

AGE UK LEWISHAM AND SOUTHWARK

(A Company Limited by Guarantee)

Company No. 2118525

Charity No. 296862

Report and Financial Statements

For the year ended

31 March 2016



Age UK Lewisham and Southwark

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Age UK Lewisham and Southwark

General Information

Trustees:	Miny Jansen (Chair) John Hodgett (Vice-Chair) Ray Boyce Leon Kreitzman Sarah McCarthy Irene Payne Marcia Purnell Margaret Riddell (deceased July 2016) Hannah Suthren (appointed 26 November 2015) John Veness (Treasurer)
Company Secretary:	John Hodgett
Chief Executive:	Jacky Bourke-White
Charity Number:	296862
Company Number:	2118525
Registered Office:	Stones End Centre 11 Scovell Road London SE1 1QQ 020 7701 9700 www.ageuk.org.uk/lewishamandsouthwark
Auditors:	Goldwins Limited 75 Maygrove Road West Hampstead London NW6 2EG www.goldwins.co.uk
Bankers:	National Westminster Bank plc 70 Denmark Hill London SE5 8TT
Solicitors:	Bates, Wells & Braithwaite 10 Queen St Place London EC4R 1BE
Age UK:	Tavis House 1-6 Tavistock Square London WC1H 9NA

Age UK Lewisham and Southwark

Report of the Board of Trustees for the year ended 31st March 2016

The Trustees, who are also directors of the Charitable Company, have pleasure in presenting their Annual Report and financial statements for the year ended 31st March 2016. The Trustees confirm that the financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and with the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP, which is applicable to charities preparing their accounts in accordance with FRS 102.

Our Aims, Objectives and Activities

Purposes and aims

Age UK Lewisham and Southwark (AUKLS) exists to improve life for older people, especially those who are vulnerable. Our ethos is to empower older people to make choices, to take control of their lives and of the support that they receive. To achieve this, we provide a range of services, working in partnership across the voluntary, community, and statutory sectors.

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilling lives by:

-) Providing services and support to address poverty and isolation
-) Connecting older people with their communities
-) Promoting health and wellbeing
-) Working positively with partners

Our work is shaped by our values:

-) Fairness and equality as a service provider, employer and partner
-) Recognising older people as individuals with diverse talents and needs
-) Being open to partnerships and collaboration with individuals and organisations in all sectors
-) Being a dynamic, credible, trusted and a sustainable organisation

The charity's legal objects are: to promote the following purposes for the benefit of the public and/or older people in and around Lewisham and Southwark:-

-) Preventing or relieving the poverty of older people
-) Advancing education
-) Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
-) Promoting equality and diversity
-) Promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
-) Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage
-) Helping families and carers of older people

-) Working with statutory and voluntary agencies; and
-) Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide

Ensuring our work delivers our purposes and aims

The charity continues to develop effective ways of serving older people, including preventive activities and services to support healthy ageing. It supports the local voluntary sector, and engages in joint planning for, and influencing of, local services with both statutory and voluntary organisations.

In reviewing our aims and objectives, and in planning our future activities, the Trustees refer to the Charity Commission's general guidance on public benefit. In particular, the Trustees consider how planned activities can contribute to AUKLS' aims and objectives.

To ensure that our services can benefit those older people with the greatest need, we accept referrals from a variety of sources. We also take every available opportunity to publicise our Safe and Independent Living programme, and to provide holistic support for older people through collaboration with other organisations.

Our Activities

We are passionate about delivering services that match our ethos and enhance independence and wellbeing, from complex care to smaller projects:-

-) Community Connections, a project focussed on health and wellbeing that supports Lewisham residents to access local services
-) Day Care, for mentally and physically vulnerable older people
-) Healthy Living Initiatives that re-able and empower by providing open-access activities and social opportunities
-) Independent Living Services, including Help at Home, Happy Feet, Handy Persons, Safe and Independent Living First Contact Scheme, Care Navigation and Lay Inspection of home care and care homes
-) Information and Advice, maximising older people's income and providing advice on housing, debt, care and consumer issues

Achievements and Performance

Community Connections

Working with vulnerable adults and with community and voluntary sector groups in Lewisham, Community Connections increases people's social engagement and supports the self-management of long-term conditions. Our person-centred approach ensures that each individual is referred to services or groups relevant to their wishes or needs.

In 2015/16 our Community Support Facilitators worked with 617 people to reduce isolation, whether through befriending, volunteering or attending groups. Over 81% of referrals were actioned within 14 days, and 16 Community Connector volunteers were recruited and trained.

We made 380 development visits (3 times our minimum target level) to community groups, day centres and local assemblies, identifying further services to which people could be referred. We worked with 40 organisations, supporting them with action plans to build capacity or to secure funding. We networked with groups across Lewisham to share ideas, resources, and opportunities, developing a community 'offer' in the Borough

The outcomes of this work included:

-) Better health, wellbeing and resilience for older people
-) Increased choice for older people
-) A reduction of GP and hospital visits for older people
-) Consolidation of resources through joined-up service delivery

Case Study

I met J in June 2015, and have been working as her Community Connections Facilitator. J had to give up work as a result of diabetes, and suffers with depression and isolation. She lives with her husband and daughter, and, unfortunately, the dynamic between family members was making J feel even more depressed. She has numerous physical problems such as heart disease, seizures and falls, as well as osteoarthritis.

She is 56 years old.

When I first met J, she told me that she had been attending a weekly session at Sydenham Gardens since July 2014, but that her placement there was coming to an end. She was keen to find something else to do.

After talking with J about her routine and the interests of each family member, I was able to offer an activity for each of them. Soon everyone had something interesting to do, which resulted in more positive family relationships. This made J feel much happier.

Early in February 2016, Sydenham Gardens informed AUKLS Community Connections that J was ready for her next activity. Through our work with J, she not only had access to a range of information about the groups, activities and services available to her locally, but she had the confidence to make her own choice about what to do next. She decided to join the Ageing Well group in The Grove Centre, and now enjoys the group's activities throughout the week.

Day Care for mentally and physically vulnerable older people

The Stones End Day Care Centre serves 100 older people with higher-level needs in Southwark borough. The Centre is open from Monday to Friday, and offers a diverse and stimulating programme of activities. Stones End provides opportunities for previously-isolated older people to make friends, enjoy a meal together, and develop skills. Exercise, social interaction and skills-sharing lead to improved health and wellbeing, and to increased confidence.

In addition to a regular programme including arts and crafts, bingo, singing, reading and exercise, members can enjoy hairdressing and nail-painting services at our newly- refurbished salon, regular shopping trips, and day trips to places of interest.

