



# Report and financial statements for the year ended 31 March 2023





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## Trustees

- Adrees Syed**
- Cathryn Maybin** (resigned on 14 December 2022)
- Cheryl Clark** (appointed on 02 November 2022; resigned 20 February 2023)
- Fiona Speak** (resigned 28 September 2022)
- Glyn Kyle MBE – Chair** (resigned 31 May 2023)
- Julia Casimo**
- Lucy Bracken** (resigned 05 September 2022)
- Manjit Lall** (appointed 29 June 2022)
- Marie Jay** (resigned 01 September 2022)
- Mike Williams** (appointed 28 September 2022)
- Mimi Kyazze** (appointed 28 September 2022)
- Sarada Chunduri-Shoesmith** (resigned 30 November 2022)
- Teresa O’Connor**
- Zara King – Acting Chair from 01 June 2023** (appointed 06 December 2022)

## Consultant to the Board

**Aileen Buckton**

## Company Secretary

**Geetha Umaasuthan** (from September 2022)

## Chief Executive

**Andrea Kelmanson** (to April 2023)

**Mary-Ann Foxwell** (from April 2023)

## Company number

07687015

## Charity number

1144535

## Registered office

82 Russia Lane, London E2 9LU

## Independent Auditors

Knox Cropper LLP, 65-68 Leadenhall Street, London EC3A 2AD

## Bankers

Unity Trust, Congress House, 23-28 Great Russell Street, London WC1B 2UB

## Key management personnel

- CEO**
- Andrea Kelmanson** (to April 2023)
- Mary-Ann Foxwell** (from April 2023)
- Director of Care and Service Development, Safeguarding Lead**
- Deborah Hayes**
- Director of Services**
- Larissa Howells**
- Director of Finance**
- Geetha Umaasuthan**

The Trustees, who are also directors under company law, present their report and financial statements for the year ended 31 March 2023. The Trustees confirm that the financial statements comply with current statutory requirements, the Memorandum and Articles of Association and Charities SORP (FRS 102) ‘Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition’.



The objects of the charity as stated in the Memorandum and Articles of Association (24th June 2011) is as follows:

**To promote the following purposes for the benefit of the public and/or older people in and around East London namely:**  
*City, Tower Hamlets, Newham, Hackney, Waltham Forest, Havering, Redbridge and Barking and Dagenham*

- Advancing education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantages; and
- Such other charitable purposes for the benefit of older people as the trustees may from time to time decide



# Foreword

## Welcome to Age UK East London's (AUKEL) annual review and accounts for the year ending 31 March 2023.

It's my great pleasure to be involved with this report for the first time. I joined AUKEL as Chief Executive in April 2023, and although my tenure doesn't overlap with the period covered in this annual review, I'm very pleased with the opportunity to share some reflections.

At the time of writing this foreword, I've been in the post for three months. During this period, I've been fortunate to have spent a significant amount of time out and about with our team, learning about what we do and how we do it and understanding the type and scale of the needs of older people in East London. I've also met voluntary and statutory sector partners and funders and, through conversations with them, have been made aware of how we fit into the local ecosystem.

You'll find details of our delivery and impact in this report. In the meantime, I'll provide a flavour gleaned from my early days in the role.

**Older People:** I met with older people enjoying eating, sewing, exercising and playing trivial pursuit with us. I've spoken to someone struggling to get the support she needs to leave hospital and someone else unwilling to accept help to clear his hoarded home. I've spoken to a woman caring for her husband with dementia who was desperate to be heard and helped and with someone else who was thrilled with the difference our advice had made.

I've come to understand that although our centres are lively and activities busy, the shadow of Covid-19 remains for many older people. I've heard about people still living in pandemic-induced isolation as the fear of leaving their homes has remained, and the habit of socialising never returned. I know our team want to do more to reach these people and reconnect them with life outside their front doors.

**Our services:** I've visited our Day Centres and our activity classes. I've sat in on hospital discharge meetings, visited newly-discharged people in their homes, attended Older People's Reference Group meetings, heard information and advice calls, talked to a handyman about the various types of grab and stair-rails on offer, and listened to our advocates discuss cases. I've been bowled over both by the scale and variety of what we offer and the kindness and care in how we deliver.

**Our team:** I've spoken to nearly all our employees. Every single one has spoken passionately and with conviction about their work. Almost every colleague has told me the personal story behind their desire to work with older people. Many of these involve caring for their elderly parents or grandparents. As well as being struck by the kindness and commitment of the AUKEL team, I've also noticed their extraordinary flexibility. Time and time again, I hear how our people respond as if they are the family of the older person – going the extra mile, saying yes, and making things happen.

