated by VAT, which cannot be recovered.

## **1.7 Tangible Fixed Assets and Depreciation**

All assets costing more than £3,000 with estimated useful life of at least 3 years are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases: No depreciation is provided on assets which have not yet been brought into use.

New Horizons Building	-	Over 25 years
Fixtures & Fittings	-	Over 5 years
Office Equipment	-	Over 5 years
Computer Equipment	-	Over 3 years

## **1.8 Operating Leases**

Operating leases are recognised over the period of which the lease falls due. Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis

over the period of the lease.

### **1.9 Pensions**

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust.

The charity had been advised that the Growth Plan Series 3, to which it has previously contributed, is a defined benefit scheme under the revised definitions contained in the Pensions Act 2011. Contributions are no longer made to the Growth Plan Series 3; however, this scheme is in deficit. The Pensions Trust have advised that it is not possible to identify Open Age's share of the underlying assets and liabilities of the scheme. They have advised that provided Open Age continues to be a member of the Pensions Trust, Open Age will not be required to contribute to the deficit.

Employees are now members of the Growth Plan Series 4. This scheme is a defined contribution pension scheme. Since February 2016, new and existing employees who are not in the Scheme were automatically enrolled into the scheme membership unless they have exercised their right to opt out.

Pension charge represents the amounts payable by the charity to the fund in respect of this year.

### **1.10 Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

### **1.11 Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### **1.12 Creditors and provisions**

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.

### **1.13 Financial instruments**

The charity only has financial assets and financial liabilities that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost. All other assets and liabilities are recorded at cost

## **2. Legal status of the charity**

The charity is registered as a Charitable Incorporated Organisation (CIO) with the Charity Commission. The charity is registered in England and its registered address is St Charles Centre for Health and Wellbeing, Exmoor Street, London, W10 6DZ.

## **3. Judgements and key sources of estimation uncertainty**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

No significant judgements, accounting policies or assumptions have been made by management in applying the charity's accounting policies (2019: none).



#### 4. CORE GRANTS, LEGACIES, DONATIONS AND SIMILAR INCOME:

	Restricted Fund 2020 £	Unrestricted Fund 2020 £	Total Fund 2020 £	Restricted Fund 2019 £	Unrestricted Fund 2019 £	Total Fund 2019 £
<b>Core revenue grants from:</b>						
RBKC	<b>10,000</b>	-	<b>10,000</b>	10,000	60,148	70,148
West London CCGS	<b>170,000</b>	-	<b>170,000</b>	170,000	-	170,000
Trusts and Foundations	<b>25,000</b>	<b>44,115</b>	<b>69,115</b>	-	50,000	50,000
<b>Sub Total</b>	<b>205,000</b>	<b>44,115</b>	<b>249,115</b>	180,000	110,148	290,148
Donations from individuals, Trusts, Foundations & Corporate bodies	<b>20,160</b>	<b>87,416</b>	<b>107,576</b>	45,802	86,854	132,656
Legacies	<b>35,000</b>	<b>35,886</b>	<b>70,886</b>	35,000	10,000	45,000
<b>Sub Total</b>	<b>55,160</b>	<b>123,302</b>	<b>178,462</b>	80,802	96,854	177,656
<b>Total</b>	<b>260,160</b>	<b>167,417</b>	<b>427,577</b>	260,802	207,002	467,804

