AGE UK CROYDON

(Limited by Guarantee)

COMPANY NO.: 03921436

CHARITY NO.: 1081013

REPORT AND ACCOUNTS

for the year ended
31 March 2026

Age UK Croydon

Status:	Company limited by guarantee no. 03921436 Charity registration no. 1081013 The company's governing document is its memorandum and articles of association adopted on 8 February 2000. These were amended by special resolution on 21 September 2011, 17 June 2014, 7 March 2023 and 20 April 2024.
Registered office:	81 Brigstock Road Thornton Heath CR7 7JH
Trustees	Ms B Scanlan (Chair of Board and of Governance & Nominations Committee) Mr O Sauba (Treasurer, Chair of Finance Committee) Ms O Khan Mr I Mannan Ms D Davison - resigned 23 September 2025 Mr C Briggs Mr K Kyei Ms C Elgar Mr M Haahr Ms N Steele - appointed 23 September 2025, resigned 2 June 2026 Dr B Anandasundaram - appointed 23 September 2025
Senior leadership team:	Mr S Gulati (CEO) Mrs S Underhill (Programmes Director) Mrs R Liard (HR & Governance Director)
Auditors:	Kingston Burrowes Audit Ltd 308 Ewell Road Surbiton Surrey KT6 7AL
Bankers:	Co-operative Bank PO Box 250 Delf House, Southway Skelmersdale WN8 6WT

Age UK Croydon

Trustees' report
for the year ended
31 March 2026

The Members of the Board, who are Trustees for the purposes of charity law and Directors of Age UK Croydon for the purposes of company law ('the trustees'), are pleased to present their annual report together with the financial statements of the charity for the year ending 31 March 2026 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Public Benefit Statement

The trustees confirm that they have complied with their duty under the Charities Act 2011 to have due regard to the Charity Commission's public benefit guidance when setting the charity's strategic direction, reviewing its objectives and overseeing its activities for the year ended 31 March 2026. In doing so, the Board has considered its collective responsibilities as charity trustees to act in the best interests of Age UK Croydon, ensure that its purposes remain charitable and for the public benefit, manage resources responsibly, and maintain appropriate oversight, accountability and evidence of impact. The trustees are satisfied that Age UK Croydon's activities continue to deliver identifiable public benefit by supporting older people in Croydon to maintain independence, wellbeing, dignity, social connection and access to information, advice and practical support. In particular, the trustees have considered the following:

• the benefits from our purposes are evidenced by the charity's response to the needs of older people in Croydon. Current local evidence from Croydon Council Public Health's *Older People Needs Assessment* (December 2025) highlights the continuing and increasing need for support: Croydon's population aged 65 and over is projected to increase by 25% by 2030, from 56,734 in 2021 to approximately 70,918 in 2030. The assessment also identifies significant health inequalities, with life expectancy varying between the least and most deprived areas, and increasing prevalence of long-term conditions including cardiovascular disease, diabetes and depression. Our services respond to these needs by helping older people access support, reduce isolation, improve wellbeing, remain independent and navigate health, care and community services.

• any detriment or harm that results from our purposes, whether to people, property or the environment, does not outweigh the benefit. This is evidenced by our monitoring and evaluation processes, which include client feedback, complaints, compliments, contract monitoring, service reviews and learning from safeguarding and quality assurance processes.

• our services are accessible to the public or to a sufficient section of the public. Where eligibility criteria apply, these are designed to ensure that support is targeted towards those most in need. Where services are charged for, the charity seeks to maintain accessibility through competitive rates, subsidies, discounts or free provision where appropriate, so that financial barriers do not unreasonably restrict access to benefit.

• our services do not give rise to more than incidental personal benefit. Any personal benefit arising from our activities is incidental and necessary to achieving the charity's purposes, as evidenced by our service delivery plans, service contracts and governance arrangements.

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for the year ended
31 March 2026

Structure, Governance and Management
Age UK Croydon ('the charity') is a registered charity and a company limited by guarantee governed by its Memorandum and Articles of Association. All trustees are directors of the company. Age UK Croydon ('the charity') is a registered charity and a company limited by guarantee governed by its Memorandum and Articles of Association. All trustees are directors of the company.

Recruitment and appointment of new Trustees
The trustees have a Governance and Nominations committee to manage the recruitment and appointment of new trustees. The committee members during the year were B Scanlan (Chair), D Davison (who served until her resignation on 23 September 2025), O Khan, M Haahr, K Kyei, N Steele (who served until her retirement on 2 June 2026) and B Anandasundaram. N Steele and B Anandasundaram joined the committee on 23 September 2025.

Induction and training of Trustees
Trustees' induction is hosted by the Chair, CEO and HR & Governance Director. This is complemented with an e-learning hosted by Stone King, Essential Trustee training. During the trustee journey there are opportunities for trustees to further develop skills / knowledge including financial training for trustees. Trustees can also meet with the Senior Leadership Team to enhance their knowledge about the organisation and its services.

Organisational structure
The Board has two subcommittees: Governance and Nominations, and Finance. Strategic direction for the charity is set by the Board, in consultation with the CEO and Senior Leadership Team. The CEO, supported by the SLT, has direct responsibility for strategy implementation via the organisation's core functions and its services. The Board has adopted a scheme of delegation which sets out in detail the responsibilities of the Board, CEO, SLT and Integrated Leadership Team (ILT).

Networks and partnerships
Age UK Croydon is a brand partner within the Age UK national network. The terms of the partnership are set out in the Brand Partner Agreement, which allows Age UK Croydon to develop its operating policies alongside Age UK and other brand partners, but also retain the ability to create others according to need. The partnership enables Age UK Croydon to benefit from the strength and support of a larger network, participate in national campaigns and add the voice of our clients to lobbying efforts, keeping older people's rights on the national agenda while remaining able to operate effectively as a local, independent charity. We have passed the Age UK national quality standard for information and advice services.

We partner with many voluntary sector organisations in Croydon to provide streamlined and relevant services. We are members of the Local Voluntary Leadership Board and of One Croydon Alliance, which brings together the SW London Integrated Commissioning Board (ICB), the South London and Maudsley NHS Trust, the London Borough of Croydon, the Croydon GP Collaborative and the Voluntary Sector in Croydon and is focused on improving the health and wellbeing of all adults in the borough.