We offer celebrations throughout the year, including a summer barbecue and an entertainments programme delivered by partners from the world of theatre and music.

Provision of transport makes our Day Care services accessible to those who might otherwise be isolated owing to health and mobility issues.

During the past year we have developed a framework to measure outcomes for people attending the Day Centre (members and volunteers). Measurement involves regular meetings and feedback questionnaires, with the results being included in the annual Impact Report. The Impact Report, together with regular newsletters, enables the Day Centre to share its achievements with a wide range of stakeholders and referral organisations. This process is accompanied by quarterly presentations to social services.

During the course of the year we held 4 member meetings to listen to our members' views. In December 2015 our members' satisfaction survey showed the following:

-) 95% of respondents feel at home at Stones End
-) 96% of respondents feel safe and secure at Stones End
-) 88% of respondents said that staff and volunteers listen to, respect, and treat them well
-) 90% of respondents said that they felt involved and part of a community

13 of our Stones End volunteers gained employment in 2015 / 2016. Seven volunteers went into Health and Social Care, two volunteers went into retail, one into catering, one into the IT industry - and one was employed by EDF Energy at a nuclear power plant in Edinburgh!

In 2016, with the support of POOL RE, AUKLS purchased a PARO therapeutic interactive robot, which takes the form of a cuddly harp seal pup. It is a device that has been demonstrated to have a positive impact on the care of service users with dementia, and is thought to induce calm positive emotions, feelings of nurturing and affection, curiosity and laughter. We were the first day care facility in the UK to buy one of these for our members and offer this ground-breaking therapeutic aid.

Healthy Living Services

These services comprise a Healthy Living Centre (HLC) in Bermondsey, community partnerships, and the Communities Living Well Project (CLW). Our Healthy Living Services aim to improve older people's physical and mental health and wellbeing through a variety of social activities and opportunities. We promote an active lifestyle, and we offer support in forming and rekindling friendships at the HLC Centre and in the wider community.

During the year, 834 older people took part in social activities and over 9,000 lunches were served. 220 older people participated in CLW activities, and 14 volunteers were recruited to lead on community activities.

Through monitoring attendance and activities at the HLC, and using surveys to record impact on individuals, we know that our Healthy Living services have achieved the following outcomes for older people:

-) Increased participation in healthy and social activities
-) Greater awareness of how to improve health and wellbeing
-) Increased social engagement and friendship
-) Improved psychological health and happiness
-) Increased access to wider community networks
-) Increased awareness of available services

In addition, our Weathering Well programme provides information, advice and support to older people so that they can live healthily and safely during hot and cold weather. Every winter and summer, we award an average of 30 small grants to deliver social Health Promotion events. We also distribute over 2000 packs per year to provide older residents with essential items and key information.

Case Study - Mary was a member of the Opening Doors Mental Health Day Centre, which closed in early 2015. She then joined our Healthy Living Centre (HLC), but knowing of the stigma attached to mental health issues, she did not feel comfortable engaging with the members or taking part in activities. She would come, have a cup of tea - and then leave.

By the beginning of Year Two of the Live Long Live Happy project, Mary had been attending the HLC for three months, the staff had taken time to get to know her, and she was feeling more settled. Knowing the other members better, she extended her stay a little longer every week; then, in April 2015, she took part in a Bingo session. She really enjoyed it, and when she saw other members serving refreshments during the break, she offered to help. This is when Mary began to truly feel part of the HLC. After a little while, she noticed that some members would wait by themselves for their transport back home. She began chatting with them, providing them with company during their wait.

Building her confidence slowly, Mary accessed more activities and services at the Centre, including Chi Kong, Salsa, massage and breathing exercise. When former members of Opening Doors joined the HLC, Mary told them her own story of becoming active there, and introduced them to other Centre members.

Mary has made some very good friends at the Centre and has been seeing them at weekends, as well as attending the South London Cares Sunday Matinee once a month. In fact, she is now so involved in the social life of the HLC that, when a member is unable to attend, she will visit them, or contact them by phone, and find out whether she can help with grocery shopping, etc.

AUKLS' Healthy Living Services have empowered Mary and transformed her life. She has told the Healthy Living team that she now feels less anxious about her

future: her increased confidence and sense of control has even led to a reduction in her appointments with the Community Psychiatric nurse.

Independent Living Services

We provide a range of integrative, preventive services aimed at supporting people in their own homes while promoting independence and choice:

Safe and Independent Living (SAIL)

SAIL supports people to remain safe and independent at home by providing a quick and simple way for professionals and older Southwark residents to access a range of services. SAIL results in reduced isolation, a better understanding of, and access to, available services, and a reduced risk of falls and unplanned hospital admissions.

There were 1,946 referrals into SAIL in the year (up from 1,254 for 2014/15). This led to 2,635 onward referrals to partner organisations for support.

SAIL involves a team of Care Navigators helping vulnerable older people to achieve their own wellbeing goals. The team made more than 1,000 home visits, of which over half resulted in the provision of support for a period of 4-6 weeks. As a result, older people were able to go with someone to activities for the first time, feel socially engaged, and link into the support services that they needed.

The SAIL team also started a pilot in October 2015, working across GP surgeries in Southwark to ensure that surgery staff could access support for their patients. The Navigators attended Practice Meetings and reported to GPs on the work that they had undertaken. The pilot has been a huge success, and the Federations have funded it for a further year with the expectation that it will be rolled over.

Case Study - Robert was referred into SAIL by a receptionist from Camberwell Green surgery for support from a Care Navigator, and for a benefits check.

The Navigator visited him at home and learnt that Robert very much enjoyed gardening when he lived in Ghana. However, Robert has not had a garden since coming to the UK forty years ago. The Navigator accompanied him to Herb Tuesdays – a gardening group in Burgess Park. Robert was in his element, and immediately joined other members in replanting herbs. As a result of this experience, he now attends a local gardening group – and has the joy of gardening in his life once more!

Robert also mentioned that he has been waiting for his kitchen units to be replaced for years. The Navigator arranged for an assessment visit from the Council repairs team, and the Council has now booked a date to replace the units.

The Information and Advice team also visited Robert, and helped him to apply for a taxi card, and for Attendance Allowance. He has been awarded £55 weekly Attendance Allowance, plus a backdated payment of £1,320. He intends using this money to go on holiday to Ghana.

Robert's story demonstrates the ways in which AUKLS' integrated and personalised approach addresses the everyday emotional and material needs of service users.