## 5. INCOME FROM CHARITABLE ACTIVITIES:

	Restricted Fund 2020 £	Unrestricted Fund 2020 £	Total Fund 2020 £	Restricted Fund 2019 £	Unrestricted Fund 2019 £	Total Fund 2019 £
<b>Learning, Health &amp; Wellbeing:</b>						
RBKC (excluding Public Health)	260,945	-	260,945	263,534	-	263,534
Westminster City Council	-	-	-	57,978	-	57,978
Westminster City Council & CCGS	246,584	-	246,584	-	305,377	305,377
L B Hammersmith & Fulham	38,000	-	38,000	45,867	-	45,867
Commissioning Clinical Groups	138,000	-	138,000	138,000	-	138,000
Public Health (RBKC, WCC, CCGs)	269,491	-	269,491	204,300	-	204,300
Trusts, Foundations, & Corporates	115,097	24,788	139,885	-	15,000	15,000
Kensington & Chelsea Social Council	39,311	-	39,311	44,008	-	44,008
Fees from classes and events	-	84,237	84,237	-	83,405	83,405
Other income	500	837	1,337	79,010	-	79,010
<b>Sub Total</b>	<b>1,107,928</b>	<b>109,862</b>	<b>1,217,790</b>	<b>832,697</b>	<b>403,782</b>	<b>1,236,479</b>
<b>IT &amp; Digital Inclusion:</b>						
RBKC	70,800	-	70,800	82,083	-	82,083
Westminster City Council & CCGS	-	-	-	-	11,127	11,127
Fees from classes and events	-	4,283	4,283	-	4,779	4,779
<b>Sub Total</b>	<b>70,800</b>	<b>4,283</b>	<b>75,083</b>	<b>82,083</b>	<b>15,906</b>	<b>97,989</b>
<b>Employment Support:</b>						
DWP/ESP/REED/Job Centre Plus	-	104,925	104,925	-	60,601	60,601
<b>Sub Total</b>	<b>-</b>	<b>104,925</b>	<b>104,925</b>	<b>-</b>	<b>60,601</b>	<b>60,601</b>
<b>Total</b>	<b>1,178,728</b>	<b>219,070</b>	<b>1,397,798</b>	<b>914,780</b>	<b>480,289</b>	<b>1,395,069</b>

## 6. GOVERNMENT GRANTS:

Income from government grants comprises performance related and general grants made by various government bodies to enable the charity to deliver its charitable objectives.

There were no unfulfilled conditions or special criteria attaching to the grants that have been recognised in income.

Total government grant income amounted to £1,280,530 (2019: £1,259,308).

## 7. EXPENDITURE ON CHARITABLE ACTIVITIES:

	Restricted Fund 2020 £	Unrestricted Fund 2020 £	Total Fund 2020 £	Restricted Fund 2019 £	Unrestricted Fund 2019 £	Total Fund 2019 £
<b>Learning, Health &amp; Wellbeing:</b>						
Direct costs:						
Staff costs	<b>755,201</b>	<b>4,747</b>	<b>759,948</b>	586,588	163,300	749,888
Tutor fees	<b>171,599</b>	<b>14,877</b>	<b>186,476</b>	131,787	54,955	186,742
Premises	<b>95,613</b>	<b>6,088</b>	<b>101,701</b>	122,758	20,125	142,883
Other direct costs	<b>103,017</b>	<b>7,876</b>	<b>110,893</b>	119,132	23,568	142,700
Support costs (note 8)	<b>323,087</b>	<b>727</b>	<b>323,814</b>	192,250	53,213	245,463
Governance costs (note 8)	<b>28,394</b>	-	<b>28,394</b>	-	39,255	39,255
<b>Sub Total</b>	<b>1,476,911</b>	<b>34,315</b>	<b>1,511,226</b>	1,152,515	354,416	1,506,931
<b>IT &amp; Digital Inclusion:</b>						
Direct costs:						
Staff costs	<b>8,640</b>	<b>2,529</b>	<b>11,169</b>	8,525	2,496	11,021
Tutor fees	<b>24,468</b>	<b>6,521</b>	<b>30,989</b>	54,444	14,509	68,953
Premises	<b>4,951</b>	-	<b>4,951</b>	6,957	-	6,957
Other direct costs	<b>981</b>	<b>597</b>	<b>1,578</b>	1,263	768	2,031
Support costs (note 8)	<b>9,212</b>	<b>2,696</b>	<b>11,908</b>	6,983	2044	9,027
<b>Sub Total</b>	<b>48,252</b>	<b>12,343</b>	<b>60,595</b>	78,172	19,817	97,989
<b>Employment Support</b>						
Direct Costs:						
Staff costs	-	<b>80,541</b>	<b>80,541</b>	-	79,475	79,475
Tutor Fees	-	<b>274</b>	<b>274</b>	-	322	322
Premises	<b>1,229</b>	<b>2,633</b>	<b>3,862</b>	1,724	3,702	5,426
Other direct costs	-	-	-	-	-	-
Support costs (note 8)	<b>20,367</b>	-	<b>20,367</b>	15,439	-	15,439
<b>Sub Total</b>	<b>21,596</b>	<b>83,448</b>	<b>105,044</b>	17,163	83,499	100,662
<b>Total</b>	<b>1,546,759</b>	<b>130,106</b>	<b>1,676,865</b>	1,247,850	457,732	1,705,582

## 8. Analysis of Support and Governance Costs

The charity initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. Having identified its governance costs, these along with the remaining support costs, are directly allocated to the various funds attributed to the charitable activities undertaken in the year.