**Our future:** We're a relatively large and complex organisation – with a reach across East London, which includes areas of extreme deprivation and loneliness where there's a great need for our services. It's a challenging time. The cost of living crisis continues to impact the needs of older people and us as an organisation. During 2023-24, we'll continue to deliver valuable services and, at the same time, work with

older people to develop a new organisational strategy. We expect this to be underpinned by our aims to increase accessibility, improve collaboration, and build partnerships with an explicit focus on the needs of the people who need us the most. I'm very grateful for the opportunity to lead this fantastic organisation and look forward to working with our trustees, staff and older people on the development of this new strategy.

Meanwhile, I want to say thank you and farewell to Andrea Kelmanson, our interim CEO, for most of the period of this annual report and to Glyn Kyle who stepped down in May 2023 after almost nine years as a trustee and a period as chair. I'd like to thank the wider AUKEL trustee board, its senior leadership and staff team for the incredibly warm and supportive introduction and welcome I've received into the organisation. I'd also like to take this opportunity to mention two members of our team who sadly passed away during this annual review period. I didn't know Tracy O'Brien, but I heard many tales of her warmth, efficiency and all-round

exceptional contribution to our services while working with us. I know her loss was a significant blow to the whole AUKEL community. Furthermore, I was very sad to learn that Cheryl Clark passed away, having been a trustee with us for only a few months. We're grateful for the contributions of both women, and our thoughts remain with their friends and families.

Finally, I want to thank all our commissioners, funders and the fantastic partners who continue to support and work with us to enable older people in East London to feel part of their community, and to be as happy and independent as can be.

**Mary-Ann Foxwell, CEO**



# Why we are here

AUKEL celebrates and supports the voice, influence and contribution of older people across East London. We also work to improve the health and wellbeing of all our residents in later life by providing flexible, practical, financial and emotional support in homes, hospitals and in the community.

## Our operating principles

We hold ourselves accountable to our values which have been co-produced by our staff, volunteers, board and the older people that we work alongside.

- 1 We are kind.** We treat all clients with kindness, patience, generosity and care. Our practice is trauma informed.
- 2 We are accountable.** We do what we say we are going to do. We are reliable and trustworthy.
- 3 We are collaborative.** We work as equal partners with clients. We empower and collaborate with them. We co-produce solutions.
- 4 We are flexible.** We adapt according to the needs of our clients. We recognise the barriers many older people face and do our best to fit our services around them.
- 5 We are inclusive.** We deliberately work to make our services inclusive and take positive action to remove barriers for people in the community.

# Our People

We are committed to supporting local employment and protecting social value so that we reflect the communities we work with.

**81% of our staff** live locally in East London and together they speak **22 different languages**.

Our staff and volunteers are our biggest asset and we prioritise making our workplace a positive environment and supporting wellbeing at all times.

“It is rare that you go to a work place and you are accepted as you are, which is what I have felt being here at Age UK East London. From day one you have all made me feel so welcome and I will always carry that experience with me in life.”  
**Carol Parkinson,**  
Tower Hamlets Connect service

Last year we also supported student social workers and have welcomed young people from the Kickstart programme.

“Honestly one of the best placements, you guys made me feel so welcome and treated me like one of your own! I have learnt something from everyone, lessons that will be beneficial to me in my future prospects in social work!”  
**Nabila Mao,** Social work student

# Our impact and key achievements 2022-23

**24,347**  
people supported during 2022-23

We helped to increase the income of older East Londoners by **£3.4 million**

**3,659**  
people were helped at home after being in hospital ...

a **33% ↑** increase compared to last year

**11,304**  
Tower Hamlets residents were supported by the Tower Hamlets Connect helpline

**100%**  
of older participants in our Friend at Home project reported increasing, or stabilising, how close they were feeling to other people (Oct-Dec 2022)

**£38,400**  
worth of food vouchers distributed to 512 older Hackney residents



# Our Circle of Wellbeing and the impact we make



## Power

The Older Person’s Reference Group (OPRG), is an Age UK East London project that brings together a diverse group of older people to discuss current issues in health and social care, create dialogue with policy makers and resist ageism.

There are groups in Newham, Hackney and Tower Hamlets. Any local resident over 50 is welcome to join their local group to voice their opinions on important issues, hear directly from local services and influence decisions on health and well-being services in their local area.

Last year, the OPRG groups across East London were attended by **958 members**. The OPRG groups have taken part in crucial co-production with councils and the NHS to improve services for older people.

*“Thanks for having me, I genuinely really enjoyed speaking to everyone and hearing the thoughts across the room!”*  
**Hackney Money Hub, London Borough of Hackney**

*“We’re agents of change, a guide for people to do what’s right.”*  
**City & Hackney OPRG member**

## Money

In 2022-23 we secured **£3.4million** for older people by making sure they were claiming everything they are entitled to.

In the context of a cost-of-living crisis, it has never been more important to ensure that older people are claiming the money and discounts, reliefs and grants that they are entitled to. The boroughs we work within have the highest rates of pensioner poverty in the country. We respond to this by delivering advice in our centres, in hospitals, and in people’s homes.