The Handyperson Service

The Handyperson team undertakes a wide range of repair jobs at the homes of older Southwark residents, providing service users with a sense of safety and independence. The Handyperson team completed 1277 jobs during the year. AUKLS is particularly proud of the fact that the team installed 553 key safes through our Same Day/Next Day service, which allows patients to be discharged from hospital promptly.

Happy Feet

Eight staff supported an average of nearly 100 clients per month, providing home visits and clinic appointments for toenail-cutting. The service improves mobility, and provides older people with an opportunity to access information around health and wellbeing.

Case Study – Patrick’s nails were so long, and were causing so much pressure on his toes, that he was obliged to wear oversized slippers – making him more vulnerable to tripping over. He is relieved that, thanks to regular visits from a Happy Feet worker, he is able to wear his usual slippers once again. Patrick’s story shows how our Happy Feet service can impact on a service user’s quality of life, improving mobility and safety, and restoring dignity.

The Help at Home Service

Help at Home promotes independence and reduces isolation by allowing older people to buy small amounts support that is reliable, affordable, and safe. Over 6,800 hours of our Help at Home service were delivered to 151 older people, who were assisted with tasks such as shopping, cleaning, ironing, and cooking.

Information and Advice Service

Our Information and Advice Service empowers older people in Lewisham and Southwark to access benefits and wider resources through drop-ins, appointments, home visits, and outreach work. Older people can also access support through our telephone and email services.

An ASA quality-marked service, AUKLS Information and Advice dealt with 10,596 enquiries over the year, including: 3,876 drop-ins, 855 office appointments, 1,089 home visits and 4,766 telephone enquiries. Our surveys show that the quality of life of older people was improved in 75% of cases, primarily in terms of additional income. Over half of the enquiries involved welfare benefits, 10% related to housing, and 6% to money issues.

1,355 older people benefited from increases in their collective income totalling £778k – a higher sum than our target of £750k. The benefits obtained included Attendance Allowance, Pension Credit, Housing Benefit, Employment and Support Allowance, and State Retirement Pension.

Case Study - An older person came to an Information and Advice Drop-In Session for help on a general matter.

After addressing the general matter, the client and Advisor discussed benefits. The client said that he was receiving a State Pension of £126.31 per week, plus an Occupational Pension which was equivalent to £74.28 per week. This added up to a weekly income £200.59. He also received some Housing Benefit and some Council Tax Reduction.

The Advisor noticed that our client appeared to have some medical issues; their discussion further indicated difficulty with everyday activities. AUKLS therefore assisted the client in applying for Attendance Allowance, which he was awarded at the higher rate of £82.30 per week for an indefinite period.

As someone who lives alone and is in receipt of Attendance Allowance, our client then became eligible for the Severe Disability Premium. This meant that his minimum guaranteed income for the purposes of Pension Credit increased to £213.05 per week. AUKLS assisted him in making an application to the Pension Service for Pension Credit, and he was awarded Guarantee Pension Credit of £12.46 per week, plus Savings Credit of £14.82 per week. As a result of these awards of Attendance Allowance and Guarantee Pension Credit, our client became entitled to full Housing Benefit and full Council Tax Reduction.

All of this was arranged over a period of approximately eight weeks.

Summary of Increased Income:

This story illustrates the potential of our free, confidential and impartial Information and Advice Service to maximise the income, independence and general wellbeing of vulnerable older people.

When he first came to see Age UK Lewisham and Southwark, our client's weekly income was £200.59, plus some Housing Benefit and some Council Tax Reduction.

His weekly income is now a State pension of £126.31, an Occupational Pension of £74.28, Guarantee Pension Credit of £12.46, Savings Credit of £14.82, and Attendance Allowance of £82.30. This totals £310.17 per week - an increase in income of about 55% - and, in addition, he now gets full Housing Benefit and full Council Tax Reduction.

Fundraising

The charity's income is made up of grants (some of which are performance-related), earned income, and voluntary donations. AUKLS continues to develop its fundraising strategy in the context of existing and potential cuts to local government funding. The financial review section sets out our principal fundraising sources and performance in the last year.

Volunteers

We could not provide our services without our diverse, energetic and committed volunteers: over the last year, more than 200 people have donated their time to

AUKLS and its service users. We are immensely grateful to those volunteers who have given support in areas including person-centred planning, Lay Inspection, Information and Advice, the SAIL Champions scheme, Day Care support, Healthy Living Services, marketing and design, administration, and events.

Mayor Sadiq Khan visits AUKLS to launch Volunteers' Week

AUKLS was truly delighted to welcome newly-elected Mayor of London Sadiq Khan to our Healthy Living Centre on 1st June 2016 as he launched Volunteers' Week. The visit was organised in collaboration with Team London and Good Gym, who arranged for 28 volunteers to 'run to do good' from City Hall to Bermondsey, where they chatted and played pool with Centre members, and did some gardening. The Mayor joined in the fun, playing pool, socialising with members - and participating in a dance class delivered for the occasion by the Rambert Dance Company! During the event, the Mayor quoted research by City Hall showing that Londoners see a strong connection between volunteering and a sense of community.

Corporate Volunteers

Aberdeen Asset Management (AAM) staff took part in five volunteering days and assisted with day trips, befriending, nail-painting, Secret Santa, Bingo, and distributing Christmas raffle prizes (the raffle's Star Prize being a Fortnum & Mason hamper which AAM had kindly donated). Many of our older people would not be able to take part in events such as day trips without this support. Our vital volunteer coordination work has also benefited from AAM's financial help.

Undertakers F. A. Albin & Sons, who have a long association with Yalding, contributed some food at Christmas, and also paid for transport to and from an Orient Express outing.

Amina Insurance kindly donated £500 towards Christmas at Yalding Healthy Living Centre, funding a photographer and volunteers for our Christmas party.

Barclays held a Corporate Day at Yalding, supporting activities and engaging with members.

Bermondsey Square contributed £500 for food and drink at Christmas.

The Department of Work and Pensions continued their ongoing relationship with Yalding by supporting and taking part in our Sports day in June, our summer fête, and our Christmas Party.

Discovery Channel funded an outing for older people from Yalding to their studios, including transport, food, and a tutor to run a jewellery-making class on their premises.

Harris Academy made AUKLS their Charity of the Year, holding various events to fundraise for the Healthy Living Centre, including a Macmillan Coffee Morning and summer fête. The Academy also undertook intergenerational community work, with

students attending the Centre on a weekly basis to share their knowledge in areas including Art and IT. The students also enjoyed learning skills such as jewellery-making and knitting! Over the year, the students raised £1,128 for AUKLS.