	2020	2019
	£	£
<b>Support Costs</b>		
Staff costs	166,205	164,004
Premises costs	11,921	16,746
Communication	9,968	21,452
Equipment	70,713	39,565
Recruitment, training and travel	27,994	28,162
Consultancy fees	69,275	-
Other overheads	13	-
	<hr/>	<hr/>
<b>Subtotal</b>	<b>356,089</b>	269,929
	<hr/>	<hr/>
<b>Governance Costs</b>		
Staff support costs	21,494	21,820
Audit fees	6,900	6,635
AGM and other business meeting expenses	-	10,800
	<hr/>	<hr/>
<b>Subtotal</b>	<b>28,394</b>	39,255
	<hr/>	<hr/>
<b>Total</b>	<b>384,483</b>	309,184
	<hr/> <hr/>	<hr/> <hr/>



## 9. COST OF RAISING FUNDS

	Restricted Funds 2020	Unrestricted Funds 2020	Total Funds 2020	Total Funds 2019
	£	£	£	£
Staff costs	-	9,733	9,733	9,605
Other fundraising costs	-	667	667	678
	<u>-</u>	<u>10,400</u>	<u>10,400</u>	<u>10,283</u>

Cost of raising funds was £10,400 (2019: £10,283) and in both years were unrestricted.

## 10 NET INCOME

	2020	2019
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets	49,049	49,049
Auditors' remuneration - audit services	6,900	6,345
Pension costs	26,527	25,405
Operating lease payments	4,066	7,371
	<u>86,542</u>	<u>88,170</u>

During the year, no Trustees received any remuneration or reimbursed expenses (2019 - £Nil).

## 11. STAFF AND TUTOR COSTS

Staff costs were as follows:

	2020	2019
	£	£
Wages and salaries	942,192	928,869
Social security costs	80,989	81,535
Pension costs	26,527	25,403
<b>Sub Total</b>	<u>1,049,708</u>	<u>1,035,807</u>
Sessional Tutors	217,739	256,017
	<u>1,267,447</u>	<u>1,291,824</u>

1 employee received remuneration between £60,000 and £70,000 (2019:1 employee between £60,000 and £70,000).

Sessional tutors are self-employed and invoice the charity for their time.

During the year, no trustees received any benefits neither were they reimbursed expenses (2019: £Nil).

The key management personnel of the charity comprise the Trustees, the Director and 4 Heads of Department - who make up the Senior Leadership Team, and 7 other senior service managers (2019: 8), whose employee benefits totalled £433,158 (2019: £400,724).

The average monthly head count of staff employed during the year was as follows:

	<b>2020</b>	<i>2019</i>
	<b>No.</b>	<i>No.</i>
Director	<b>1</b>	<i>1</i>
Heads of Department	<b>4</b>	<i>4</i>
Service Managers & Co-ordinators	<b>28</b>	<i>30</i>
Support Services (Finance/Admin/Fundraising)	<b>4</b>	<i>4</i>
	<hr/> <b>37</b> <hr/>	<hr/> <i>39</i> <hr/>

## 12. PENSIONS

The charity is a member of a multi-employer pension scheme administered by the Pensions Trust.

The charity had been advised that the Growth Plan Series 3, to which it has previously contributed, is a defined benefit scheme under the revised definitions contained in the Pensions Act 2011.

Contributions are no longer made to the Growth Plan Series 3. Actuarial valuation of the Scheme on 30 September 2017 show that the scheme is £187.2 Million in deficit. The Pensions Trust have advised that it is not possible to identify Open Age's share of the underlying assets and liabilities of the scheme. They have advised that provided Open Age continues to be a member of the Pensions Trust, Open Age will not be required to contribute to the deficit. There are no contributions being made by Open Age towards the deficit as it continue to maintain its membership of the Scheme. Estimated cost of withdrawal for Open Age was calculated to be £46,607 as at 30 September 2017.

Employees are now members of the Growth Plan Series 4. This scheme is a defined contribution pension scheme and contributions are charged in the statement of financial activities. The charge for the year for the Charity for pensions is £26,527 (2019: £25,405). This includes £751 paid to Zurich Pensions (2019: £2,800) for one employee and £975 of DC Life Assurance for all employees under the Pension Trust Scheme (2019: £Nil). The amount outstanding in respect of The Pensions Trust at 31 March 2020 was £5,968 (2019: £4,800).