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Strategy and Governance
Following several planning and discussion sessions with the Trustee Board, Senior Leadership Team, Integrated Leadership Team and Age UK Croydon Staff between April and September 2023, our three-year strategy was launched in November 2023 and will remain in place throughout 2027, providing continuity while the next strategy is developed.

We have five key objectives for the strategy:

SO1. Achieving sustained income growth, focusing on unrestricted income, so that we can invest, innovate and build capacity

SO2. Expand our reach in our community, so that more people know about us and can benefit from our services. (Particular focus on making our services accessible, accessing underrepresented groups)

SO3. Working together to deliver a holistic client journey, making every contact count

SO4. Building one diverse, skilled and empowered team. We will attract, retain and nurture staff and volunteers, so that everyone fulfils their potential

SO5. Becoming the organisation of choice for funders, partners and as an employer

Our strategy is guided by our Vision and Mission and underpinned by our values and our One Team One Organisation Approach to integrate our service offer and provide a truly person-centred approach to working with older residents in Croydon. AUKC will continue to deliver services in a mixed environment of challenge and opportunity.

Fundraising activities
During the year, we did not actively raise income from public or community fundraising campaigns. We did, however, receive income from chargeable client activities, such as social events, discos, trips, Christmas fair and similar activities. These activities are delivered primarily to further the charity's charitable purposes by promoting social connection, wellbeing and engagement among older people, rather than as public fundraising activities. Charges are set with regard to affordability, accessibility and cost recovery, and any surplus generated is applied in support of the charity's charitable purposes. The charity takes care to ensure that any fundraising or income-generating activity is carried out in a way that protects vulnerable people and the public from unreasonable intrusion, pressure or persistent approaches.

The charity did not receive any complaints in respect of fundraising activity and is not aware of any breach, material or otherwise, of any fundraising code or regulation. Historically, community fundraising has played no material role in our income generation activity. The charity was registered with the UK Fundraising Regulator from 22 April 2025 and remained registered during the financial year. The charity does not use professional fundraisers or commercial participators in connection with public fundraising.

Age UK Croydon

Trustees' report
for the year ended
31 March 2026

Objectives and activities

Our Vision : Valuing Ageing

Our Mission : to reach, involve, support and connect people so they can age well in Croydon.

Our charitable objectives as set out in our Memorandum and Articles of Association are to promote the following purposes for the benefit of the public and/or older people in and around the London Borough of Croydon:

(a) preventing or relieving the poverty of older people;
(b) advancing education;
(c) preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
(d) promoting equality and diversity;
(e) promoting the human rights of older people in accordance with the universal declaration of human rights;
(f) assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
(g) such other charitable purposes for the benefit of older people as the Charity trustees from time to time decide;

at the discretion of the Charity Trustees, to promote the relief of adults in need by reason of ill-health, disability, financial hardship or other disadvantage where engagement in such activity is considered complementary to the Charity's primary purpose.

Our activities include the provision of:

Information & Advice – we provide independent, impartial, free and confidential information and advice, over the phone, by email and online.
Befriending – we promote independent living by arranging home visits and phone calls from volunteers.
Community engagement – engaging clients and groups by maintaining a presence in local venues to raise awareness and highlight ways we can support their needs.
Community hub – our Brigstock Road hub offers a range of activities for older people and the wider community.
Healthier lifestyles – we provide regular exercise sessions in care homes, alongside Health Hubs across the borough, which include health checks, wellbeing talks and social engagement, supporting older people to manage and improve their health and reduce the risk of falls.
Memory Tree Cafés – provide a much-needed safe environment for people living with dementia and their family carers.
Personal Independent Co-ordinators (PICs) and Personal Safety Project (PSP) – PICs engage residents in a person-centred way, helping people identify their own goals to retain or regain independence and live their healthiest life. PSP trusted assessors visit older people at home, arranging aids and home adaptations, reducing the risk of falls and building confidence and independence.

Our staff team of 45 is supported by 104 dedicated volunteers who work together to deliver our services.

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The value of Volunteers at Age UK Croydon

Volunteers are a vital part of Age UK Croydon and are highly valued. They are key to much of the work that we do across our services, contributing as local people to community cohesion and social development, helping to address loneliness and isolation, and building confidence. They offer not just their time but a wealth of experience, enthusiasm and diverse skills. Older volunteers bring decades of experience, skill and community knowledge, while younger volunteers contribute energy and talents in areas such as technology and the arts, helping to bridge intergenerational gaps. This includes the Brit School students who regularly join our Memory Tree Cafes. This blend of backgrounds creates a dynamic, collaborative environment where knowledge and creativity flourish.

Their motivation is rooted in a genuine desire to help others, not financial reward. This selfless spirit fosters a strong sense of community and shared purpose, uniting individuals around a common goal of making a positive difference.

By recognising and valuing each volunteer's unique contributions, we build a supportive and inclusive culture. In doing so, we not only enhance our services but also create a thriving volunteer community that is essential to our mission and long-term impact.

Volunteer engagement remained strong during the year, with active volunteer numbers standing at 104 at the year end, consistent with the 104 volunteers reported at the close of the prior year.

Achievements and performance

Information and Advice

Our Information and Advice Service provides free, impartial and quality-assured advice to older people in Croydon and their families on benefits, housing, care and local services. Support is delivered by telephone, email, online, face-to-face and through home visits, helping people access advice in the way that best meets their needs.

During the year, the service handled 4,491 enquiries, supported 545 advice cases and secured £698,340 in additional income for older people. We also supported 303 people with successful Attendance Allowance applications, helping them maintain independence and reduce the risk of financial hardship. Client feedback showed that 99% felt able to understand their options and make informed choices to resolve their issue.

Befriending and Gift of Friendship service

Age UK Croydon's Befriending Service supports older people who are experiencing loneliness, isolation or reduced confidence by providing regular, trusted companionship through carefully matched home visits and telephone support. The service helps clients feel seen, valued and connected, creating a reliable point of contact in their week.

Throughout the year, dedicated volunteer befrienders supported 87 clients across three strands, including Gift of Friendship. The Gift of Friendship project did not achieve the intended level of delivery, as the matching criteria were not sufficiently flexible to meet target numbers within the project timeframe. We therefore made the decision to end the project; however, we continue to maintain and support the 19 client matches that were successfully made, ensuring continuity, stability and a planned, person-centred approach for those clients.