Goldman Sachs volunteers redecorated the Healthy Living Centre's TV Room and IT Suite, including the donation of soft furnishings and new blinds.

Millwall FC hosted the annual Older People's Day celebration on 1st October 2015. Held in conjunction with the Southwark Mayor's office, the event catered for over 120 people from a wide range of organisations supporting older people across Southwark borough.

Nectar held a Corporate Volunteering Day.

Pool Re staff volunteered at our Stones End Day Centre, helping with painting, and undertaking gardening for our Independent Living Services project. We have also benefitted from the specialist knowledge of Pool Re, particularly IT expertise. The company has shown great generosity in purchasing 30 new PCs for AUKLS, and has been instrumental in our procuring a new IT Managed Services Provider – reducing costs and boosting efficiency.

In addition, Pool Re's advice and support facilitated our purchase of the PARO therapeutic robot, referred to earlier. We are one of the first day centres in the UK to offer this innovative device, further refining the care that we can provide to older people with dementia.

St. Olave's Foundation Fund paid for a St. Valentine's Day Party

Terra Firma has continued its generous funding to the Healthy Living Centre, and has held a Corporate Volunteering Day there, with volunteers playing games with members, helping in the garden, and serving lunch.

Vodafone held a Corporate Volunteering Day.

Volunteers Matter helped to send various companies to us for Corporate Volunteering Days.

William Hill provided us with regular volunteers on Mondays at Yalding. The company also held a Corporate Day with AUKLS, and nominated Yalding Healthy Living Centre as their charity for the year. In addition, William Hill has placed donation goblets in its branches, funded entertainments for our Christmas Party, and supplied us with pool cues and other items.

XL Catlin, which has supplied corporate volunteers to AUKLS over a long period, decorated a number of rooms at Yalding, including two rear offices, the hairdressing salon, and a ladies toilet. The company's volunteers also helped to maintain the garden.

Zurich Life organised and funded a seaside trip for a large number of Centre members, and their staff took part on the day.

Case Study - Volunteers at Stones End Day Centre can develop all kinds of practical and social skills while helping to create a stimulating environment for older members. For some individuals, volunteering increases employment prospects; for companies, it can present a way to exercise social responsibility, engage with the local community, and inspire employees.

For example, garden clearance at Stones End was undertaken by volunteers from our corporate supporter Pool Re. The feedback of these volunteers illustrates the positive feelings, new perspectives and empathy that volunteering can produce:-

Today I really enjoyed: 'seeing old people pleased at what we achieved, knowing that we had helped them by doing what they couldn't; working in gardens and feeling like I am making a positive contribution.'

Today I was challenged by: 'the challenging environments that some old people are faced with.'

Plans for the future

In 2016/17 the charity plans to develop its services as set out below, whilst achieving a balanced budget:-

Stones End Day Centre/ Day Care – We aim to develop our work with community partners by extending our volunteer coordinator role to include community development. We expect this to provide older people with greater choice, and with a service that responds still more effectively to local needs. We are also working to recruit more volunteers from among our service users.

Healthy Living – This is an exciting time for our Healthy Living Services, which will be consolidated under the leadership of the Community Partnerships and Participation Manager from 2016. Service accessibility will be extended across the whole of Southwark borough; this will be achieved through the bringing-together of statutory and Third sector services at the Healthy Living Centre, and AUKLS' support of small community groups borough-wide.

Independent Living – To introduce SAIL, Help at Home and Happy Feet into Lewisham. To deliver holistic assessments through the South GP Programme Navigation team.

Information and Advice – In Southwark, we plan to introduce Information and Advice workers to GPs' surgeries to carry out benefit checks and give initial advice to patients. We also hope to provide an advice line and drop-in reception area run by volunteers.

In Lewisham, we aim to implement a single advice line / appointment system and reduce drop-in sessions. We also hope to provide a once-a-week telephone self-help service for older people.

Community Connections – To work closely with the Lewisham Connections Consortium in extending the service to GP surgeries, and to increase the number of service users.

Structure, Governance and Management

Age UK Lewisham and Southwark (AUKLS) is an independent Registered Charity and a Company Limited by Guarantee, responsible for its own policy, direction, and funding. AUKLS is a Charity formed from a merger of Age Concern Southwark and Age Concern Lewisham in 2006.

The Board of Trustees of the Charity governs its affairs. Trustees are also Directors of the Company. The Trustees have a broad range of skills, experience, and backgrounds. The Articles of Association allow for Organisational Members as well as individual Trustees, and as at 31 March 2016 there were 10 individual Trustees and 12 Organisational Members.

The Board takes overall responsibility for ensuring that the financial, legal and contractual responsibilities of the charity are met, and that there are satisfactory systems of controls and of risk management. It decides on policy and strategy, and ensures that the organisation fulfils its objectives. The Board meets at least once every three months. There are also Finance and Operational sub-committees of the Board that meet on a quarterly basis.

The day-to-day management of the charity is delegated to the Chief Executive Officer, Jacky Bourke-White, who works with a team of managers to fulfil the charity's objectives. The Chief Executive Officer reports to the Chair and Board.

There is an induction programme for new Trustees, which includes visiting services / projects of the charity, and training with regard to the role and responsibilities of a Trustee. New Trustees are given key documents including governing documents, latest report, accounts, policies and procedures.

AUKLS is a Brand Partner of AGE UK National, having signed an updated Brand Partnership Agreement with the national charity in 2016. This allows AUKLS to ensure that the issues and concerns of older adults in Lewisham and Southwark are brought to the attention of policy makers, national, regional and local. Simultaneously, because AUKLS remains an independent local charity, run by local people, for local people, it continues to provide high-quality services at local level, supporting older adults to maintain their independence, dignity and well-being.

AUKLS is also a member of The Age England Association, the successor to the Age Concern Federation, and of Age UK London.

Risk Management

Trustees have assessed the risks to the charity, and have ensured that systems and procedures are in place to mitigate the risks that the charity faces. A Risk Policy was approved by Trustees during the year, and the top strategic risks are brought to Trustees for discussion (explaining the risks, what will happen if they crystallise, who owns the risk, and the assurance process that shows how it is being managed). The key risks are as follows:-

-) Withdrawal of main funding streams because of a shortage of money or because of changing funding priorities. We manage this through a close relationship with funders, ensuring that our objectives are closely aligned with theirs, and communicating the impact of our work effectively. We also research alternative funding plans.
-) Other organisations start competing with / challenging what we do, and competing with us for money. We manage this by ensuring that we deliver value for money, and that we maintain a good relationship with funders and with local organisations.
-) Restricted funding is limited to short-term projects, resulting in an inability to provide security / continuity for beneficiaries and staff. We manage this by ensuring that contracts are in line with funding periods, and that bids for funds are made regularly and in good time. We also include a share of overhead costs in all bids.

