



Open Age

Annual Report 2018/2019

Registered Charity Number: 1160125

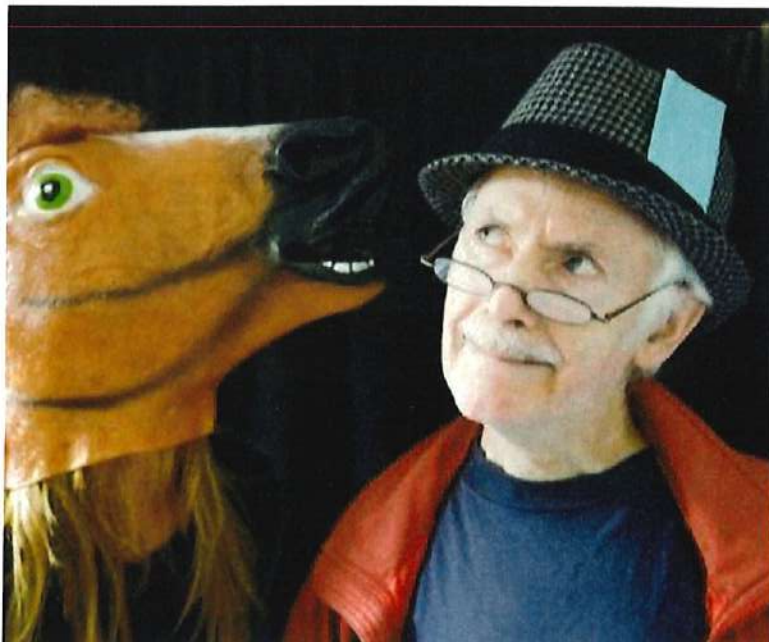




WELCOME TO OUR ANNUAL REPORT



Open Age supports people over 50 by providing a wide range of activities. As a result our members are more active, healthier, and more socially connected.



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Welcome from the Chair

Open Age champions older people in London. Our classes and events are open to everyone over the age of 50. Nearly half of our members live alone and Open Age represents an important nexus of social connection. With this in mind, we strive to

ensure that our centres and hubs are warm, supportive environments, where people can form connections and meet with friends. We also advocate for our members to remain mentally and physically active as they age. To this end, we run over 350 weekly physical activities, creative and social groups, and adult learning classes, as well as various one-off events. We also run an employment programme specifically for older workers. During 2018 – 2019, Open Age supported over 5,000 active members.



Overall, this year our income was up by 4.8% and we have continued to introduce new classes and events for our members. Behind the scenes, our staff have been undergoing a restructure, to help streamline Open Age's management structure and better position the charity for future growth. This has included the creation of a new Senior Leadership Team and most of the positions have now been filled.

Our work is supported by a number of fantastic partnerships across the city, with organisations big and small contributing. We're grateful to all the community organisations who've helped us deliver a wide range of activities and events to Open Age members. We are also extremely grateful to our various donors and grant funders, who provide us with vital resources and enable us to help build a caring, integrated London for older people.

Thank you, as well, to our dedicated staff, tutors and volunteers. Your commitment to Open Age's mission and your hard work in our classrooms and offices, and at our events, is deeply appreciated.

I will soon be stepping down as Chair of the Open Age Board of Trustees. My years working with Open Age have been rewarding, and I look forward to seeing what the organisation is able to achieve in the years to come.

I hope you enjoy reading this report and that it helps conjure the vibrant, welcoming community that I have had the pleasure of working with since 2011.

David Sinclair
Chair

Message from the incoming Chair

I was delighted to join the board in June, 2019. As the incoming Chair, I would like to take this opportunity to outline my thoughts about the future direction of Open Age.



Firstly, a big thank-you to the outgoing Chair, David Sinclair and fellow trustees for their successful work and contribution to Open Age over many years.

There is presently an ongoing societal conversation about concerns that we may be facing a demographic timebomb, as birth rates fall and lifespans increase. With this in mind, it is evident that we need fresh ideas about how society can enable older people to enjoy lives that are as active, independent, socially connected and as healthy as possible.

What attracted me to Open Age is that this is exactly what it does. It is a diverse community of members, engaged in a wide range of social, educational and physical activities. All the evidence confirms this improves health and wellbeing and imparts a sense of belonging.

Open Age has grown successfully into several London Boroughs. My aspiration is for Open Age to take its mission still further, making our services more widely available in London and beyond.

I am convinced that the outcomes of our model are compelling. Our work could act as a key component of a broader strategy to improve the lives and well-being of older people. It is now up to us to convince others. We welcome interested parties to visit us, see the service in action and meet with our staff and our members. We encourage our members to champion Open Age to their friends and local government. Together, we can endeavour to bring Open Age to everyone who needs it.

I would like to add my thanks to our commissioners, sponsors, partners and donors for their support. Thank you also to Open Age's wonderful staff, its many volunteers and to Iain, our CEO, and his senior leadership team, for all their hard work which has made Open Age the excellent charity it is today.

Dean Thomas
Chair (as of June, 2019)

Message from the CEO

This past year has been my first full year as Open Age's CEO. My time with the organisation has been both challenging and rewarding, and I'm proud of what we've achieved. In particular, I'd like to highlight our Member Feedback Days, which we ran in October, 2018. The data gathered at these sessions has helped us test our assumptions about what our members want, as well as inform our plans for the future. Thank you to all the members who generously donated their time by attending and answering all our questions. To read more about our Member Feedback Days, please see pages 14 – 15.



Planning for the future has been a central feature of our work this year. Open Age has been undergoing an internal restructure designed to improve and standardise our existing provision, as well as create the capacity internally to help support growth. As the funding environment continues to present challenges, it is even more important that we have capacity at the Senior Leadership level to support fundraising and developing new partnerships that will underpin our plans for growth. To read more about our internal restructure, please see page 18.

I have also led on the recruitment process for our new chair and treasurer following the decision of our incumbents to step down in June 2019. I would like to thank David for his unwavering support as chair in the 8 months since I became CEO and Allen for his commitment to Open Age, having been treasurer since our inception 25 years ago.

We've built up some great partnerships over this past year, with organisations around London, and we've run a number of exciting events. To read more about our partnerships and events, please see page 17. We've also continued to build up our award-winning targeted physical activity programme, which helps older people grapple with common health issues and reduce their reliance on the NHS and Adult Social Care. To read more about our targeted physical activities, please see page 9.

Of course, Open Age would be nothing without its wonderful, diverse membership. To read a few case studies and get to know our members, please see pages 21 – 22.

Thank you for taking time to read our annual report. If there's anything that catches your attention and you would like to discuss it, I invite you to reach out to me.