### 13. TANGIBLE FIXED ASSETS

	New Horizons Building	Computer Equipment	Furniture, Fittings and Equipment	Total
	£	£	£	£
<b>Cost</b>				
At 1 April 2019	1,226,212	81,295	108,616	1,416,123
Additions	-	-	-	-
	<u>1,226,212</u>	<u>81,295</u>	<u>108,616</u>	<u>1,416,123</u>
At 31 March 2020	<u>1,226,212</u>	<u>81,295</u>	<u>108,616</u>	<u>1,416,123</u>
<b>Depreciation</b>				
At 1 April 2019	588,588	81,295	108,616	778,499
Charge for the year	49,049	-	-	49,049
	<u>637,637</u>	<u>81,295</u>	<u>108,616</u>	<u>827,548</u>
At 31 March 2020	<u>637,637</u>	<u>81,295</u>	<u>108,616</u>	<u>827,548</u>
<b>Net book value</b>				
At 31 March 2020	<u>588,575</u>	<u>-</u>	<u>-</u>	<u>588,575</u>
At 31 March 2019	<u>637,624</u>	<u>-</u>	<u>-</u>	<u>637,624</u>

### 14. DEBTORS

Due within one year	2020	2019
	£	£
Grant receivable	62,808	68,645
Accrued income	79,471	22,368
Prepayments	13,784	28,066
	<u>156,063</u>	<u>119,079</u>

### 15. CREDITORS - Amounts falling due within one year

	2020	2019
	£	£
Trade Creditors	81,893	108,734
Accruals	31,132	101,103
Deferred Income (note 15a)	12,017	51,661
Social Security & other taxes & pension contributions	28,019	23,197
Other creditors	-	4,476
	<u>153,061</u>	<u>289,171</u>

## 15A. DEFERRED INCOME

	<b>2020</b>	<i>2019</i>
	<b>£</b>	<b>£</b>
Deferred income 1 April	<b>51,661</b>	<i>208,679</i>
Amount released to income earned from charitable activities	<b>(51,661)</b>	<i>(167,707)</i>
Amount deferred in year	<b>12,017</b>	<i>10,689</i>
	<hr/>	<hr/>
Deferred income 31 March	<b><u>12,017</u></b>	<i><u>51,661</u></i>

Income is deferred when received in the financial period but has not been earned by the end of the year.



## 16. STATEMENT OF FUNDS

	1Apr 2019	Income	Expenditure	31 Mar 2020
Unrestricted Funds	£	£	£	£
<b><u>2020</u></b>				
Designated Funds:				
Open Age Hubs Activities ( <i>Churchill Garden, Queens Park Harrow Road and Westbourne Park</i> )	1,790	-	-	1,790
New Horizons	68,047	-	-	68,047
General Funds	447,892	390,148	(140,506)	697,534
<b>TOTAL UNRESTRICTED FUNDS</b>	<b><u>517,729</u></b>	<b><u>390,148</u></b>	<b><u>(140,506)</u></b>	<b><u>767,371</u></b>

	1Apr 2018	Income	Expenditure	31 Mar 2019
Unrestricted Funds	£	£	£	£
<b><u>2019</u></b>				
Open Age Hubs Activities ( <i>Churchill Garden, Queens Park Harrow Road and Westbourne Park</i> )	1,790	-	-	1,790
New Horizons	68,047	-	-	68,047
General Funds	226,924	688,978	(468,010)	447,892
<b>TOTAL UNRESTRICTED FUNDS</b>	<b><u>296,761</u></b>	<b><u>688,978</u></b>	<b><u>(468,010)</u></b>	<b><u>517,729</u></b>

Funds available at 31 March 2020 are sufficient to permit the charity to continue in operation in the short term given the continued support of the funders. Should this support not continue in the longer term, further financial support would need to be sought to replace it. Designated funds at 31 March 2020 represent unrestricted funds set aside towards planned and unplanned premises maintenance and infrastructure support costs in 2020/21.