Operational risks are identified and managed by the executive team. These risks are reported to the Board annually, together with the steps taken to manage them and any further actions planned.

Pay Policy for Senior Staff

Key Management Personnel are considered to be the Trustees, Chief Executive, and Deputy Chief Executive. All Trustees give their time freely, and none have received any remuneration or expenses during the year. The pay of senior staff is reviewed annually by the Trustees, and is benchmarked against pay levels in similar charities.

Responsibilities of the Board of Trustees

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date, and of its incoming resources, and application of resources, including income and expenditure. In preparing these financial statements, the Trustees should follow best practice, and:

-) Select suitable accounting policies and then apply them consistently
-) Observe the methods and principles of the charity SORP
-) Make judgements and estimates that are reasonable and prudent
-) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charitable Company, and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Account and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the Charitable Company, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Members of the Board of Trustees

Members of the Board of Trustees, who are Directors for the purpose of Company Law, and Trustees for the purpose of Charity Law, and who served during the year, are set out on page 14.

Financial Review

The charity continued to demonstrate financial stability. There was a net surplus of £182k for the year to 31 March 2016, of which £78k related to unrestricted funds.

Income from donations and grants increased by 55% from the previous year to £627k, mainly owing to a number of new grants listed in note 3 to the financial statements.

Income from charitable activities increased by 8% to £1601k, partly owing to a new grant for the Safe and Independent Living GP Pilot scheme.

Principal Funding Sources

The principal funding sources have been income from Day Care and Help at Home services (£548k), Southwark Council Grants (£511k), and Lewisham Council grants (£445k). Other funding was from charitable trusts and foundations, including the Big Lottery Fund, United St Saviour's Charity, The Henry Smith Charity, and Terra Firma. The GP Pilot grant came from the Clinical Commissioning Group and Quay Health Solutions.

Reserves Policy

As at 31 March 2016, total reserves were £866k, of which £137k was restricted for the purposes required by the donor. Of the unrestricted reserves, £70k was designated by Trustees for work in the kitchens at our two day centres. Of the remainder, £61k is taken up by fixed assets, leaving £598k as free reserves.

The reserves policy takes into account the need to:-

-) Deal with short-term volatility of income without having to suddenly cut expenditure. This allows the charity to spend a portion of reserves, subject to a replenishment plan being in place.
-) Provide funding to cover the charity in the extreme case of closure.

The Trustees consider that 3 to 4 months' future expenditure is the target range for these purposes. This gives a target range for free reserves of between £533k and £711k. The level detailed above was within this range as at 31 March 2016.

The reserves policy and target level is reviewed by the Trustees on annual basis, together with any steps necessary to align the actual level with the target over time

Going Concern

The Trustees believe that that there are no material uncertainties that call into doubt the charity’s ability to continue its activities. The accounts have therefore been prepared on the basis that the charity is a going concern.

Investment Policy

The charity undertook a review of investment policy and requirements in 2016. Hitherto it has been the policy to invest in cash. Part of the review considered the need to strike a balance between holding sufficient cash levels to meet working capital requirements, and investing that part of the reserves held for longer periods in assets that are likely to keep pace with rising costs.

We have therefore agreed a policy to hold the majority of our funds in liquid assets to deal with short-term requirements and guard against volatility, and a smaller portion in assets likely to achieve some capital growth, such as equities.

Cash is to be invested in UK banks that are covered by Financial Services Compensation Scheme. A balance will be struck between instant access and fixed term deposits, dependent on cash flow requirements.

Non-cash investments will be in collective schemes to achieve the required diversity – these can be funds of bonds, equities, or other investments, or a mixture of these assets. We do not at this stage see the need for a specific environmental, social and governance policy.

This policy will be implemented over the next year.

Disclosure of information to Auditors

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

Auditors

Goldwins Limited have indicated their willingness to continue in office, and in accordance with the provisions of the Companies Act 2006 a resolution will be proposed at the Annual General Meeting that they be appointed as auditors to the company for the ensuing year.

Approved by the Board and signed on its behalf:

.....

Trustee

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF AGE UK LEWISHAM AND SOUTHWARK

We have audited the financial statements of Age UK Lewisham and Southwark for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity's members, as a body, in accordance with Sections 495 and 496 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. This includes an assessment of:

-) whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed;
-) the reasonableness of significant accounting estimates made by the trustees;
-) and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

-) give a true and fair view of the state of the charitable company's affairs as at 31 March 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended:

**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF AGE UK
LEWISHAM AND SOUTHWARK**

-) have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
-) have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

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

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG

Age UK Lewisham and Southwark
Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the year ended 31 March 2016

	Notes	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Income from:					
Donations and Grants					
Safe and Independent Living		-	213,866	213,866	107,175
Community Health and Day Care		35,507	285,779	321,286	262,304
Community Connections		-	2,500	2,500	-
Information and Advice		-	45,000	45,000	-
General		44,355	-	44,355	34,537
Total Donations and Grants	3	<u>79,862</u>	<u>547,145</u>	<u>627,007</u>	<u>404,016</u>
Charitable activities:					
Safe and Independent Living		342	209,850	210,192	146,145
Community Health and Day Care		632,774	120,000	752,774	738,169
Community Connections		-	346,510	346,510	318,235
Information and Advice		6,683	216,359	223,042	154,843
General		68,664	-	68,664	87,550
Total Charitable Activities	4&5	<u>708,463</u>	<u>892,719</u>	<u>1,601,182</u>	<u>1,444,942</u>
Other trading activities - shop income		63,339	-	63,339	57,979
Investment Income	6	2,215	-	2,215	3,984
Other income		2,281	-	2,281	1,220
Total Income		<u>856,160</u>	<u>1,439,864</u>	<u>2,296,024</u>	<u>1,912,141</u>
Expenditure on:					
Raising Funds		102,457	-	102,457	92,468
Charitable activities					
Safe and Independent Living		10,844	361,004	371,848	223,918
Community Health and Day Care		624,556	391,239	1,015,795	875,590
Community Connections		20,126	322,081	342,207	249,792
Information and Advice		20,557	261,360	281,917	211,536
Total Resources Expended	7	<u>778,540</u>	<u>1,335,684</u>	<u>2,114,224</u>	<u>1,653,304</u>
Net income / (expenditure)	8	77,620	104,180	181,800	258,837
Transfer between funds	17	30,970	(30,970)	-	-
Net Movement in Funds in the year		108,590	73,210	181,800	258,837
Reconciliation of funds					
Funds brought forward at 1 April 2015		620,426	63,835	684,261	425,424
Funds carried forward at 31 March 2016	16	<u>729,016</u>	<u>137,045</u>	<u>866,061</u>	<u>684,261</u>

All of the above results are derived from continuing activities.