Befriending supports independence by restoring confidence and routine. With gentle encouragement, clients take small but significant steps, such as reconnecting with interests, leaving the house, accepting wider support or feeling able to talk again. A regular call or visit can become an anchor that helps someone regain choice, confidence and a place in community life.

Age UK Croydon has introduced the short Warwick-Edinburgh Mental Wellbeing Scale to strengthen outcome evidence in the coming year. Alongside client stories and volunteer observations, this will help demonstrate changes in optimism, usefulness, relaxation, clear thinking, closeness to others and decision-making.

The social value of befriending lies in improved wellbeing, stronger community connection, volunteer contribution, early prevention, reduced crisis risk and less pressure on intensive support. As demand grows, sustained funding will be key to protecting and scaling this support, turning time and kindness into lasting value for individuals, families, partners and the wider Croydon community.

Community engagement/Community Hub

Age UK Croydon's Community Engagement service supports our mission to reach, involve, support and connect older people so they can age well in Croydon. Through accessible local activities, social cafés, cultural events, newsletters and trusted volunteer support, we help older people reduce isolation, rebuild confidence and feel valued within their community.

Our Thornton Heath Community Hall provides a welcoming, dementia-friendly base, while partnerships across the borough extend our reach, remove barriers and bring support closer to home. This work is strengthened by 20 dedicated volunteers, whose time, commitment and local knowledge help make Community Engagement welcoming, inclusive and responsive to older people's needs.

This preventative approach creates strong social value by strengthening community resilience, improving wellbeing and enabling earlier connection before needs escalate. By listening to client feedback and shaping activities around people's interests, we provide more than social contact: we offer belonging, purpose and practical routes into wider support. The service demonstrates how inclusive community engagement can reduce loneliness-related risk and help create a Croydon where every older person feels respected, connected and involved.

Household Support

Through the Household Support Fund, Age UK Croydon worked with local voluntary sector partners to help vulnerable residents experiencing financial hardship access urgent support with essential costs such as food, fuel, clothing, household items and transport. The fund was delivered using our existing hardship support experience and processes, with a focus on reaching older people and carers most at risk of hardship.

During the year, we distributed £27,560 of direct support to 79 beneficiaries, with an average award of approximately £350 per client. This practical assistance helped people meet immediate household needs, reduce financial pressure and access wider support through signposting and referrals where appropriate.

Healthier Lifestyles

Our Healthier Lifestyles work supports older people in Croydon to improve physical health, wellbeing, independence and social connection through community Health Hubs and the Live Love Later Life programme in care homes.

During the year, 690 residents took part in Health Hubs in Thornton Heath, Purley, Selsdon and New Addington, accessing exercise sessions, health checks, health talks and social activities. As a result, 60% increased their regular exercise and 96% made a positive healthy lifestyle change. The programme reached a diverse group of residents, with 61% of participants from non-White ethnic backgrounds and 39% from White ethnic backgrounds.

Live Love Later Life extended this approach into 14 care homes, engaging 494 residents through 182 adapted exercise sessions. By the end of the programme, 77% of residents were maintaining or increasing their activity levels, with each care home receiving an exit plan and ongoing support to help sustain activity.

Memory Tree cafés

Our Dementia Services provide welcoming spaces for people living with dementia and their carers to remain active, connected and supported. Through three Memory Tree Cafés, participants access social interaction, peer support, exercise, creative activities, health talks and musical entertainment, helping to reduce isolation and improve wellbeing.

During the year, we also delivered Memory Tree Café sessions in care homes with support from Croydon Loves You, bringing residents, families and local people together through music, movement and meaningful activities. From September 2025, Croydon Council funding enabled Dementia Carers Groups to run alongside café sessions, providing monthly peer support, information, advice and practical guidance for carers.

Twenty unique carers attended 13 carers group sessions, 81% of participants took part in activities they enjoyed and 73% reported having enough social opportunities. The service reached a diverse group of residents and carers, with 59% from non-White ethnic backgrounds and 41% from White ethnic backgrounds.

Personal Independent Co-ordinators

The Personal Independent Co-ordinators (PICs) Service provides holistic, person-centred support to Croydon residents aged 50 and over, helping them maintain independence, improve wellbeing and live confidently at home.

PICs work with people in their own homes to identify and achieve personal goals, including improving social connections, managing health conditions, attending appointments, accessing local services and securing financial support such as Attendance Allowance, Blue Badge and Taxicard.

During the year, the service supported 522 clients, of which 89% maintained or improved wellbeing after intervention and 84% improved wellbeing during engagement. The service also helped secure £92,817 in additional benefit income for clients, working closely with GPs, social care, pharmacists, social prescribing teams, mental health services and voluntary sector partners.

Estate and sustainability

During 2025–2026 we strengthened the safety, functionality and long-term resilience of our estate, ensuring our buildings remained fit for purpose while responding swiftly to operational issues across all sites. In doing so, the trustees continued to recognise the importance of effective estate management and environmental responsibility as part of good governance, risk management and the sustainable delivery of services. Decisions were made with regard to the charity's resources, environmental impact and the need to maintain safe, accessible and reliable premises for staff, volunteers, service users and visitors.

Over the year we delivered a programme of essential drainage and plumbing works, including clearing blocked toilets and drains, undertaking CCTV investigations, water-jetting, installing new waste pipes and completing associated remedial repairs. These works protected the integrity of our facilities, reduced the risk of service disruption and supported the efficient use of resources by addressing issues promptly and proportionately. We also completed key estate repairs that improved safety and environmental conditions, including rebuilding a boundary wall, undertaking tree maintenance and installing extractor fans to enhance ventilation and reduce damp and odour risks.

Alongside these major works, we invested in smaller but high-impact improvements that support accessibility, day-to-day resilience and responsible use of the estate, including anti-slip stair materials, cable covers, forecourt paving and repairs to the summer house. Environmental considerations continue to be integrated into operational decision-making on a proportionate basis, including promoting efficient use of energy and resources, minimising waste and encouraging recycling where feasible, and taking account of environmental factors in procurement, travel, and the selection of contractors and suppliers. Looking ahead, the Board will maintain a strong focus on planned maintenance, estate resilience and practical environmental improvements that deliver long-term value for money, support financial sustainability and help ensure the charity continues to operate in a responsible and sustainable manner.