<b>RESTRICTED FUNDS - 2020</b>	<b>01-Apr 2019</b>	<b>Income</b>	<b>Expenditure</b>	<b>31 Mar 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	
RBKC ACL (Adult Education)	-	177,300	(177,300)	-
RBKC (North Hub Contract)	-	166,448	(166,448)	-
RBKC (South Hub Contract)	58,822	182,844	(241,666)	-
RBKC Public Health (Time For Me Carers Programme)	-	46,315	(46,315)	-
RBKC (Corporate Services)	-	10,000	(10,000)	-
RBKC - Silver Sunday	-	5,000	(5,000)	-
RBKC - Activate Project	-	3,344	(3,344)	-
Tri- Borough CCG (Steady & Stable)	-	138,000	(138,000)	-
Westminster Council (Older People Hub Contract)	-	204,555	(204,555)	-
Central London CCG (Carers)	-	22,978	(22,978)	-
West London CCG (Tier 1)	-	170,000	(170,000)	-
Brent (Fall Prevention)	-	15,000	(15,000)	-
L B of Hammersmith and Fulham (Linked-In and Active)	-	38,000	(38,000)	-
Public Health Westminster	-	33,500	(33,500)	-
W C C & CCG (Bone Health)	-	20,000	(20,000)	-
West London CCG (Self Care Programme / KCSC)	-	39,311	(39,311)	-
Westminster CC (Telephone Club)	-	8,235	(8,235)	-
Westminster Almshouse Foundation	-	10,000	(10,000)	-
The Kensington and Chelsea Foundation (Men's Space)	-	15,950	(15,950)	-
Goundworks/TFL (Cycling & walking grants London)	-	10,816	(10,816)	-
Westminster Active (Over 50 Circuit)	-	500	(500)	-
Thrive Tribe	-	1,060	(1,060)	-
Queens Park Community Council	-	4,550	(4,550)	-
Queens Park Hub (cost recovery)	-	2,688	(2,688)	-
Regent Street Cinema Ballroom (Carers)	-	3,900	(3,900)	-
Wolfson Foundation	-	25,000	(25,000)	-
The Grove Trust	-	23,500	(23,500)	-
Legacy (towards rent at The Avenues)	-	35,000	(35,000)	-
Second Half Foundation (SHC activity)	-	20,000	(20,000)	-
Westbourne Activities	-	160	(160)	-
Thames Bank	-	1,500	(1,500)	-
London Sport	-	1,110	(1,110)	-
Westway Trust	-	2,324	(2,324)	-
<b>Sub total</b>	<b><u>58,822</u></b>	<b><u>1,438,888</u></b>	<b><u>(1,497,710)</u></b>	<b>-</b>
New Horizons Building Development Fund	<b>637,624</b>	-	<b>(49,049)</b>	<b>588,575</b>
<b>Total Restricted Funds</b>	<b><u>696,446</u></b>	<b><u>1,438,888</u></b>	<b><u>(1,546,759)</u></b>	<b><u>588,575</u></b>
<b>Total Unrestricted Funds</b>	<b>517,729</b>	<b>390,148</b>	<b>(140,506)</b>	<b>767,371</b>
<b>TOTAL FUNDS 2020</b>	<b><u>1,214,175</u></b>	<b><u>1,829,036</u></b>	<b><u>(1,687,265)</u></b>	<b><u>1,355,946</u></b>