There were no other recognised gains or losses other than those stated above.

The attached notes form part of these financial statements.

**Age UK Lewisham and Southwark
Balance Sheet
As at 31 March 2016**

	Notes	2016	2015
		£	£
FIXED ASSETS			
Tangible assets	12	60,622	86,655
CURRENT ASSETS			
Debtors	13	222,263	207,973
Cash at bank and in hand		1,078,941	918,971
		<hr/>	<hr/>
		1,301,204	1,126,944
CURRENT LIABILITIES			
Creditors – amounts falling due within one year	14	(495,765)	(529,338)
		<hr/>	<hr/>
NET CURRENT ASSETS		805,439	597,606
		<hr/>	<hr/>
NET ASSETS		866,061	684,261
		<hr/> <hr/>	<hr/> <hr/>
FUNDS			
Restricted funds		137,045	63,835
Unrestricted funds			
Designated Funds		70,000	-
General Funds		659,016	620,426
		<hr/>	<hr/>
Total Unrestricted Funds		729,016	620,426
		<hr/>	<hr/>
TOTAL FUNDS	16	866,061	684,261
		<hr/> <hr/>	<hr/> <hr/>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the Board and authorised for issue on 24 November 2016

..... Trustee
M Jansen - Chair

Company registration no. 2118525

The attached notes form part of the financial statements.

**Age UK Lewisham and Southwark
Notes to the Financial Statements
For the year ended 31 March 2016**

	Note	2016 £	2016 £	2015 £	2015 £
Cash flows from operating activities:					
Net cash provided by / (used in) operating	18		169,322		216,141
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		2,215		3,984	
Sale/ (purchase) of fixed assets		(11,567)		(46,188)	
		<hr/>		<hr/>	
Cash provided by investing activities			(9,352)		(42,204)
			<hr/>		<hr/>
Change in cash and cash equivalents in the year			159,970		173,937
Cash and cash equivalents at the beginning of the year			918,971		745,034
			<hr/>		<hr/>
Cash and cash equivalents at the end of the year			1,078,941		918,971
			<hr/> <hr/>		<hr/> <hr/>

Age UK Lewisham and Southwark

Notes to the Financial Statements

For the year ended 31 March 2016

1 Accounting policies

a) 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 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value.

b) Reconciliation with previously Generally Accepted Accounting Practice (GAAP)

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. The transition date was 1 April 2014 and no material restatement was required.

c) Going concern

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.

d) Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the performance of a specified service is deferred until the criteria for income recognition are met.

e) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

g) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

h) Expenditure and irrecoverable VAT

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

Costs of raising funds comprise shop costs and the costs incurred in raising voluntary contributions, as well as the cost of any activities with a fundraising purpose.

Expenditure on charitable activities includes the costs of delivering services and small grants undertaken to further the purposes of the charity and their associated support and governance costs. Charitable activities are analysed into the four main activity areas undertaken by the charity.

VAT is charged as a cost against the activity for which the expenditure was incurred as Age UK Lewisham and Southwark is not VAT registered

Age UK Lewisham and Southwark
Notes to the Financial Statements (continued)
For the year ended 31 March 2016

1 Accounting policies (continued)

i) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the services for older people. These costs have been allocated between cost of raising funds and expenditure on charitable activities. Governance costs are those involving the public accountability of the charity (including audit costs.) The bases on which support and governance costs have been allocated are set out in note 5.

j) Operating leases

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

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Leasehold improvements	Over 10 years or the life of the lease if less than 10 years
Motor vehicles	25% straight line
Fixtures and fittings	33.3% straight line
Computer and office equipment	33.3% straight line

l) 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.

m) 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.

n) 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. The contingent liability (see note 14) is a possible but uncertain obligation that is not recognised because a transfer of economic benefit to settle the possible obligation is not probable nor can the amount of the obligation be estimated reliably.

o) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

p) Pensions

The charity operates a defined contribution pension scheme. From 1 April 2015 all contributions were made into a scheme operated by NEST. The previous scheme was a defined contribution pension scheme with Friends Provident. Contributions are charged to the Statement of Financial Activities when they are payable to the scheme.

Age UK Lewisham and Southwark
Notes to the Financial Statements (continued)
For the year ended 31 March 2016

2 Detailed comparatives for the statement of financial activities

	2015	2015	2015
	£	Restricted £	Total £
Income from:			
Donations and Grants			
Safe and Independent Living	-	107,175	107,175
Community Health and Day Care	19,975	242,329	262,304
Community Connections	-	-	-
Information and Advice	-	-	-
General	34,537	-	34,537
Total Donations and Grants	<u>54,512</u>	<u>349,504</u>	<u>404,016</u>
Charitable activities:			
Safe and Independent Living	4,067	142,078	146,145
Community Health and Day Care	728,169	10,000	738,169
Community Connections	282,839	35,396	318,235
Information and Advice	7,240	147,603	154,843
General	87,550	-	87,550
Total Charitable Activities	<u>1,109,865</u>	<u>335,077</u>	<u>1,444,942</u>
Other trading activities - shop income	57,979	-	57,979
Investment Income	3,984	-	3,984
Other income	1,220	-	1,220
Total Income	<u>1,227,560</u>	<u>684,581</u>	<u>1,912,141</u>
Raising funds	92,468	-	92,468
Charitable activities:			
Safe and Independent Living	-	223,918	223,918
Community Health and Day Care	644,979	230,611	875,590
Community Connections	214,397	35,395	249,792
Information and Advice	63,707	147,829	211,536
Total expenditure	<u>1,015,551</u>	<u>637,753</u>	<u>1,653,304</u>
Net income	212,009	46,828	258,837
Transfers between funds	(312)	312	-
Net movement in funds	<u>211,697</u>	<u>47,140</u>	<u>258,837</u>
Total funds brought forward	408,729	16,695	425,424
Total funds carried forward	<u>620,426</u>	<u>63,835</u>	<u>684,261</u>