Iain Cassidy
CEO

About Open Age – Objectives & Offerings

Open Age promotes a positive approach to ageing by providing a wide range of low cost activities for older people in London. We strive to enable everyone aged 50 and over to remain mentally and physically active and meaningfully engaged in their community. As a result, our members see increased levels of confidence and wellbeing and access fewer health and care services

Founded in 1993, Open Age now hosts over 350 weekly activities across Kensington and Chelsea, Westminster, Hammersmith and Fulham and Brent. From creative classes to IT classes, special events for unpaid carers, and a fantastic range of physical activities, Open Age has something for everyone. In addition, Open Age runs an Employment Programme to help people aged 50 and over find work.

With over 5,000 members, Open Age is committed to reducing isolation and loneliness among older people. Membership is free and our activities are low cost.

We create the conditions that allow our members to have fun while maintaining their existing connections and forming new ones. We celebrate older people and promote a positive approach to later life.

In order to appeal to the diverse interests of our members we provide multiple routes of entry to the organisation. As a result, Open Age has a diverse offering. Our work can be loosely grouped into five sectors.



I. Centres, Hubs & Community Venues



“Open Age means so much to me, not only for its social and learning aspect but also the general happy, friendly atmosphere.” - *Open Age member*



Open Age uses our own dedicated centres as well as smaller hubs and community venues to deliver our activities.

Open Age currently has three dedicated centres and two smaller hubs. Each of our dedicated centres feature IT equipment, rooms for exercise and creative offerings, 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. Meanwhile, our three smaller hubs consist of rooms in community venues. Each hub has a semi-permanent base running several activities on most days. In addition, we go where older people are and use various community spaces to increase our reach, including sheltered accommodation, churches, council estate buildings and libraries.

Our centres, hubs and community venues are where we run the vast majority of Open Age offerings. We aim to offer a broad range of classes and drop-in activities, to cater to a broad range of interests.

In addition to activities supported solely by Open Age, we also arrange a variety of one-off events, such as health related workshops run by other charities and visits from local interest groups.

II. Targeted Physical Activities

Across the boroughs we operate in, Open Age aims to provide physical activities that are well suited to the needs of older individuals. Open Age offers over 120 weekly physical activities including: table tennis, yoga and Pilates, local walking groups, a broad range of dance classes and chair exercise classes, as well as gym sessions guided by a qualified personal trainer. During the past year, Open Age secured funding to expand our cycling programme over the next two years into Hammersmith and Fulham. The projects main aims are to teach new riders how to use a bicycle and to help those who have previously cycled regain their confidence. Open Age has also been reaccredited with the Westminster Mark.

In addition to our weekly physical activity classes, our physical activities team have designed a number of targeted programmes to help combat specific issues that face our members as they age.

Steady and Stable is a 38 week exercise programme designed to improve balance and strength, with the aim of preventing falls and reducing risks associated with frailty in older people. The programme is accessible to those who have fallen, as well as those who would like to improve their balance. The programme has been delivered across Westminster, Kensington and Chelsea and Hammersmith and Fulham for over 6 years now. In the autumn of 2018, our Steady and Stable project won the Inclusive Project of the Year award at the Hammersmith & Fulham Community Sports Awards.

On completion of Steady and Stable, participants are referred onto a range of other physical activities, including Step-Up classes, which also feature balance work.

As part of Open Age's strength and balance class offer, this is the third year that we are delivering 6 weeks of a 12 week falls prevention programme in Brent, in partnership with Central London Community Healthcare Trust.

Another of our specially designed programmes, Osteo Blast, is a 16 week course, delivered in Westminster. This programme is designed for those who have osteoporosis, osteopenia or risk factors for osteoporosis. The aim of the programme is to improve bone strength and balance so as to prevent low impact fractures.

Healthy Lungs is an ongoing programme in Kensington and Chelsea, for those with diagnosed breathing conditions. The programme is aimed at improving the ability to breathe, delaying the progression of certain conditions, reducing anxiety and creating a support network for those with breathing conditions. Without this offer, the majority of participants would not partake in physical activity, as a result of their anxiety towards breathlessness.

III. Adult Community Learning Courses

Open Age's Adult Community Learning (ACL) team provide longer-term courses for our members, where each session builds upon the last. Typically, each course runs for 10 weeks. 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 people aged 50+ are able to take full advantage of technology. To this end, ACL offers classes in smartphone use, iPads, digital photography, social media, on line safety, how to use software such as Excel, Windows 10 and Cloud. They also offer specialist IT groups for men and carers.



The ACL provision is delivered in partnership with the Royal Borough of Kensington and Chelsea's (RBKC) Adult Learning and Employment Service (ALES). Open Age's ACL team follows the RARPA (Reviewing and Recording Progress and Achievement) process to provide evidence of excellent quality delivery and the positive impact these courses have for our members. We are set targets with respect to recruitment, enrolment, retention and achievement by ALES. Year on year, Open Age continues to surpass targets. ACL is also overseen by Ofsted. In its report following the June 2018 inspection, Ofsted commented that 'learning programmes offered continue to meet a wide range of needs in the community. Courses aimed at older residents help reduce feelings of isolation and promote their mental and physical well-being.'

IV. Outreach and Support



“I wish I had got involved sooner, as it would have made me less isolated. I have made friends and feel more independent and I look forward to going on to other courses with Open Age.”

– *Open Age member*

Open Age has a number of different outreach streams, which provide varying levels of additional support for members of our community.

Link-Up

In order to assist people who might not otherwise be able to access our services, we have a dedicated Link-Up team. They work with people who, for whatever reason, need more support to engage in the range of activities we run. The Link-Up team receives referrals primarily from GPs, but people can also self-refer or be signposted by other third sector organisations.

Link-Up's core provision offers:

- 1 to 1 support & encouragement (including home visits) to help people attend activities at their own pace. Central to the service is the maintenance of independence and that attendance will continue after the initial Link-Up support.
- Accompaniment to first session/sessions.
- Support finding alternative transport. This can include initial support on public transport to learn the journey, but does not include manual handling.

297 new referrals were received into Link-Up and over 450 people were supported on an individual basis to engage in activity by our Link-Up team in 2018 – 2019.

Men's Groups

Open Age works in partnership with the West London Clinical Commissioning Group (WLCCG) Integrated Care programme, known as My Care My Way. In addition to providing referrals for our Link-Up work, this partnership also enables us to run men-only events. These events are designed to create a comfortable environment for men with low self-esteem or other difficulties. During the 2018 – 2019 year, nearly 140 new members engaged with our Men's Groups.



Phone Groups

Open Age also offers a number of weekly phone groups for those who are unable to leave the home. The groups are divided into five distinct groups: two social / discussion groups; a weekly Current Affairs group; a Creative Writing group; and a Book Talk / Shared Reading group.