<b>RESTRICTED FUNDS - 2019</b>	<b>01-Apr 2018</b>	<b>Income</b>	<b>Expenditure</b>	<b>31-Mar 2019</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
RBKC ACL (Adult Education)	-	82,083	(82,083)	-
RBKC Adult Social Care (New Horizons Activity)	-	89,018	(89,018)	-
RBKC Adult Social Care (Transport / Other core funding)	-	2,658	(2,658)	-
RBKC Adult Social Care (Healthy Lung Programme)	-	12,000	(12,000)	-
RBKC Adult Social Care (Link Up South K and C)	-	11,000	(11,000)	-
RBKC Adult Social Care (Telephone Club)	-	6,000	(6,000)	-
RBK Adult Social Care (Lunch Clubs)	-	6,300	(6,300)	-
RBKC Adult Social Care & s 75 (Carers North)	2,204	21,025	(23,229)	-
RBKC Adult Social Care & s 75 (Carers, South K&C)	-	25,027	(25,027)	-
RBKC - CLLL funding (New Horizons)	-	3,400	(3,400)	-
RBKC Corporate Services (Core Funding)	-	10,000	(10,000)	-
RBKC - Silver Sunday	-	5,000	(5,000)	-
RBKC - Link Up Project -Grenfell Support	-	11,250	(11,250)	-
RBKC - Activate Project	-	8,108	(8,108)	-
Tri- Borough CCG (Steady & Stable)	-	138,000	(138,000)	-
Brent - Falls Prevention Project	-	15,000	(15,000)	-
Public Health K & C (New Horizons)	54,010	91,675	(86,863)	58,822
Public Health K & C (Active Age)	19,787	40,000	(59,787)	-
Public Health K & C (Link Up)	-	36,000	(36,000)	-
Public Health Westminster (Positively Physical)	2,136	33,500	(35,636)	-
W C C & CCG (Bone Health)	-	31,041	(31,041)	-
W C C s75 (Carers)	-	22,978	(22,978)	-
West London CCG (Self Care Programme / KCSC)	-	44,008	(44,008)	-
West London CCG (Transformation programme)	-	170,000	(170,000)	-
L B of Hammersmith and Fulham (Linked-In and Active)	-	36,367	(36,367)	-
Hammersmith & Fulham CCG (TFM Carers Project)	3,904	3,125	(7,029)	-
L B of Hammersmith and Fulham	-	9,500	(9,500)	-
The Kensington and Chelsea Foundation (Men's Space)	-	15,000	(15,000)	-
Cycling Grants London	-	2,048	(2,048)	-
Westminster Foundation	-	25,000	(25,000)	-
Wates Foundation	-	10,000	(10,000)	-
The Grove Trust	-	23,500	(23,500)	-
Legacy from Deceased Estate via CAF	-	45,000	(45,000)	-
Second Half Foundation- (SHC activity)	-	44,000	(44,000)	-
Westbourne Activities	-	358	(358)	-
Churchill Activities	-	1,445	(1,445)	-
Grenfell Support Fund	-	16,646	(16,646)	-
Other income	-	28,522	(28,522)	-
<b>Sub total</b>	<b><u>82,041</u></b>	<b><u>1,175,582</u></b>	<b><u>(1,198,801)</u></b>	<b><u>58,822</u></b>
New Horizons Building Development Fund	<b><u>686,673</u></b>	-	<b><u>(49,049)</u></b>	<b><u>637,624</u></b>
<b>Total Restricted Funds</b>	<b><u>768,714</u></b>	<b><u>1,175,582</u></b>	<b><u>(1,247,850)</u></b>	<b><u>696,446</u></b>
<b>Total Unrestricted Funds</b>	<b>296,761</b>	<b>688,978</b>	<b>(468,010)</b>	<b>517,729</b>
<b>TOTAL FUNDS 2019</b>	<b><u>1,065,475</u></b>	<b><u>1,864,560</u></b>	<b><u>(1,715,860)</u></b>	<b><u>1,214,175</u></b>

Grants, which are received for specific projects, are accounted for as restricted funds. The balances on restricted funds as at 31 March 2020 arise from grants received for specific projects on which some expenditure is still to be incurred in the coming financial year. £950 was received from the Glendower Preparatory School in partnership with the Kensington and Chelsea Foundation.

Each of the projects is described in more detail below and funding from the main funders above £20,000 is indicated both in terms of restricted and unrestricted income.

## **COMMUNITY ACTIVITIES**

### **Second Half Centre (North Kensington)**

Second Half Centre provides a weekly programme of learning, physical, health and creative and performing arts related activities in the north of RBKC. It is funded by a variety of grants including West London CCG, the RBKC Contracts, RBKC Community Learning Funds (ACL) and the Second Half Foundation.

### **New Horizons Centre (Chelsea)**

The New Horizons Centre provides a weekly programme of learning, physical, health and creative performing arts and related activities in the south of RBKC. It is funded by a variety of grants including West London CCG, RBKC Contracts and RBKC Community Learning Funds (ACL).

### **Time For Me (Kensington and Chelsea, and Westminster)**

Projects providing activities and trips out for older carers across Kensington and Chelsea and Westminster, funded through Public Health Westminster City Council, Clinical Commissioning and Kensington and Chelsea Adult Social Care.

### **New Futures 50 Plus Employment Programme (Westminster, Hammersmith and Fulham and Kensington and Chelsea)**

A programme supporting people over 50 into employment or work-related training and placements under contract with Reed and the DWP.