Age UK Lewisham and Southwark
Notes to the Financial Statements (continued)
For the year ended 31 March 2016

3 Income from donations

	Unrestricted	Restricted	2016 Total	2015 Total
	£	£	£	£
Donations	34,424	28,459	62,883	43,462
Age UK	8,050	-	8,050	9,300
Big Lottery Fund Grant	-	144,328	144,328	140,372
Henry Smith Trust	-	40,400	40,400	39,600
Care Watch Project - Esmee Fairbairn Foundation	-	17,142	17,142	22,032
Southwark Lay Visitor Scheme	-	9,167	9,167	10,000
Terra Firma	-	25,000	25,000	25,000
London Borough of Southwark Safe and Independent Living	-	124,892	124,892	107,175
London Borough of Southwark Handyperson Grant	-	48,874	48,874	-
London Borough of Southwark	28,000	-	28,000	-
City Bridge Trust	-	45,000	45,000	-
Mercers' Company	-	15,000	15,000	-
Clinical Commissioning Group	-	23,703	23,703	-
Clore Duffield Foundation	7,000	-	7,000	1,750
London Borough of Lambeth - wellbeing happiness	-	10,416	10,416	-
NPCC - Dying Matters	-	-	-	5,325
Other Grants	2,388	14,764	17,152	-
	<u>79,862</u>	<u>547,145</u>	<u>627,007</u>	<u>404,016</u>

4 Performance related grants for work with older people

	Unrestricted	Restricted	2016 Total	2015 Total
	£	£	£	£
London Borough of Southwark	-	40,300	40,300	102,002
London Borough of Lewisham	-	98,826	98,826	107,303
London Borough of Southwark - Community Support Grant	-	-	-	179,251
London Borough of Lewisham-Community Connections	-	327,630	327,630	302,761
London Borough of Southwark - Peoples Connected	-	-	-	27,877
London Borough of Southwark - Healthy Living	-	110,000	110,000	-
London Borough of Lewisham - Weather Wellbeing	-	18,879	18,879	15,474
London Borough of Southwark - Weather Wellbeing	-	148,850	148,850	-
London Borough of Southwark -Toe Nail Cutting	-	10,000	10,000	-
Southwark Older People Care Service	-	-	-	15,166
Quay Health Solutions - GP Pilot	-	61,000	61,000	-
United St Saviour	-	77,234	77,234	-
	<u>-</u>	<u>892,719</u>	<u>892,719</u>	<u>749,834</u>

5 Other Charitable Activities

Day Care Services	383,559	-	383,559	355,355
Help at Home and Happy Feet Services	164,229	-	164,229	151,346
Property Letting	77,290	-	77,290	83,366
Catering and centre activities Income	75,584	-	75,584	73,779
Other Charitable Activities	7,801	-	7,801	31,262
	<u>708,463</u>	<u>-</u>	<u>708,463</u>	<u>695,108</u>

6 Investment income

Bank Interest	<u>2,215</u>	<u>-</u>	<u>2,215</u>	<u>3,984</u>
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Age UK Lewisham and Southwark
Notes to the Financial Statements (continued)
For the year ended 31 March 2016

7 Analysis of expenditure

	Basis of allocation	Cost of raising funds £	Safe and Independent Living £	Community Health and Day Care	Community Connections £	Information and Advice £	Governance costs £	2016 Total £	2015 Total £
Staff	Direct	56,422	236,340	518,366	184,419	145,083	16,171	1,156,801	979,902
Training, travel & recruitment	Direct	33	3,124	8,243	2,089	3,576	797	17,862	15,895
Meetings, activity and events	Direct	-	62,612	177,441	99,547	41,646	865	382,111	226,200
Audit Fees	0	-	-	-	-	-	6,500	6,500	7,500
Consultancy, legal & professional	Direct	673	11,507	36,147	13,479	8,252	1,014	71,072	74,444
Depreciation	Direct	1,642	3,272	25,060	2,553	3,974	306	36,807	35,042
Support costs									
Managerial & office staff	Staff time	14,549	29,072	97,466	14,980	28,192	3,430	187,689	139,704
Premises	Space	21,411	14,650	70,543	11,351	46,682	1,801	166,438	91,976
Administration & finance	Staff time	6,859	4,519	67,721	8,521	367	957	88,944	82,641
Governance Costs		868	6,752	14,808	5,268	4,145	-31,841	-	
Total expenditure 2016		102,457	371,848	1,015,795	342,207	281,917	-	2,114,224	1,653,304
<hr/> <hr/>									
Total expenditure 2015		92,468	223,918	875,590	249,792	211,536	-	1,653,304	
<hr/> <hr/>									

Of the total expenditure, the breakdown between restricted and unrestricted is as follows:-

	2016 Unrestricted	2016 Restricted	2016 Total	2015 Unrestricted	2015 Restricted	2015 Total
Charitable Activities:						
Safe and Independent Living	10,844	361,004	371,848	-	223,918	223,918
Community Health and Day Care	624,556	391,239	1,015,795	644,979	230,611	875,590
Community Connections	20,126	322,081	342,207	214,397	35,395	249,792
Information and Advice	20,557	261,360	281,917	63,707	147,829	211,536
	676,083	1,335,684	2,011,767	923,083	637,753	1,560,836

Age UK Lewisham and Southwark
Notes to the Financial Statements (continued)
For the year ended 31 March 2016

8 Net incoming/ (outgoing) resources for the year	2016	2015
This is stated after charging:	£	£
Depreciation	36,807	35,042
Operating Lease Rentals		
Property	81,705	101,705
Other Equipment	21,112	25,960
Auditors' Remuneration	6,500	7,000
9 Staff costs	2016	2015
	£	£
Salaries	1,216,067	1,020,785
Redundancy and Termination Costs	16,919	-
Employer National Insurance Costs	89,554	72,289
Employer's contribution to defined contribution pension schemes	16,695	11,963
Agency staff & volunteers expenses	5,255	14,477
	<u>1,344,490</u>	<u>1,119,514</u>
 The average number of employees was:	2016	2015
	No.	No.
Raising Funds	3.7	2.6
Charitable Activities	70.8	64.3
Support	6.1	6.5
Governance	0.3	0.3
	<u>80.9</u>	<u>73.7</u>

No employee received emoluments amounting to over £60,000 during the current year (2015: nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2015: £nil) neither were they reimbursed expenses during the year (2015: £nil). No charity trustee received payment for professional or other services supplied to the charity (2015: £nil).

The total employee benefits including pension contributions of the key management personnel were £91,891 (2015: £61,439).