Time for Me

Open Age also provides additional support for older unpaid carers. The Time for Me projects give carers a chance to have time for themselves away from their caring role. Over the course of the 2018 – 2019 year, Time for Me hosted over 200 activities and trips, with more than 160 different carers attending. Time for Me works in close partnership with the Carers Network.



V. Employment – Work Routes 50+



“I found the team at Open Age Work Routes 50+ very supportive and welcoming, the team helped me to update my CV and showed me how to improve my job searches.” – *Open Age member*

Open Age’s Matrix accredited employment programme, Work Routes 50+, is designed to help older people get back into the workforce. The programme, which is run with Reed in Partnership, recognises the diverse needs of the 50 - 65 cohort, in the context of job sector changes and increased State Pension age. Work Routes 50+ provides 1:1 engagement, alongside focused group interaction.

Programme delivery model:

- Engagement interviews/registration in-house or at Job Centre Plus Offices; personal adviser assigned to carry out a diagnostic interview/ skills audit; individual needs/barriers to employment identified with a Work Focused Action Plan to progress client into employment. Advisers will also review CV/cover letters and job search/interview skills and identify any training needs.
- Referral to different Open Age Specialised Pathways, depending on individual needs: for the long term unemployed and those seeking career change, Kick Start Your Career Seminars; Professional Job Coaching for people seeking re-entry to a profession or work sector change; for the work ready, a fast track to our Job Brokerage, screening/ matching to local employer vacancies, mock interviews and feedback.
- In-work support for first 6 months of employment including transition from benefits to work and in-work benefits, career progression and relevant training with regular reviews.

Clients can also choose from a range of Open Age training/support options: IT for employment, Weekly Work Clubs, training/volunteer opportunities and Health Trainer Sessions on Healthy Living.

Over the course of 2018 – 2019, Work Routes 50+ helped 31 people successfully gain employment. Moreover, in May, 2018, Open Age was invited to give evidence to a parliamentary Select Committee that was conducting an inquiry into older people and employment.

Multiple Routes of Entry into Open Age

The five sectors outlined above work in conjunction with one another, allowing Open Age to maintain multiple routes of entry, by which new members can join and explore our community. Members often join for one specific reason, such as a physical activity, but gradually branch out and take part in more of what we have to offer.

Monitoring and Evaluation

In order to ensure that we're delivering the best possible support for our members and meeting our objectives as a charity, we are constantly monitoring our work and seeking different forms of feedback.

To this end, we keep records of all the sessions we deliver, which enable us to monitor any fluctuations in attendance. This allows us, for instance, to make an informed decision about whether a constantly oversubscribed class should be expanded to include a second session, or whether funding should be diverted from a poorly attended group to something else.

We also carry out case studies and hold regular members' meetings, where we seek feedback on benefits people get from taking part, any changes they would like to have made and their suggestions and recommendations for future activities.

Member Feedback Days

One of the goals we set for ourselves last year was to ensure that the monitoring and evaluation of our work was strong enough to support increased income. We need to ensure that our data is robust and the evidence of our impact is compelling. With this in mind, we held three Member Feedback Days, in October 2018. Our aims were:

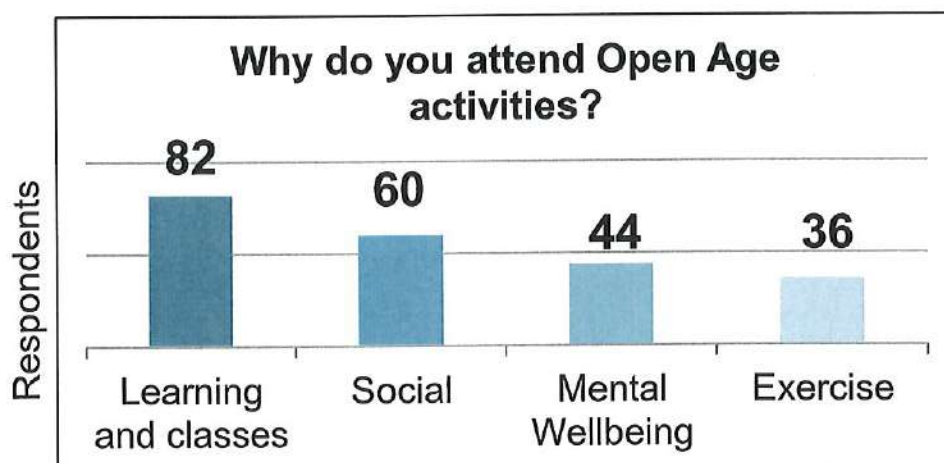
- To test key issues (e.g. marketing, fees)
- To check our understanding of what members want
- To gather data which will help guide future strategy

The Feedback Days were held at each of our three main centres (the Second Half Centre, Avenues and New Horizons). At the Feedback Days, members were given feedback forms to complete and encouraged to participate in different discussion groups. Over 200 members attended. In addition to the feedback forms, notes were also taken by staff members.

Members were asked to give feedback about general questions (e.g. how they heard about Open Age, why they attend), as well as feedback about specific aspects of our model:

- Physical activities
- Creative and social activities
- Learning and special interest

The results of these Feedback Days were then compiled and analysed. The emerging patterns will inform our planning moving forwards. For instance, when asked how they heard about Open Age, members' responses indicated that our presence in the community, events and word of mouth play a central role in spreading awareness. This information will help us plan our advertising as we grow into new areas. When asked why they attend Open Age activities, members told us that learning new skills and remaining mentally active is the highest priority for them, closely followed by the opportunity to socialise.



However, despite this emphasis on remaining mentally active, the data we gathered also demonstrated that diversity of classes and activities remains important to Open Age members. There were a number of comments such as "I came for art- but then joined exercise and snowballed into other things", which indicate that many members join Open Age for something specific, but then broaden their own experience by trying new classes and events.



"I have participated in the main with In the News, but have enjoyed a number of activities since, e.g. Italian, Ballet, cryptic crossword, book club, Shakespeare. I enjoy the contact with other members, as well as the mental stimulation."

– Open Age member

The results of our Feedback Days also play an important role in one of the other goals we set for ourselves last year, namely, diversifying our income portfolio by reducing Open Age's over-reliance on statutory income and increasing our investment in fundraising. The data we gathered at the Member Feedback Days feeds directly into this because it enables us to demonstrate evidence of co-production, as well as show that we are delivering what our members want. This goal of diversifying our income is ongoing and will be discussed further in our outlined goals for next year.