Financial Review

Financial performance during the year

For the year ended 31 March 2026, the charity reported total income of £1,657,470, compared with £2,550,322 in the prior year, a reduction of £892,852. The reduction principally reflects lower income recognised from certain partnership funding arrangements during the year, including Healthy Communities Together and Localities Commissioning, where the charity held funds for onward distribution to third parties rather than recognising them as income. This treatment reflects the nature of the arrangements in the reporting period and does not affect the prior year reporting.

Income was also affected by a lower level of legacy income and the absence of further Hospital Discharge project income in the year. Legacy income was £2,000, compared with £286,880 in the prior year, and Hospital Discharge project income was £51,300 in the prior year with no further income recognised in 2025-26. Income from charitable activities remained the principal source of income at £1,369,800, while donations and legacies totalled £231,306. Other income included an insurance receipt of £12,530 following fire damage to the charity's garden shed, and the charity generated £9,777 from paid-for client activities introduced from April 2025.

Total expenditure for the year was £1,543,217, compared with £2,147,048 in the previous year. Charitable expenditure accounted for the substantial majority of expenditure at £1,477,907, demonstrating that resources continued to be directed primarily towards the delivery of services for older people and other beneficiaries in Croydon. Expenditure reduced year on year in line with the change in funded activity, while the charity continued to manage costs carefully and maintain service delivery across its key programmes.

The overall result for the year was net income of £119,419, compared with net income of £403,911 in 2024-25. This comprised net income of £61,966 on unrestricted funds and £57,453 on restricted funds. After transfers between funds, total funds increased from £1,619,095 at 1 April 2025 to £1,738,514 at 31 March 2026. Unrestricted funds at the year end were £1,619,440 and restricted funds were £119,074.

Financial position at the year end

The balance sheet remains strong. Net assets at 31 March 2026 were £1,738,514, including tangible fixed assets of £531,093 and net current assets of £1,207,321. Cash at bank and in hand was £706,520 at the year end. Cash and deposits are held in accordance with the charity's investment policy. The trustees consider the charity to be in a sound financial position. The reserves policy, set out below, explains the level and purpose of reserves held, including unrestricted and designated reserves available to manage known risks, support services where future funding has not yet been secured and invest in organisational capacity and service development in line with the charity's objectives. The trustees continue to monitor income diversification, contract dependency, cost pressures and cash flow through regular financial reporting and risk management processes.

Remuneration policy

The trustees are responsible for determining the salary of the CEO. All other salaries are benchmarked against the market from time to time. All staff are paid at or above the London Living Wage. Trustees receive no remuneration other than their expenses.

Investment policy
The charity's investment policy delegates decisions on investments to the Finance Committee. Cash balances surplus to immediate requirements are held in interest-bearing accounts with maturities ranging from instant access to 24 months through the Flagstone platform. These investments are securely held with various UK financial institutions that are FSCS-protected.

Reserves policy
The reserves policy is designed to balance the requirement to hold funds to cover risks whilst allowing the organisation to invest funds in projects aimed at delivering benefits to the older people of Croydon. The trustees consider that the charity should hold sufficient reserves for the following purposes:

Operating reserve to cover the position if the charity faced closure and required funds to meet all obligations in such an event
Building and capital asset reserve to cover repairs not covered by insurance, improvement to the capital assets of the organisation or to allow for necessary capital asset acquisition
Equipment replacement reserve to cover a rolling programme of replacement of IT equipment
Special projects reserve to provide flexible funding for special projects and organisational capacity building (e.g. staff development, research, infrastructure investment) that advance the charity's objectives, independent of expected income generation.
Employee assistance reserve to provide assistance to members of staff undergoing hardship.

The trustees review the targets set for each reserve annually and the allocation of the total available unrestricted reserve to those targets.

Risk Management
The trustees continue to assess the major risks to which the charity is exposed. Risks are recorded in a risk register which is reviewed by the committees quarterly and the Board on an annual basis. Major risks identified in this reporting period were:

Income not well diversified with reliance on a few key contracts -the charity continues to have close relationships with its funders and is regularly invited to submit expressions of interest in new services.

IT failures and security -although the charity has external support and robust security procedures, it is very dependent on its IT and this inevitably remains a risk area. Response plans are to be further developed in the coming year to address the risks. The charity has recently successfully completed the NHS data security toolkit and Cyber essentials reassessments.

Future plans
During 2026-27 and beyond, the charity will continue to deliver its strategy, which remains in place throughout 2027 to provide continuity while the next strategic plan is being developed. Our focus will remain on reaching, involving, supporting and connecting older people so they can age well in Croydon, while responding to local evidence of increasing need, including population growth, health inequalities, financial hardship, social isolation and the rising prevalence of long-term conditions.

We will strengthen core services with an emphasis on prevention, early support, independence, wellbeing and reducing isolation. Client feedback, impact data and outcome measures will be used to demonstrate the difference our services make, inform service improvement and support future funding priorities.

A key priority will be to improve financial sustainability by diversifying income, increasing unrestricted income and maintaining strong relationships with funders, commissioners and partners. The Board has designated reserves to support services in 2026-27 where funding has not yet been secured, including the helpline, while continuing to manage financial risk prudently and invest in services and organisational capacity.

We will continue to build effective partnerships across the Age UK national network, One Croydon Alliance and the voluntary, community and statutory sectors, seeking opportunities to expand our reach, particularly among underrepresented communities and those facing barriers to support. We will also maintain focus on our people, volunteers, estate and systems, including staff and volunteer development, planned maintenance, practical environmental improvements, IT security, business continuity and incident response planning.

Reserves and Going concern

At the balance sheet date, the charity's total reserves were £1,738,514. After deducting restricted funds and tangible fixed assets, unrestricted reserves not represented by tangible fixed assets were £1,088,347. The trustees have reviewed these reserves and have designated them as follows:

operating reserve	£250,000
building and capital asset reserve	£129,818
equipment replacement reserve	£11,486
employee assistance reserve	£4,500
support for operations in 2026-27	£246,780
special projects reserve	£445,763

Since the year end the Board has agreed further designation of reserves to increase the operating reserve to £320,000, the building and capital asset reserve to £250,000 and to reinstate the employee assistance reserve to £6,000.