### **Link Up Project (Kensington and Chelsea)**

A project supporting individuals on a one to one basis to take up activities for those older people who for whatever reason face barriers to attending. Funded through Public Health and Bi-Borough (RBKC and Westminster) Adult Social Care.

### **“Open Age Hubs” (Westminster)**

Funding from Westminster City Council and Clinical Commissioning Groups and a legacy to run Hubs across Westbourne, Churchill, Queens Park and Harrow Road wards in Westminster. Funding from Westminster Foundation provided infrastructure support for the services.

**Steady and Stable (Kensington and Chelsea, Westminster and Hammersmith and Fulham)**

Starting in March 2012 this project in partnership with the Falls service provides sessions to support older people who are unsteady on their feet as well as training for staff working in older people's services funded by West London, Central London and Hammersmith and Fulham CCGS.

**Men's Space (Kensington and Chelsea)**

A weekly programme of men's activities funded through the Kensington and Chelsea Foundation, The Glendower Preparatory School, in partnership with the Kensington and Chelsea Foundation, The Grove Trust and West London CCG.

**Linked-In and Active (Hammersmith and Fulham)**

A programme to link older people on a one to one basis into activity as well as provision of activities funded by the borough of Hammersmith and Fulham.

**Brent Falls Prevention**

A project in Brent to deliver strength and balances classes to prevent falls, funded by CCG through Central London Community Health.



## SUMMARY OF FUNDS

2020	1 April 2019	Income	Expenditure	31 March 2020
	£	£	£	£
General Funds	447,892	390,148	(140,506)	697,534
Designated Funds	69,837	-	-	69,837
Restricted Funds	696,446	1,438,888	(1,546,759)	588,575
<b>Total of Funds</b>	<b><u>1,214,175</u></b>	<b><u>1,829,036</u></b>	<b><u>(1,687,265)</u></b>	<b><u>1,355,946</u></b>

## SUMMARY OF FUNDS

2019	1 April 2018	Income	Expenditure	31 March 2019
	£	£	£	£
General Funds	226,924	688,978	(468,010)	447,892
Designated Funds	69,837	-	-	69,837
Restricted Funds	768,714	1,175,582	(1,247,850)	696,446
<b>Total of Funds</b>	<b><u>1,065,475</u></b>	<b><u>1,864,560</u></b>	<b><u>(1,715,860)</u></b>	<b><u>1,214,175</u></b>

## 17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2020	Restricted Funds 2020	Unrestricted Funds 2020	Total Funds 2020
	£	£	£
Tangible fixed assets	588,575	-	588,575
Current assets	153,061	767,371	920,432
Creditors due within one year	<u>(153,061)</u>	<u>-</u>	<u>(153,061)</u>
<b>Total</b>	<b><u>588,575</u></b>	<b><u>767,371</u></b>	<b><u>1,355,946</u></b>

2019	Restricted Funds 2019	Unrestricted Funds 2019	Total Funds 2019
	£	£	£
Tangible fixed assets	637,624	-	637,624
Current assets	320,321	545,401	865,722
Creditors due within one year	<u>(261,499)</u>	<u>(27,672)</u>	<u>(289,171)</u>
<b>Total</b>	<b><u>696,446</u></b>	<b><u>517,729</u></b>	<b><u>1,214,175</u></b>

## 18. OPERATING LEASE COMMITMENTS

At 31 March 2020 the charity had annual commitments for premises and photo copiers under operating leases as follows:

	2020 £	2019 £
<b>Land and Buildings:</b>		
Expiry date:		
Within one year	2,292	2,700
Between 2 and 5 years	-	9,792
<b>Equipment:</b>		
Expiry date:		
Within one year	1,774	9,192
Between 2 and 5 years	6,208	1,723
	<hr/>	<hr/>
	<b><u>10,274</u></b>	<b><u>23,407</u></b>

The leases for the premises all have termination clauses which allow the trustees to terminate the leases within 3-month notice should the need arise. The photo copiers are under non-cancellable operating lease.

## 19. RELATED PARTIES

Our CEO, Iain Cassidy and a trustee, Andrew Kelly are directors of Westway Community Transport. Andrew Kelly stepped down as a trustee of Open Age in September 2019.

Westway Community Transport provides transport services to the charity. The value of transport services provided to the charity during the year totalled £2,926 (2019: £2,776). Of this amount £56 (2019: £288) was owed by the charity to Westway Community Transport.

There are no further party related transactions (2019: none).