Annual Evaluation

Another aspect of our monitoring and evaluation is our Annual Evaluation. Last year, nearly 2,000 members completed the evaluation. This is an important resource for us and we want to be confident that we're asking the right questions. With this in mind, we have postponed this year's Annual Evaluation until a review of the questions has been conducted. Open Age has secured a grant from the Centre for Ageing Better, which has allowed us to engage a consultant, who will be assisting us in redesigning our Annual Evaluation forms, to ensure that our data is robust and can be utilised to support increased funding bids. We will be conducting our Annual Evaluation in the autumn of 2019.



Achievements, Challenges & Goals

Achievements

In the autumn of 2018, the Open Age Steady and Stable project, which is designed to help people improve their balance and reduce falls, won the Inclusive Project of the Year award at the Hammersmith & Fulham Community Sports Awards.

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

- **Tate Modern's Switch House:** Open Age was invited to display members' artwork in the Tate Modern's Switch House in May, 2018. The programme was hosted by Flourishing Lives, a London-wide coalition of organisations taking a creative, relational approach to supporting richer, more independent lives for older people. Overall, 62 members displayed their work and the Tate Modern confirmed that a grand total of 1,713 people attended over 4 days.
- **National Theatre's Public Acts:** Open Age's two year partnership with the National Theatre has continued. In August, 2018 Open Age members took part in the musical production of Pericles, which was performed on the Olivier Stage and received five star reviews in the press. Workshops with the National Theatre have been ongoing throughout the year and we have had around 35 members, most of whom had never even considered attending a 'drama' group, singing, dancing and exploring their own personal stories through script work and movement. As part of the final phase of this project, in August 2019, our members will perform in the National Theatre and Queens Theatre production of As You Like It.



- **Science Museum:** In October 2018, as part of the national Silver Sunday programme, Open Age co-hosted several events at the London Science Museum. This was part of the Science Museum's pilot project to develop their health and wellbeing programme for older people and an opportunity for Open Age to leverage the resources of the Science Museum to expand our delivery of services. This partnership is ongoing.

In July, 2018, Open Age hosted a Motown Tea Dance for our members the Royal Garden Hotel, with over 250 guests attending.

In October, 2018, Open Age hosted the Second Half Foundation Art Exhibition and Sale, in partnership with The Second Half Foundation. This event was an inspirational story of transformation, featuring nine artists who all discovered the love of their craft after the age of 50. They serve as an example for people who are searching for new ways to develop in the second half of their life. All artwork was for sale and was our most successful exhibition to date, raising over £44,000.



“Artists are role models for successful ageing. They stay productive and engaged throughout their entire lives. Becoming a second half artist gives us the ability to tap our potential, express ourselves and share our lives and interests across generations.”

– *Jill Shaw Ruddock CBE*

Founder and Chairman: The Second Half Foundation

Another significant achievement this year has been Open Age’s internal restructure. Central to the restructure is the creation of a Senior Leadership Team (SLT), who will be working together to improve Open Age’s processes and delivery. The creation of the SLT means that we have achieved one of the goals we set for ourselves last year, namely, investing in the infrastructure of the organisation. The new SLT represent an investment in future growth. A key part of their roles will be to focus on better evaluating and evidencing the value of our work, working with existing and new partners to do this.

The creation of the SLT also plays an important part in another goal we identified last year, focused on diversifying our income portfolio. With the SLT now largely in place, Open Age will have the capacity to ensure that we’re submitting strong, well supported funding bids.



Challenges

There have been a number of challenges facing Open Age, including oversubscription of our physical activities in both Westminster and Kensington and Chelsea. Offering these classes at a heavily subsidised price is central to our model. However, because of this, it is difficult for us to expand the number of classes we offer because the £1 -2 class fee does not cover the cost of paying the tutor or renting the space. In order for us to enlarge our offering, we must secure the funding from somewhere else.

Another difficulty we have been facing is uncertainty around funding in Westminster. Changes to funding from the Central London Clinical Commissioning Group have had a huge impact on our ability to maintain our level of provision in Westminster, in particular in the south of the borough. The effects of this are being felt in the 2019 – 2020 financial year, particularly where it impacts our work in the south of the borough, and will be elaborated upon in our next annual report.

In 2018 – 2019, both the Chair of our Board of Trustees and our Treasurer announced that they would be stepping down. Preparations for their resignation needed to be made and, of course, there was the recruitment of a new Chair and Treasurer to contend with. Both positions have now been filled.

Goals for next year

Open Age's goals for 2019 – 2020 are as follows:

- Finish recruitment to fill Open Age's new staffing structure. This includes recruiting for one Senior Leadership position, as well as two locality managers to help increase cross-borough communication between our centres and hubs.
- Undertake a governance review with our new Chair, including a strategy day with trustees.
- Bring a new fundraising strategy into place and increase Open Age's access to unrestricted funding.
- Continue evaluating our work to support increased income. We need to ensure that our data is robust and evidence of our impact is compelling.

These last two goals are continuations of goals set in place last year. Progress on both goals has been made, although there is still more work to be done.

In the case of the diversifying our funding portfolio and gaining access to more unrestricted funds, this has been supported by the data gathered at Open Age's Member Feedback Days, which can be used as evidence in funding bids, as well as the creation of the Senior Leadership Team, who will work together to create stronger funding applications. Further, a commitment from the Board of Trustees to invest in funding has been secured. This investment is presently being implemented through Open Age's work with fundraising consultants.

With regards to Open Age's goal of improving the ways in which we measure and evaluate our work, the Feedback Days were a crucial starting point. This investment is presently being implemented through Open Age's work in developing a new fundraising strategy and compelling case for support. Moving into the next financial year, we have already made arrangements to work with the Centre for Aging Better to review our Annual Evaluation. Open Age will also be working with the NHS to evaluate the health and economic impact of our Steady and Stable work.

Case Study – Anne, Osteo Blast

'I was diagnosed with osteoporosis in 2017,' explains Anne, a seventy-one year old Westminster resident. 'Several of my teeth fell out and my dentist said "quick! Go see doctor." I had a terrible time initially. I couldn't walk without a stick and the soft tissue in my knee was troubling me. I was very vulnerable. I eventually went to see a rheumatologist and he put me on vitamin D tablets, which got my strength back up.'

Shortly after her osteoporosis became more manageable, Anne heard about the Osteo Blast classes offered by Open Age and she decided to give them a try.

'I was very impressed by the instructor,' says Anne. 'She's friendly and welcoming and just so knowledgeable. She's always telling us about what exercises we should do, but also what exercises we *shouldn't* do. I used to do Pilates, but evidently there are certain exercises I should avoid now.'