The Board has agreed £246,780 to support various of the charity's operations for the coming year for which there is no other currently agreed funding. This includes the helpline which is a vital service for beneficiaries being the principal avenue through which people approach the charity for support.

The charity has prepared plans and forecasts (including on a reasonable worst-case basis) which provide comfort that the charity has sufficient reserves to continue to operate for at least 12 months from the date of signing the balance sheet.

Age UK Croydon

Trustees' report
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Statement of Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgments and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and 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 corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report, which has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006, was approved by the Board on and signed on its behalf.

~~Brenda Scanlan~~
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22/09/2026

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK CROYDON

Opinion
We have audited the financial statements of Age UK Croydon (the 'charitable company') for the year ended 31 March 2026 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:
- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2026 and of its incoming resources andapplication of resources, including its income and expenditure forthe year then ended

- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice

- Have been prepared in accordance with the requirements of the Companies Act 2006.

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

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

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

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- The trustees' annual report, including the strategic report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception
In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or

- The financial statements are not in agreement with the accounting records and returns; or

- Certain disclosures of trustees' remuneration specified by law are not made; or

- We have not received all the information and explanations we require for our audit; or

- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage ofthe small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an 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.

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

Capability of the audit in detecting irregularities
In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the finance, audit and risk committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;

  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;

  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.

- We inspected the minutes of meetings of those charged with governance.

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.

- We reviewed any reports made to regulators.

- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.

- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Use of our report

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

K.C. Fisher

Kevin Fisher FCA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey KT6 7AL

22-9-2026

Age UK Croydon

Statement of financial activities and Income and expenditure account
for the year ended 31 March 2026

	Note	Unrestricted funds	Restricted funds	Total funds 2026	Unrestricted funds	Restricted funds	Total funds 2025
		£	£	£	£	£	£
Income from:							
Donations and legacies	3	29,512	201,794	231,306	316,171	103,214	419,385
Charitable activities	4	1,240,112	129,688	1,369,800	1,305,282	771,868	2,077,150
Other trading activities		1,657	-	1,657	6,653	-	6,653
Investments		42,177	-	42,177	47,134	-	47,134
Other income		12,530	-	12,530	-	-	-
Total income		1,325,988	331,482	1,657,470	1,675,240	875,082	2,550,322
Expenditure on:							
Raising funds		65,310	-	65,310	49,907	-	49,907
Charitable activities		1,203,878	274,029	1,477,907	1,161,258	935,883	2,097,141
Total expenditure	5/6	1,269,188	274,029	1,543,217	1,211,165	935,883	2,147,048
Net gain/(loss) on fixed asset disposal		(834)		(834)	-	-	-
Net gain/(loss) on investments	13	6,000	-	6,000	637	-	637
Net income/(expenditure)		61,966	57,453	119,419	464,712	(60,801)	403,911
Transfers between funds	17	(31,595)	31,595	-	(59,952)	59,952	-
Net movement in funds		30,371	89,048	119,419	404,760	(849)	403,911
Reconciliation of funds							
Total funds brought forward		1,589,069	30,026	1,619,095	1,184,309	30,875	1,215,184
Total funds carried forward	17	1,619,440	119,074	1,738,514	1,589,069	30,026	1,619,095

All of the above results derive from continuing activities.
There were no other recognised gains and losses other than those stated above.
Movements in funds are disclosed in note 17 to the financial statements.

Age UK Croydon

Company no. 03921436

Balance sheet

as at 31 March 2026

	Note	2026		2025	
		£	£	£	£
Fixed assets					
Tangible assets	10		531,093		527,455
Investment in Age UK Croydon Trading Ltd	11		100		100
Investments	12		-		-
Total fixed assets			531,193		527,555
Current assets					
Debtors	14	88,748		194,421	
Investments	15	572,337		810,504	
Cash at bank and in hand		706,520		414,641	
Total current assets		1,367,605		1,419,566	
Creditors: amounts falling due within one year	16	(160,284)		(328,026)	
Net current assets/(liabilities)			1,207,321		1,091,540
Total assets less current liabilities			1,738,514		1,619,095
Net assets	18		1,738,514		1,619,095
The funds of the charity:					
Restricted funds			119,074		30,026
Unrestricted funds:					
- General funds		531,093		527,455	
- Designated funds		1,088,347		1,061,614	
Total unrestricted funds			1,619,440		1,589,069
Total charity funds	17		1,738,514		1,619,095

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The accounts were approved and authorised for issue by the trustees on and signed on their behalf by:



22/09/2026

~~Brenda Scanlan, Chair~~

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Age UK Croydon

Company no. 03921436

Statement of Cash Flows

for the year ended

31 March 2026

	Note	2026	2025
		£	£
Cash provided by operating activities	20	17,655	113,753
Cash flows from investing activities			
Investment income		42,177	47,134
Sale/(Purchase) of current asset investments	15	238,167	(385,504)
Sale/(Purchase) of fixed asset investments	12	-	119,796
Sale of investment property	13	6,000	-
Purchase of tangible fixed assets	10	(12,120)	(15,226)
Cash provided by/(used in) investing activities		274,224	(233,800)
(Decrease)/Increase in cash and cash equivalents in the year		291,879	(120,047)
Cash and cash equivalents at the start of the year		414,641	534,688
Cash and cash equivalents at the end of the year		706,520	414,641

Analysis of changes in net debt

	At start of year	Cashflows	At end of year
	£	£	£
Cash	414,641	291,879	706,520
	414,641	291,879	706,520

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2026

1 Statutory information

Age UK Croydon is a private company limited by guarantee with no share capital, domiciled in England and Wales, registration number 03921436. In the event of the charity being wound up, the liability in respect of the guarantee is restricted to £1 per member of the company.

2 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

(i) Basis of preparation

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 Companies Act 2006. The accounts are prepared in Sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

Age UK Croydon 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).

(ii) Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

(iii) Fund accounting

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

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

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

2 Accounting policies (cont'd)

(iv) Income recognition

Income is recognised and included in the accounts when all of the following criteria are met:

- the charity has entitlement to the funds
- receipt of the income is considered probable
- the amount can be measured reliably.