Redundancy and termination payments were made in the year to 3 people totalling £16,919 (2015 nil.)

10 Trustees' remuneration and expenses

No Trustee received any remuneration or expenses during the year or the previous year.

11 Taxation

Age UK Lewisham and Southwark is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

Age UK Lewisham and Southwark
Notes to the Financial Statements (continued)
For the year ended 31 March 2016

12 Tangible fixed assets

	Leasehold Buildings	Motor Vehicles	Computer & Office Equipment	Fittings & Fixture	Total
Cost	£	£	£	£	£
At the start of the year	113,954	68,241	40,485	2,152	224,832
Additions in year	-	-	8,871	2,896	11,767
Disposals in year	-	(5,000)	(1,986)	-	(6,986)
At the end of the year	<u>113,954</u>	<u>63,241</u>	<u>47,370</u>	<u>5,048</u>	229,613
Depreciation					
At the start of the year	92,155	22,736	22,808	478	138,177
Charge for the year	9,070	15,810	11,049	878	36,807
Disposals in year	-	(5,000)	(993)	-	(5,993)
At the end of the year	<u>101,225</u>	<u>33,546</u>	<u>32,864</u>	<u>1,356</u>	168,991
Net Book Value					
At the end of the year	<u>12,729</u>	<u>29,695</u>	<u>14,506</u>	<u>3,692</u>	<u>60,622</u>
At the start of the year	<u>21,799</u>	<u>45,505</u>	<u>17,677</u>	<u>1,674</u>	<u>86,655</u>

Capital commitments: Nil

13 Debtors

	2016 £	2015 £
Trade debtors	154,357	85,954
Other debtors	-	1,847
Prepayments	44,192	63,743
Accrued income	23,714	56,429
	<u>222,263</u>	<u>207,973</u>

14 Creditors

	2016 £	2015 £
Trade creditors	94,925	16,372
Other creditors	180,302	98,795
Taxation and social security	25,302	23,609
Accruals	24,371	137,433
Deferred Income	170,865	253,129
	<u>495,765</u>	<u>529,338</u>

The landlord at one of our leased properties has instigated a rent review which includes a back payment to December 2013. This is being contested on legal grounds but the outcome at this stage is not yet known. The amount payable is a maximum of £65,000 but the amount and certainty of the actual obligation cannot be estimated reliably.

Deferred income

	2015 £	2014 £
Balance at the beginning of the year	253,129	232,707
Amount released to income in the year	(253,129)	(232,707)
Amount deferred in the year	170,865	253,129
Balance at the end of the year	<u>170,865</u>	<u>253,129</u>

Deferred income comprises grants received from donors in year which is required to be spent in the following financial year.

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For the year ended 31 March 2016

15 Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:-

	2016		2015	
	Land and Buildings £	Other £	Land and Buildings £	Other £
1 year	90,705	17,463	81,705	21,112
2 - 5 years	213,321	14,873	304,026	32,336
	<u>304,026</u>	<u>32,336</u>	<u>385,731</u>	<u>53,448</u>

16 Analysis of net assets between funds

	Unrestricted Fund £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	60,622	-	60,622
Current Assets	1,164,159	137,045	1,301,204
Current Liabilities	(495,765)	-	(495,765)
Net assets at the end of the year	<u>729,016</u>	<u>137,045</u>	<u>866,061</u>

17 Movements in funds

	At 1 April 2015 £	Incoming Resources £	Outgoing Resources £	Transfer £	At 31 March 2016 £
Unrestricted funds					
Designated Fund	-	-	-	70,000	70,000
General Funds	620,426	856,160	(778,540)	(39,030)	659,016
Total Unrestricted funds	<u>620,426</u>	<u>856,160</u>	<u>(778,540)</u>	<u>30,970</u>	<u>729,016</u>
Restricted funds:					
Care Watch	16,549	36,309	(21,091)	-	31,767
Lewisham Information and Advice	-	121,326	(121,326)	-	-
Southwark Information and Advice	-	140,034	(140,034)	-	-
Healthy Living - Yalding	-	171,682	(171,682)	-	-
Living Long Happy	9,444	169,327	(170,006)	-	8,765
Southwark Day Centre	-	28,460	(28,460)	-	-
Community Connections	20,777	349,010	(322,081)	(20,126)	27,580
Safe & Independent Living	15,543	423,716	(361,004)	(10,844)	67,411
Peoples Connected	1,522	-	-	-	1,522
Total restricted funds	<u>63,835</u>	<u>1,439,864</u>	<u>(1,335,684)</u>	<u>(30,970)</u>	<u>137,045</u>
Total Funds	<u>684,261</u>	<u>2,296,024</u>	<u>(2,114,224)</u>	<u>-</u>	<u>866,061</u>

The designated fund has been set aside by Trustees for work in the kitchens at our two day centres.

Care Watch is a grant for our Homecare Quality Check project which focuses on local authority contracted home care for older people.

Lewisham and Southwark Councils grant funds for the running of information and advice centres by the charity.

The Healthy Living and Living Long Happy grants are for our Healthy Living Centre at Bermondsey to help local people live a happier and healthier older life by running a range of activities.

The grants for Southwark Day Centre are for equipment and activities at Day Care Centre at Stones End.

Community Connections is a development and access-facilitation project with a preventative health and wellbeing focus. It is based in Catford and available to adults of all ages.

Safe and Independent Living [SAIL] provides a quick and simple way to access a wide range of local services to support older people in maintaining their independence, safety and wellbeing.

The transfers from Community Connections and Safe and Independent Living represents core costs spent on these restricted funds initially paid out of unrestricted funds.

Age UK Lewisham and Southwark
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18 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2016	2015
	£	£
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	181,800	258,837
Depreciation	36,807	35,042
Interest, rent and dividends from investments	(2,215)	(3,984)
Loss/(profit) on the sale of fixed assets	793	-
(Increase)/ decrease in debtors	(14,290)	(25,956)
Increase/ (decrease) in creditors	(33,573)	(47,798)
Net cash provided by / (used in) operating activities	<u>169,322</u>	<u>216,141</u>

19 Analysis of cash and cash equivalents

	At 1 April 2015	Cash flows	At 31 March
	£	£	2016
			£
Cash at bank and in hand	<u>918,971</u>	<u>159,970</u>	<u>1,078,941</u>
Total cash and cash equivalents	<u>918,971</u>	<u>159,970</u>	<u>1,078,941</u>

20 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the charity being wound up.

21 Related party transactions

There are no related party transactions to disclose for 2016 (2015: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.