Osteo Blast classes have been carefully designed to support people with osteoporosis, by helping to build their strength and confidence. As Anne explains, 'I'm always nervous when I go out. I'm very aware that I mustn't have a fall. I'm always scanning the pavement for cracks and dips. But you've got a chair in front of you in the Osteo Blast classes, so I didn't feel as though I was about to topple over. There were certain things I couldn't do at first, but I kept at it and eventually my confidence improved and I was able to attempt them.'

The Osteo Blast programme runs for 16 weeks at a time, with a short break in the middle. 'Even then,' says Anne, 'they sent us home with hand weights and list of exercises that we could practice at home. I was astounded that they cared about us so much to do that.'

In addition to the physical benefits, Osteo Blast classes are also a social event. 'There were a number of friendly people in the group,' says Anne. 'We used to have coffee afterwards and a chat. I've become quite friendly with one of the ladies. We met and had lunch before one of the new classes at the Seymour Centre.'

'I'm extremely glad that these classes exist. They such a worthwhile thing and I don't know of classes like this anywhere else.'

Case Study – Jacob, Men’s Group

Jacob is 89 and lives alone. His wife passed away several years ago and, since then, Jacob has been feeling lonely and isolated. When he was younger, he owned two restaurants and enjoyed going out. However, more recently, he’s had fewer friends. Jacob also developed a wide range of health issues, which led to a mixed anxiety and depressive disorder. This stopped him getting out and meeting new people.

He was referred to the Open Age Men’s Space in November 2018 and expressed an interest in learning to use the computer and meeting people, noting that, ‘all my family are in Italy, so using the computer would help me to communicate with them.’ He said joining the reminiscence group would, ‘give me the chance to meet other men and hopefully make new friends, maybe even go out to lunches or the theatre.’

Jacob attended the first beginner’s computer session, but, unfortunately, he found using the keyboard challenging and he struggled to concentrate.

Jacob had more success with the reminiscence group at New Horizons, where he met with other members. Together, they shared stories of their early working life, and talked about their families and hobbies. He now attends the group on a regular basis. His confidence has increased and he has begun attending activities outside of the Men’s Space, such as a monthly Coffee Afternoon and trips to Southwark Cathedral. Jacob credits Men’s Space with rejuvenating his social life, commenting that it ‘has opened my life again, I have missed getting out again and meeting people. I have made new friends through the group. I am glad to be in the company of both men and women from other Open Age groups.’

Jacob has also decided to give the computer course another try and has re-enrolled for a class starting in September. This decision has been noted by Open Age staff members, who will aim to provide Jacob with extra support to achieve this goal.



“As a member I feel hugely fortunate that I live in your area. Open Age activities dominate my term time weeks and give them structure.”

– *Open Age member*

Financial Review

Open Age's income for the year totalled £1,864,560 (2018: £1,779,915) of which £1,461,582 (2018: £1,533,798) 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 £339,908 (2018: £354,153) ; Clinical Commissioning Group: £695,117 (2018: £384,997); A number of other funders directed their assistance to specific projects and these have been separately identified in the accounts (see the Statement of Financial Activities on page 35, with accompanying notes pages 37 – 55).

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 cash, bank and deposit balances which totalled £746,643 (2018: £700,636). Total fund balances available to be carried forward were £1,214,175, (2018: £1,065,475) consisting of £69, 837 (2018: £69,837) of designated funds, £447,887 (2018: £226,924) of general funds and £696,451 (2018: £768,714) of restricted funds, of which £637,624 (2018: £686,673) represents funds held in the New Horizons building and £58,827 (2018: £82,041) for ongoing projects. The full statement of Financial Activities is set out on page 35 of these accounts, with accompanying notes on pages 37 – 55.

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. At current levels of expenditure, this amounts to a target of about £404,000.

As at 31 March 2019, the unrestricted free cash reserves stood at £447,887 (2018: £295,000). The trustees consider that it is necessary to hold reserves at the target level of 3 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.

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

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 currently fundraise from the public or use any internal fundraisers or external fundraising agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year.'

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 Honorary Treasurer reviews the Charity's accounts.

RISK MANAGEMENT

The Board is responsible for ensuring Open Age properly considers its risk, 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 this risk.

- *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 Jan 2020, will employ 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 has recently been reviewed and strengthened by the addition of the new Head of Member Experience role.

Legal and Administrative Details

Charity Registered Number: 1160125

Date of Adoption of Constitution: 25th November 2014

Management Committee/Trustees:

Elected Trustees

Rose Hayles

Jean Sheppard (stepped down January 2019)

Marie Kamara

Maggy Pigott *

Lesley Butler *

John Henwood *

Michael O'Dwyer

Sandra Franklin (since January 2019)

Kassandra Smith (since January 2019)

Co-opted Members:

Allen Molesworth, Treasurer*

David Sinclair, Chair*

Andrew Kelly *

Garvin Brown

Jean Daintith

Marcia Blackenham

Hilary Bowker

*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, 7th Floor Dashwood House, 69 Broad Street, London, EC2M 1QS

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 2019. 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 (FRS102) (effective 1 January 2016).

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 Management Committee, comprising the charity's Trustees, consists of the Chair, the Treasurer and up to 15 individual committee members. The Committee agrees the policy of the charity and is responsible for its finances and assets, and for employing staff to carry out its work. The Committee 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 four times a year and reports to the Management Committee.

The Director (CEO, as of 1 April 2018) manages the day-to-day affairs of the charity and reports regularly to the Chair and to the Management Committee.

Recruitment and Appointment of Trustees

Up to nine Trustees are nominated and elected from the Open Age membership at the AGM. Subsequently the Management Committee 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, and the senior management team 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.

Pay levels for Senior staff, including the CEO, are reviewed annually by the Finance and Staff committee in accordance with the staff pay framework and policy. They take into account inflationary factors, benchmarking against voluntary sector pay levels with due consideration of the Charity's financial position.

Trustees' Responsibilities

The Trustees are responsible for preparing the Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 surplus or deficit of the charity for that period. In preparing those financial statements the Trustees have:

- Selected suitable accounting policies and applied them consistently.
- Made judgements and estimates that are reasonable and prudent.
- Stated whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepared the financial statements on a going concern basis and
- Observed the methods and principles in the Charities SORP 2015 (FRS 102).

The Trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, financial and otherwise. They are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011 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 detection and prevention 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 (*information needed by the charity's auditors in connection with preparing their report*) 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 31/12/19 and signed on its behalf, by:



Dean James,
Chair

17/1/20



OPEN AGE FINANCIAL STATEMENTS

For the year ended
31 March 2019

Open Age Independent 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 2019 which comprise Statement of Financial Activities, the Balance Sheet, the Cash Flow statement 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 2019, 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 as set out in page 28. The other information comprises the information included in the trustees' report and financial statements, 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 28, 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.