The following specific policies are applied to particular categories of income:

- Donated goods, services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- For legacies, entitlement is taken as the earlier of the date on which either:
  - the charity is aware that probate has been granted, the estate has been finalised and notification has been made to the charity that a distribution will be made, or
  - when a distribution is received from the estate.

  Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material.
- Government grants are recognised when receivable unless performance-related conditions apply to them; in which case they are recognised when the performance-related conditions are met.
- Investment income is recognised on an accruals basis.
- Income received in advance of the charity becoming entitled to it is deferred until such time as the services have been provided.

(v) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of raising funds comprise the costs associated with attracting voluntary income and activities for generating funds.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis using a combination of staff numbers and staff time.

2 Accounting policies (cont'd)

(vi) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

computers, fixtures and fittings	20% reducing balance
freehold land and buildings	do not depreciate

No depreciation has been provided for freehold buildings as the realisable value is greater than the carrying value at the balance sheet date.

Although this accounting policy deviates from FRS 102 and the general requirement of the Companies Act 2006 for all tangible fixed assets to be depreciated, it is the opinion of the trustees that deviation from the standard is necessary for the financial statements to give a true and fair view.

Investments held as fixed assets are revalued at mid-market value at the balance sheet date and the gain or loss taken to the statement of financial activities.

(vii) Pensions

The charity's employees are able to make contributions into a defined contribution pension scheme. Eligible employees are automatically enrolled unless they have exercised their right to opt out of scheme membership. Employees may choose to contribute 4% or more of their salary and the charity contributes 4%.

(viii 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.

(ix) Current asset investments

Current asset investments include cash deposits held with a maturity of more than three months.

(x) 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.

(xi) Creditors

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.

(xii) Financial instruments

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

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2026

3 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2026	Unrestricted funds	Restricted funds	Total 2025
	£	£	£	£	£	£
Donations	20,012	-	20,012	8,841	-	8,841
Legacies	2,000	-	2,000	286,880	-	286,880
Grants:						
NASP	-	2,000	2,000	-	2,000	2,000
Mercers/The Charity of Sir Richard Whittington	-	50,000	50,000	-	37,500	37,500
Charities Aid Foundation	-	60,000	60,000	-	46,250	46,250
Croydon Council	-	19,583	19,583	-	-	-
Garfield Weston	-	4,750	4,750	12,500	-	12,500
Viviensa Foundation	-	10,000	10,000	-	-	-
Age UK London	-	-	-	-	5,200	5,200
Age UK	7,500	51,841	59,341	7,500		7,500
Emmanuel Hospital	-		-	-	9,375	9,375
Parkinsons UK	-	1,389	1,389	-	1,389	1,389
Croydon 60+ Benvolent fund		2,000	2,000	-	-	-
Others	-	231	231	450	1,500	1,950
Total	29,512	201,794	231,306	316,171	103,214	419,385

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2026	Unrestricted funds	Restricted funds	Total 2025
	£	£	£	£	£	£
Healthier Lifestyles	199,393	-	199,393	197,618	124,475	322,093
Personal Independence Co-ordinators	924,111	-	924,111	973,586	-	973,586
Care Home Connectors	-	-	-	17,400	-	17,400
Memory Tree Café	-	-	-	-	5,526	5,526
Dementia café in a care home	-	-	-	-	12,965	12,965
Information and advice	74,648	-	74,648	70,000	7,500	77,500
HCT Healthier Communities Together	-	-	-	22,980	222,638	245,618
Localities Commissioning	15,000	-	15,000	19,490	392,282	411,772
Social activities	11,106	-	11,106	-	-	-
Household Support fund	12,623	129,688	142,311	4,208	6,482	10,690
Other	3,231	-	3,231	-	-	-
	1,240,112	129,688	1,369,800	1,305,282	771,868	2,077,150

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2026

5 Expenditure allocation - current year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2026
	£	£	£	£	£
Charitable activities					
Information and Advice	83,534	4,733	-	37,270	125,537
Befriending & Community Engagement	76,301	6,952	-	30,456	113,709
Healthier Lifestyles	147,200	12,643	-	59,750	219,593
Memory Tree cafes & carer support	30,048	7,188	-	14,553	51,789
Localities Commissioning	-	-	9,000	-	9,000
Personal Independence Co-ordinators	583,613	21,863	-	223,955	829,431
Gift of Friendship	24,224	1,400		9,517	35,141
No home for loneliness	20,000	-	-	-	20,000
Brigstock Road community hub	6,171	34,101	-	4,524	44,796
Household Support	-	-	27,561	-	27,561
Hardship fund	-	1,350	-	-	1,350
					-
	971,091	90,230	36,561	380,025	1,477,907
Raising funds					
Fundraising costs	46,074	11,621	-	7,615	65,310
	46,074	11,621	-	7,615	65,310
Governance	-	5,725	-	(5,725)	-
Premises costs	-	12,387	-	(12,387)	-
General support costs	271,682	97,846	-	(369,528)	-
	271,682	115,958	-	(387,640)	-
Total	1,288,847	217,809	36,561	-	1,543,217

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2026

5a Expenditure allocation - previous year

	Staff costs	Other direct costs	Partner payments	Support costs	Total funds 2025
	£	£	£	£	£
Charitable activities					
Information and Advice	139,646	2,290	-	55,075	197,011
Befriending & Community Engagement	67,142	5,302	-	41,736	114,180
Healthier Lifestyles	203,739	11,709	-	77,407	292,855
Memory Tree cafes	33,344	6,838	-	17,621	57,803
Care Home Connectors	11,091	21	-	4,820	15,932
Personal Independence Co-ordinators	550,305	29,103	-	200,600	780,008
Brigstock Road community hub	5,593	8,738	-	3,300	17,631
Brigstock Road Refurbishment	-	-	-	-	-
HCT Healthy Communities together	-	-	222,638	-	222,638
Localities Commissioning	-	-	392,282	-	392,282
Household Support	-	-	6,482	-	6,482
Hardship fund	-	319	-	-	319
	1,010,860	64,320	621,402	400,559	2,097,141
Raising funds					
Fundraising costs	39,825	4,270	-	5,812	49,907
					-
	39,825	4,270	-	5,812	49,907
Governance	-	7,105	-	(7,105)	-
Premises costs	-	16,240	-	(16,240)	-
General support costs	290,040	92,986	-	(383,026)	-
	290,040	116,331	-	(406,371)	-
Total	1,340,725	184,921	621,402	-	2,147,048

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2026

6 Support costs - current year

	Governance	Premises	General support	Total 2026
	£	£	£	£
Staff costs	-	-	271,682	271,682
Amounts payable to auditor:				
statutory audit	5,250	-	-	5,250
Payroll, HR and recruitment	-	-	8,381	8,381
Consultancy fees		-	1,340	1,340
Staff training	-	-	699	699
Publicity and promotion	-	-	3,855	3,855
Office and finance costs	-	-	11,667	11,667
IT and website	-	-	27,694	27,694
Depreciation	-	-	7,649	7,649
Telephone	-	-	18,282	18,282
Business rates	-	2,126	-	2,126
Insurance	-	-	9,221	9,221
Light, heat and water	-	6,490	-	6,490
Refuse & waste disposal	-	3,771	-	3,771
Other costs	475	-	9,058	9,533
	5,725	12,387	369,528	387,640

6a Support costs - previous year

	Governance	Premises	General support	Total 2025
	£	£	£	£
Staff costs	-	-	290,040	290,040
Amounts payable to auditor:				-
statutory audit	4,860	-	-	4,860
Payroll, HR and recruitment	575	-	5,713	6,288
Consultancy fees	1,000	-	6,600	7,600
Staff training	-	-	1,677	1,677
Office and finance costs	-	-	17,102	17,102
IT and website	-	-	24,888	24,888
Depreciation	-	-	6,428	6,428
Telephone	-	-	16,098	16,098
Rent and service charge	-	7,388	-	7,388
Business rates	-	886	-	886
Insurance	-	-	8,584	8,584
Light, heat and water	-	4,592	-	4,592
Refuse & waste disposal	-	3,374	-	3,374
Other costs	670	-	5,896	6,566
	7,105	16,240	383,026	406,371

7 Staff and trustee remuneration

Staff costs were as follows:	2026 £	2025 £
Salaries and wages	1,122,624	1,182,476
Social Security costs	124,805	104,668
Employer's contribution to defined contribution pension schemes	41,418	43,842
Redundancy costs	-	9,739
Total	1,288,847	1,340,725

The number of employees whose total employee benefits (excluding employer pension costs) exceeded £60,000 were as follows:

	2026	2025
£70,000 - £79,999	1	1

None of the Trustees have been paid any remuneration or received any other benefits from employment with the charity or a related entity (2025: £nil) One trustee was reimbursed for expenses during the year of £35 (2025: £54).

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, and the Senior Leadership Team . The total employee benefits of the key management personnel of the charity were £206,694 (2025: £215,663).

8 Staff numbers

The average number of employees was as follows:

	2026 Headcount	2025 Headcount
Information and Advice	4	7
Befriending & Community Engagement	3	3
Healthier Lifestyles	7	10
Memory Tree cafes and carer support	3	2
Personal Independence Co-ordinators	19	16
Gift of Friendship	2	0
Administration & Management	7	7
Volunteer co-ordination	0	1
	45	46

9 Related party transactions

The aggregate amount of donations received from related parties in the year was £nil (2025: £nil).

There were no other related party transactions (2025: none).

10 Tangible fixed assets

	Freehold land	Freehold buildings	Fixtures & Fittings	Office Equipment	Total
	£	£	£	£	£
Cost or deemed cost					
At 1 April 2025	21,303	468,673	15,708	63,096	568,780
Additions	-	-	12,120	-	12,120
Disposals	-	-	-	(5,600)	(5,600)
At 31 March 2026	21,303	468,673	27,828	57,496	575,300
Accumulated depreciation					
At 1 April 2025	-	-	7,010	34,315	41,325
Charge for the year	-	-	1,942	5,706	7,648
Disposals	-	-	-	(4,766)	(4,766)
At 31 March 2026	-	-	8,952	35,255	44,207
Net book value					
At 31 March 2026	21,303	468,673	18,876	22,241	531,093
At 31 March 2025	21,303	468,673	8,698	28,781	527,455

11 Investment in subsidiary

The charity owns 100% of the share capital of Age Uk Croydon Trading Limited, registered in England and Wales with company number 05792724.

The company was dormant in the period with net assets of £100.

12 Fixed asset investments

	2026	2025
	£	£
At 1 April	-	120,007
Unrealised gain/(loss) on investments	-	637
Disposal	-	(119,796)
Charges	-	(848)
Market value at 31 March	-	-

Investments were held within a multi asset portfolio managed by an investment manager. During the previous year the portfolio was closed and the proceeds reinvested in fixed term cash investments through the Flagstone platform. These investments are securely held with various UK financial institutions that are FSCS-protected.

13 Investment property

Adjoining the charity's Brigstock Road premises is a portion of land on Bensham Lane on which 4 terraced bungalows were constructed in the 1970s. The charity owns the freehold of the land on which 3 of the bungalows sit, together with the common frontage. The freehold of the 4th bungalow was sold in around 2007. The other bungalows were occupied by tenants on long leaseholds.

During the year the charity disposed of the freehold of a second bungalow. The sale price was £6,000, all costs being borne by the purchaser.

Historically no value has been attributed to these properties in the accounts as their value was not considered to be material and therefore the whole amount of £6,000 has been shown as a gain on disposal.

14 Debtors

	2026	2025
	£	£
Trade debtors	54,795	120,143
Prepayments and accrued income	33,693	29,556
Other debtors	260	44,722
Total	88,748	194,421

15 Current asset investments

	2026	2025
	£	£
Deposits with a maturity date of:		
Three to six months	131	362,516
Over six months	572,206	447,988
Total	572,337	810,504

16 Creditors: amounts falling due within one year

	2026	2025
	£	£
Trade creditors	21,779	23,088
Taxation and social security	26,442	23,854
Other creditors	11,184	17,931
Deferred income	64,271	225,200
Accruals	36,608	37,953
Total	160,284	328,026

Deferred income

	2026	2025
	£	£
Balance at beginning of year	225,200	803,541
Amounts released to income	(348,265)	(978,532)
Amounts deferred in the year	187,336	400,191
Balance at the end of the year	64,271	225,200

Income is deferred when it has been invoiced or received in advance of the relevant activity being carried out or (in the case of grant income) when performance-related conditions have not yet been met.