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. 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

Price Bailey LLP
Chartered Accountants
Statutory Auditors
7th Floor Dashwood House
69 Old Broad Street,
London
EC2M 1QS

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

21 January 2020

Open Age Statement of Financial Activities

For the year ended 31 March 2019

	Note	Restricted Funds 2019 £	Unrestricted Funds 2019 £	Total Funds 2019 £	Total Funds 2018 £
INCOME					
<i>Income from donations and legacies:</i>					
Core grants	4	180,000	110,148	290,148	323,050
Donations, Legacies & similar income	4	80,802	96,854	177,656	145,725
<i>Investment interest</i>		-	1,687	1,687	251
<i>Income from Charitable Activities</i>	5				
Learning/Health & Well being		832,697	403,782	1,236,479	1,176,187
IT & Digital Inclusion		82,083	15,906	97,989	63,779
Employment Support		-	60,601	60,601	70,923
TOTAL INCOME		1,175,582	688,978	1,864,560	1,779,915
EXPENDITURE					
Expenditure on raising funds	9	-	10,283	10,283	10,186
<i>Expenditure on charitable activities:</i>	7				
Learning/Health & Well being		1,152,515	354,411	1,506,926	1,554,078
IT & Digital Inclusion		78,172	19,817	97,989	63,779
Employment Support		17,163	83,499	100,662	108,423
TOTAL EXPENDITURE		1,247,850	468,010	1,715,860	1,736,466
NET (EXPENDITURE)/INCOME	10	(72,268)	220,968	148,700	43,449
NET MOVEMENT IN FUNDS FOR THE YEAR		(72,268)	220,968	148,700	43,449
TOTAL FUNDS AT 1 APRIL 2018		768,714	296,761	1,065,475	1,022,026
TOTAL FUNDS AT 31 MARCH 2019	16	696,446	517,729	1,214,175	1,065,475

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 37 to 55 form part of these financial statements.

Open Age Balance Sheet

As at 31 March 2019

	Note	£	2019 £	£	2018 £
FIXED ASSETS					
Tangible fixed assets	13		637,624		686,673
CURRENT ASSETS					
Debtors	14	119,079		171,293	
Cash at bank		746,643		700,636	
			<u>865,722</u>	<u>871,929</u>	
CREDITORS: amounts falling due within one year	15	(289,171)		(493,127)	
			<u>576,551</u>	<u>378,802</u>	
NET CURRENT ASSETS					
			<u>576,551</u>	<u>378,802</u>	
NET ASSETS	17		<u>1,214,175</u>		<u>1,065,475</u>
CHARITY FUNDS					
Restricted Funds	16	696,446		768,714	
Unrestricted Funds:					
Designated	16	69,837		69,837	
General	16	447,892		226,924	
			<u>447,892</u>	<u>226,924</u>	
TOTAL FUNDS			<u>1,214,175</u>		<u>1,065,475</u>

The financial statements were approved by the Trustees on 31/3/19 and signed on their behalf by 17/1/20

Dean James – Chair



Stephen Souchon – Treasurer



The notes on pages 37 to 55 form part of these financial statements.

Open Age Cash Flow Statement

	Note	2019 £	2018 £
Cash flows from operating activities:			
Net cash provided by operating activities	18	44,320	100,074
Cash flows from investing activities:			
Interest income		1,687	251
Net cash provided by investing activities		1,687	251
Increase in cash and cash equivalents in the year		46,007	100,325
Cash and cash equivalents at the beginning of the year		700,636	600,311
Cash and cash equivalents at the end of the year		746,643	700,636

Open Age 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 2016) – (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 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 trustees have at the time of approving the financial statements, a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

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

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

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.

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.

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

	Restricted Fund 2019 £	Unrestricted Fund 2019 £	Total Fund 2019 £	Restricted Fund 2018 £	Unrestricted Fund 2018 £	Total Fund 2018 £
Core revenue grants from:						
RBKC	10,000	60,148	70,148	10,000	49,400	59,400
NHS-CCGS	170,000	-	170,000	170,000	-	170,000
Westminster City Council	-	-	-	1,700	-	1,700
Trusts and Foundations	-	50,000	50,000	49,750	42,200	91,950
Sub Total	180,000	110,148	290,148	231,450	91,600	323,050
 Donations from individuals, Trusts, Foundations & Corporate bodies	 45,802	 86,854	 132,656	 56,952	 53,773	 110,725
Legacies	35,000	10,000	45,000	35,000	-	35,000
Sub Total	80,802	96,854	177,656	91,952	53,773	145,725
 Total	 260,802	 207,002	 467,804	 323,402	 145,373	 468,775

5. INCOME FROM CHARITABLE ACTIVITIES:

	Restricted Fund 2019 £	Unrestricted Fund 2019 £	Total Fund 2019 £	Restricted Fund 2018 £	Unrestricted Fund 2018 £	Total Fund 2018 £
Learning, Health & Wellbeing:						
RBKC	263,534	-	263,534	248,396	-	248,396
Westminster City Council	57,978	-	57,978	57,978	-	57,978
Westminster City Council & CCGS	-	305,377	305,377	-	273,873	273,873
L B Hammersmith & Fulham	45,867	-	45,867	44,968	-	44,968
Commissioning Clinical Groups	138,000	-	138,000	214,997	-	214,997
Public Health	204,300	-	204,300	201,175	-	201,175
Trusts, Foundations, & Corporates	-	15,000	15,000	40,504	450	40,954
Kensington & Chelsea Social Council	44,008	-	44,008	-	-	-
Fees from classes and events	-	83,405	83,405	65,660	28,186	65,660
Other income	79,010	-	79,010	-	-	-
Sub Total	832,697	403,782	1,236,479	873,678	302,509	1,176,187
IT & Digital Inclusion:						
RBKC	82,083	-	82,083	46,357	-	46,357
Westminster City Council & CCGS	-	11,127	11,127	-	11,127	11,127
Fees from classes and events	-	4,779	4,779	4,113	2,182	6,295
Sub Total	82,083	15,906	97,989	50,470	13,309	63,779
Employment Support:						
DWP – Job Centre Plus	-	4,950	4,950	-	45,415	45,415
DWP/ESF	-	55,651	55,651	-	25,508	25,508
Sub Total	-	60,601	60,601	-	70,923	70,923
Total	914,780	480,289	1,395,069	924,148	386,741	1,310,889

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.

7. EXPENDITURE ON CHARITABLE ACTIVITIES:

	Restricted Fund 2019 £	Unrestricted Fund 2019 £	Total Fund 2019 £	Restricted Fund 2018 £	Unrestricted Fund 2018 £	Total Fund 2018 £
Learning, Health & Wellbeing:						
Direct costs:						
Staff costs	586,588	163,300	749,888	558,630	155,517	714,147
Tutor fees	131,787	54,955	186,742	161,297	67,261	228,558
Premises	122,758	20,125	142,883	102,694	16,836	119,530
Other direct costs	119,132	23,568	142,700	234,820	46,455	281,275
Support costs(note 8)	192,250	53,213	245,463	134,127	37,124	171,251
Governance costs (note 8)	-	39,255	39,255	-	39,317	39,317
Sub Total	1,152,515	354,416	1,506,931	1,191,568	362,510	1,554,078
IT & Digital Inclusion:						
Direct costs:						
Staff costs	8,525	2,496	11,021	8,119	2,377	10,496
Tutor fees	54,444	14,509	68,953	29,990	7,992	37,982
Premises	6,957	-	6,957	5,000	-	5,000
Other direct costs	1,263	768	2,031	2,489	1,514	4,003
Support costs (note 8)	6,983	2,044	9,027	4,872	1,426	6,298
Sub Total	78,172	19,817	97,989	50,470	13,309	63,779
Employment Support						
Direct Costs:						
Staff costs	-	79,475	79,475	-	75,687	75,687
Tutor Fees	-	322	322	-	336	336
Premises	1,724	3,702	5,426	1,817	3,900	5,717
Other direct costs	-	-	-	15,912	-	15,912
Support costs (note 8)	15,439	-	15,439	10,771	-	10,771
Sub Total	17,163	83,499	100,662	28,500	79,923	108,423
Total	1,247,850	457,732	1,705,582	1,270,538	455,742	1,726,280

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.

	2019	2018
	£	£
Support Costs		
Staff costs	164,004	156,187
Premises costs	16,746	12,036
Communication	21,452	7,764
Equipment	39,565	3,190
Recruitment, Training and Travel	28,162	5,787
Other overheads	-	3,356
Subtotal	269,929	188,320
Governance Costs		
Staff support costs	21,820	20,780
Audit fees	6,635	6,345
Professional fees	-	4,560
AGM and other business meeting expenses	10,800	4,779
Other overheads	-	2,853
Subtotal	39,255	39,317
Total	309,184	227,637

9. FUND RAISING COSTS	Restricted Funds 2019 £	Unrestricted Funds 2019 £	Total Funds 2019 £	Total Funds 2018 £
Staff costs	-	9,605	9,605	9,147
Other fundraising costs	-	678	678	1,039
	<hr/>	<hr/>	<hr/>	<hr/>
Total	-	10,283	10,283	10,186
	<hr/>	<hr/>	<hr/>	<hr/>

Expenditure on raising funds was £10,283 (2018: £10,186) of which £10,283 (2018: £10,186) was unrestricted and £nil (2018: £Nil) was restricted.

10 NET INCOME	2019	2018
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets	49,049	49,049
Auditors' remuneration - audit services	6,345	6,345
Pension costs	25,405	16,751
Operating lease payments	7,371	95,951
	<hr/>	<hr/>

During the year, no Management Committee member received any remuneration or reimbursed expenses (2018 - £Nil).

11. STAFF COSTS

Staff costs were as follows:

	2019 £	2018 £
Wages and salaries	928,869	891,237
Social security costs	81,535	78,452
Pension costs	25,403	16,751
	<hr/>	<hr/>
Sub Total	1,035,807	986,440
Sessional Tutors	256,017	266,918
	<hr/>	<hr/>
	1,291,824	1,253,358
	<hr/>	<hr/>

1 employee received remuneration between £60,000 and £70,000 (2018:None).

During the year, no trustees received any benefits neither were they reimbursed expenses (2018: £Nil)

The key management personnel of the charity comprise the trustees, the director and eight other Managers of services (2018: 8) whose employee benefits totalled £400,724 (2018: £367,317)

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

	2019 No.	2018 No.
Director	1	1
Service Managers & Co-ordinators	34	34
Support Services (Finance/Admin/Fundraising)	4	4
	<u>39</u>	<u>39</u>

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 £187.2M 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 is £25,405 (2018: £16,751)

13. TANGIBLE FIXED ASSETS

	New Horizons Building	Computer Equipment	Furniture, Fittings and Equipment	Total
	£	£	£	£
Cost				
At 1 April 2018	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 2019				
Depreciation				
At 1 April 2018	539,539	81,295	108,616	729,450
Charge for the year	49,049	-	-	49,049
	<u>588,588</u>	<u>81,295</u>	<u>108,616</u>	<u>778,499</u>
At 31 March 2019				
Net book value				
At 31 March 2019	<u>637,624</u>	-	-	<u>637,624</u>
At 31 March 2018	<u>686,673</u>	-	-	<u>686,673</u>

14. DEBTORS

	2019	2018
	£	£
Due within one year		
Grant receivable	68,645	125,473
Accrued income	22,368	28,334
Prepayments	<u>28,066</u>	<u>17,486</u>
	<u>119,079</u>	<u>171,293</u>

15. CREDITORS - Amounts falling due within one year

	2019	2018
	£	£
Trade Creditors	108,734	98,526
Accruals	101,103	157,114
Deferred Income (note 15a)	51,661	208,679
Social Security & other taxes & pension contributions	23,197	25,043
Other Creditors	<u>4,476</u>	<u>3,765</u>
	<u>289,171</u>	<u>493,127</u>

15A. DEFERRED INCOME

	2019	2018
	£	£
Deferred income 1 April	208,679	436,954
Amount released to income earned from charitable activities	(167,707)	(293,757)
Amount deferred in year	10,689	65,482
	<hr/>	<hr/>
Deferred income 31 March	<u>51,661</u>	<u>208,679</u>

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

Deferred Income of £51,661 comprises grants and legacy received from the following funders for future period(s) expenditure including funds for specific projects that are yet to be fully deployed and potentially refundable.

Queens Park Community Council	£1,050
Thames Bank Centre	£1,500
Westway Trust	£2,323
Cycling Grant London	£5,816
Legacy	£40,972

16. STATEMENT OF FUNDS

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

	1Apr 2017	Income	Expenditure	Transfers in/(out)	31 Mar 2018
	£	£	£	£	£
Unrestricted Funds					
2018					
Open Age Hubs Activities (Churchill Garden, Queens Park Harrow Road and Westbourne Park)	1,790	313,162	(313,162)	-	1,790
New Futures 50 Plus	-	79,923	(79,923)	-	-
New Horizons	68,040	7	-	-	68,047
General Funds	160,494	115,933	(49,503)	-	226,924
TOTAL UNRESTRICTED FUNDS	<u>230,324</u>	<u>509,025</u>	<u>(442,588)</u>	-	<u>296,761</u>

Funds available at 31 March 2019 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 2019 represent unrestricted funds set aside towards planned and unplanned premises maintenance and infrastructure support costs in 2019/20.