Age UK Croydon

Notes to the accounts
for the year ended
31 March 2026

17 Movements in funds

	At 1 April 2025 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2026 £
Restricted funds:					
Hardship fund	14,962	-	(1,350)	-	13,612
Befriending	-	60,000	(60,942)		(942)
Healthier Lifestyles	15,064	1,389	(15,064)	-	1,389
Memory Tree cafes & carers support	-	26,333	(51,788)	25,455	-
Community Engagement	-	55,072	(54,786)	-	286
Household Support fund	-	129,688	(27,561)	-	102,127
Vivenza Foundation	-	10,000	(7,398)	-	2,602
Gift of Friendship	-	29,000	(35,140)	6,140	-
No home for loneliness	-	20,000	(20,000)	-	-
Total restricted funds	**30,026**	**331,482**	**(274,029)**	**31,595**	**119,074**
Unrestricted funds:					
Building and capital assets reserve	150,000	-	(20,182)	-	129,818
Operating reserve	250,000	-	-	-	250,000
Equipment replacement reserve	11,486	-	-	-	11,486
Special projects reserve - unallocated	419,385	8,000	-	18,378	445,763
Special projects reserve - 2025-26 support	224,743	-	-	(224,743)	-
Special projects reserve - 2026-27 support				246,780	246,780
Employee assistance fund	6,000	-	(1,500)	-	4,500
Total designated funds	**1,061,614**	**8,000**	**(21,682)**	**40,415**	**1,088,347**
General funds	527,455	1,323,988	(1,248,340)	(72,010)	531,093
Total unrestricted funds	**1,589,069**	**1,331,988**	**(1,270,022)**	**(31,595)**	**1,619,440**
Total funds	**1,619,095**	**1,663,470**	**(1,544,051)**	**-**	**1,738,514**

17a Movements in funds (Cont'd)

Movements in funds - previous year

	At 1 April 2024 £	Incoming resources £	Outgoing resources £	Transfers	At 31 March 2025 £
Restricted funds:					
Hardship fund	15,281	-	(319)	-	14,962
Information and advice	-	7,500	(7,500)	-	-
Befriending	-	46,250	(48,648)	2,398	-
Healthier Lifestyles	14,503	125,864	(125,303)	-	15,064
Memory Tree cafes	1,091	20,491	(57,804)	36,222	-
Emmanuel Hospital	-	9,375	(9,375)	-	-
Community Engagement	-	43,200	(65,532)	22,332	-
HCT Healthier Communities Together	-	222,638	(222,638)	-	-
LCM Localities Commissioning Funds	-	392,282	(392,282)	-	-
Household Support fund	-	6,482	(6,482)	-	-
Communities First	-	1,000	-	(1,000)	-
Total restricted funds	**30,875**	**875,082**	**(935,883)**	**59,952**	**30,026**
Unrestricted funds:					
Building and capital assets reserve	150,000	-	(5,712)	5,712	150,000
Operating reserve	250,000	-	-	-	250,000
Equipment replacement reserve	10,000	-	-	1,486	11,486
Special projects reserve - unallocated	130,002	286,880	-	2,503	419,385
Special projects reserve - 2024-25 support	99,000	-	-	(99,000)	-
Special projects reserve - 2025-26 support	-	-	-	224,743	224,743
Fair value reserve	25,782	637	-	(26,419)	-
Employee assistance fund	-	-	-	6,000	6,000
Total designated funds	**664,784**	**287,517**	**(5,712)**	**115,025**	**1,061,614**
General funds	519,525	1,388,360	(1,205,453)	(174,977)	527,455
Total unrestricted funds	**1,184,309**	**1,675,877**	**(1,211,165)**	**(59,952)**	**1,589,069**
Total funds	**1,215,184**	**2,550,959**	**(2,147,048)**	**-**	**1,619,095**

17 Movements in funds (Cont'd)

Purposes of restricted funds

The majority of restricted funds that the charity receives are restricted to a particular service, and are usually spent within the year of receipt. Where the restriction is more specific, it is identified within the relevant service.

- Hardship fund is available to relieve hardship suffered by older people in Croydon. This is primarily used to provide small grants aimed at assisting beneficiaries to acquire essential goods.

Purposes of designated funds

- Operating reserve: held to cover the position if Age UK Croydon faced closure and required funds to meet all obligations in such an event.
- Building and capital asset reserve: held to cover repairs not covered by insurance, improvement to capital assets of the charity, or to allow for necessary capital asset acquisition
- Equipment replacement reserve: held to allow for replacement or repair of equipment (principally IT)
- Special projects reserve: held to fund new projects focused on developing new services. This reserve is created from legacy income received and amounts from unrestricted surpluses.
- Fair value reserve: holds the unrealised gains on the investment portfolio to the extent that they exceed losses.
- Employee assistance fund: to support employees in need.

18 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	531,093	-	531,093
Investments	100	-	100
Net current assets	1,088,247	119,074	1,207,321
Net assets at 31 March 2026	1,619,440	119,074	1,738,514

18a Analysis of net assets between funds - previous year

	Unrestricted funds £	Restricted funds £	Total funds £
Tangible fixed assets	527,455	-	527,455
Investments	100	-	100
Net current assets	1,061,514	30,026	1,091,540
Net assets at 31 March 2025	1,589,069	30,026	1,619,095

19 Guarantees and other financial commitments

	2026	2025
	£	£
Operating lease commitments due:		
within one year	4,531	4,918
between one and five years	2,352	614
	6,883	5,532

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

	2026	2025
	£	£
Net income for the reporting year (as per the statement of financial activities)	119,419	403,911
Adjustments for:		
Depreciation charge	7,648	6,428
Loss/(Gain) on investments	(6,000)	(637)
Loss/(Gain) on fixed asset disposals	834	868
Investment charges	-	848
Interest income from investments	(42,177)	(47,134)
Decrease/(Increase) in debtors	105,673	347,853
Increase/(decrease) in creditors	(167,742)	(598,384)
Net cash (used in)/provided by operating activities	17,655	113,753