RESTRICTED FUNDS - 2019

	01-Apr 2018	Income	Expenditure	Transfers in/(out)	31-Mar 2019
	£	£	£	£	£
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 activities in North)	2,204	21,025	(23,229)	-	-
RBKC Adult Social Care & s 75 (Carers Activity - South K&C)	-	25,027	(25,027)	-	-
RBKC - (CLLL funding - New Horizons Activity)	-	3,400	(3,400)	-	-
RBKC Corporate services(core funding -DD Salary)	-	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 Activity)	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 activities)	-	22,978	(22,978)	-	-
West London CCG - Self Care Programme(Managed by KCSC)	-	44,008	(44,008)	-	-
West London CCG(Transformation programme)	-	170,000	(170,000)	-	-
L B of Hammersmith and Fulham(Linked In Active)	-	36,367	(36,367)	-	-
Hammersmith & Fulham CCG (TFM Carers Project)	3,904	3,125	(7,029)	-	-
L B of Hammersmith and Fulham(Fast Track grant for activity)	-	9,500	(9,500)	-	-
The Kensington and Chelsea Foundation (Mens 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)	-	-
					-
Sub total	82,041	1,175,582	(1,198,801)	-	58,822
New Horizons Building Dev Fund	686,673	-	(49,049)	-	637,624
TOTAL RESTRICTED FUNDS	768,714	1,175,582	(1,247,850)	-	696,446
TOTAL FUNDS 2019	1,065,475	1,864,560	(1,715,860)	-	1,214,175

Restricted Funds 2018	01-Apr 2017 £	Income £	Expenditure £	Transfers in/(out) £	31-Mar 2018 £
Adult learning	-	140,113	(140,113)	-	-
ESOL for Health	-	15,023	(15,023)	-	-
Community Activities	1,386	28,031	(27,213)	-	2,204
Second Half Centre	-	114,708	(114,708)	-	-
Link Up Project	-	126,165	(126,165)	-	-
Positively Physical	2,136	37,982	(37,982)	-	2,136
Cycle Smarter	-	3,000	(3,000)	-	-
Linked In and Active	-	46,404	(46,404)	-	-
Older Carers project	3,904	75,006	(75,006)	-	3,904
Steady and stable	-	135,108	(135,108)	-	-
Falls prevention	-	13,850	(3,850)	-	-
Active Project	-	4,606	(4,606)	-	-
Active Age	-	48,768	(48,768)	-	-
Bone Health/Healthy	-	-	-	-	-
Lungs & Hearts	-	34,650	(34,650)	-	-
Service development & Infrastructure support fund	-	32,050	(32,050)	-	-
Open Age Hubs	-	83,572	(63,785)	-	19,787
New Futures 50 Plus	-	28,500	(28,500)	-	-
Phone Club	-	21,000	(21,000)	-	-
Mens Group	-	32,161	(32,161)	-	-
New Horizons	48,554	250,193	(244,737)	-	54,010
Sub total	55,980	1,270,890	(1,244,829)	-	82,041
New Horizons Building Dev Fund	735,722	-	(49,049)	-	686,673
TOTAL RESTRICTED FUNDS	791,702	1,270,890	(1,293,878)	-	768,714
TOTAL FUNDS 2018	1,022,028	1,779,915	(1,736,466)	-	1,065,475

Grants, which are received for specific projects, are accounted for as restricted funds. Where expenditure exceeds grants received, a transfer is made from unrestricted funds. The balances on restricted funds as at 31 March 2019 arise from grants received for specific projects on which some expenditure is still to be incurred in the coming financial year. Each of the projects is described in more detail below:

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, RBKC Community Learning Funds and the Second Half

Foundation.

New Horizons Centre (Chelsea)

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

Time For Me (Kensington and Chelsea, and Westminster)

Projects providing activities and trips out for older carers across Kensington and Chelsea Westminster funded through 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.

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 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 Foundational and the Grove Trust. 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 2019

	1 April 2018 £	Income £	Expenditure £	Transfers in/(out) £	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
Total of Funds	<u>1,065,475</u>	<u>1,864,560</u>	<u>(1,715,860)</u>	<u>-</u>	<u>1,214,175</u>

SUMMARY OF FUNDS 2018

	1 April 2017 £	Income £	Expenditure £	Transfers in/(out) £	31 March 2018 £
General Funds	160,494	509,018	(442,588)	-	226,924
Designated Funds	69,830	7	(-)	-	69,837
Restricted Funds	791,702	1,270,890	(1,293,878)	-	768,714
Total of Funds	<u>1,022,026</u>	<u>1,779,915</u>	<u>1,736,466</u>	<u>-</u>	<u>1,065,475</u>

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

2019	Restricted Funds	Unrestricted Funds	Total Funds
	2019	2019	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>
Total	<u>696,446</u>	<u>517,729</u>	<u>1,214,175</u>

2018	Restricted Funds	Unrestricted Funds	Total Funds
	2018	2018	2018
	£	£	£
Tangible fixed assets	686,673	-	686,673
Current assets	537,050	334,879	871,929
Creditors due within one year	<u>(455,010)</u>	<u>(38,117)</u>	<u>(493,127)</u>
Total	<u>768,714</u>	<u>296,761</u>	<u>1,065,475</u>

18. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2019	2018
	£	£
Net movement in funds in the year	148,700	43,449
Adjusted for:		
Depreciation Charges	49,049	49,049
Interest Income	(1,687)	(251)
Decrease in debtors	52,215	198,964
Decrease in creditors	<u>(203,957)</u>	<u>(191,137)</u>
Net cash provided by operating activities	<u>44,320</u>	<u>100,074</u>

19. OPERATING LEASE COMMITMENTS

At 31 March 2019 the charity had annual commitments for premises and photo copiers under operating leases as follows:

	2019 £	2018 £
Land and Buildings:		
Expiry date:		
Within one year	2,700	4,900
Between 2 and 5 years	9,792	9,792
Over 5 years	-	-
Equipment:		
Expiry date:		
Within one year	9,192	9,192
Between 2 and 5 years	1,723	6,894
Over 5 years	-	-
	<u>23,407</u>	<u>30,778</u>

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.

20. RELATED PARTIES

One of the charity's trustees is also the Director of Westway Community Transport and its subsidiary company Green City Car.

Westway Community Transport and Green City Car provides transport services to the charity. The value of transport services provided to the charity during the year totalled £2,776 (2018: £6,234). Of this amount £288 (2018: £1,352) was owed by the charity to Westway Community Transport and Green City Car. Mr Kelly resigned during the financial year.