On average, our clients’ income increased by **£4,842** annually. In total, **1,654 people** were supported by our Information & Advice service and over **700 of our clients** had their income maximised.

This year, we also provided **1,630 hours** of advocacy to older people to enable them to independently challenge and navigate their way through the problems they have been struggling to solve.

In response to the cost of living crisis, this year we began offering energy advice and practical support in people’s homes. Our home energy checks help people across our boroughs to make sure that they are as energy efficient as possible and their bills are as low as possible. In the last year we helped **2,473 people**.

*‘I am so happy with the support provided by Age UK East London. The advisor was great. He helped me when I was feeling so helpless.’*  
**Advice client**



# Independence

The goal of our work in hospitals and homes is to increase independence, health and quality of life for the older people of East London.

We help older hospital patients get home sooner and stay there longer by preparing their homes for them to return to. We also provide practical and emotional support in their homes for up to six weeks post-hospital discharge. This ensures that potentially vulnerable and isolated older people can focus on rest and recovery. By supporting their safe discharge from hospital we help to relieve pressure on the NHS. Just **5%** of people supported by us are readmitted to hospital within 30 days, compared to a national average of **15.5%**. Last year we assisted **3,414 patients** across East London to return home from hospital sooner.



Last year our colleague Kate was nominated three times for a Barts Health Friends of Allied Health Professional Award. **Staff at Barts Health NHS Trust said:**

*'Kate works for Age UK East London and has been an amazing colleague for therapy staff. She goes out on visits to people's homes who do not have an advocate and sorts out space issues to allow for what is normally frail and vulnerable people to return to their own home with the equipment they need to be able to manage. I can't count the number of people she has helped and supported. Thank you, thank you, thank you.'*

Last year our handyperson service assisted **1,335 older people** across East London. Our team carried out crucial work installing grab rails, key safes and hospital beds, while also addressing potential trip hazards and installing energy saving measures such as draught excluders. This helps older people stay living independently, and safely, at home for as long as possible. As well as supporting independence, the service also helps keep bills down during the cost-of-living crisis.

# Connection

98.2% of our Digital Buddies clients have improved their confidence using IT.

Having launched a digital buddy volunteer service in response to the isolation caused by the Covid-19 pandemic, the range of digital inclusion services that we offer have become a crucial resource for older people. By providing both one-to-one support with volunteer digital buddies, and group learning at drop-in sessions, we empower our clients to become more confident using technology and getting online. This helps us combat loneliness and promote independence. Over the year, **250 people** were supported 1:1 by a Digital Buddies volunteer and **180 people** joined digital skills sessions.

*'I now have the confidence and knowledge, though still basic as it might be, to navigate the web. When I came onto the programme, just the courage to log on without supervision was daunting. Step by step with the help of my Buddy Emily, and your support, my confidence grew. I can now send emails, know how to use apps, know how to download and can access PDFs. But most of all the skills I have acquired have given me the confidence to be able to look for jobs online. As the young ones say, 'it's been a game changer'.*

**Digital Buddies client**

90% of our Befriending clients said they feel closer to other people and more optimistic about the future.

Meanwhile, our East End Friends initiative brings older and younger people together to share company and forge friendships. This helps prevent social isolation and loneliness, which are at the country's highest levels in our boroughs. This year, we supported 283 partnerships between volunteers and older people, to interact and keep each other company, over the phone and in person.

*'Your service is very important to me; Sophie is a very nice person I have been meeting with her for about four years. She keeps in contact with me every week; I couldn't ask for more from Age UK East London. I give you a 10 for your service.'*

**East End Friends participant**







## Community

**Our community space at Caxton Hall warmly welcomes people aged 50 and above, providing a place where they can connect with others in a friendly and inclusive environment.**

It serves as a hub for socialising, learning, and enjoyment, offering a range of activities and services. These include popular digital skills sessions, social lunches, exercise classes, engaging events, day trips, as well as information and advocacy services. By offering these resources, we actively combat isolation and alleviate loneliness among our attendees. At the same time, the centre's online platform, Caxton Online, has continued to provide uninterrupted access to essential community services with over **500 attendances** in our online activities. Over the past year, our events have attracted over **180 people**, actively participating and benefiting from the diverse offerings at Caxton Hall.



*"I can pop into Caxton whenever I feel like it. I feel at home here and the staff also understand that sometimes for me I need to take a break."*

### Social activities participant

Meanwhile, Century Court offers supported housing for **26 residents** aged 55 and above. Many have previously been in residential care and may have significant support needs. Our role is to enable them to lead fulfilling lives. Residents can enjoy cooking, baking, exercising, arts and crafts, music workshops, and film and poetry clubs, as well as outings and walks in the local area. Century Court fosters a supportive community where individuals work together towards common goals, building relationships and resilience through empowerment and co-production.

## Volunteering

**Our volunteers play a crucial role in supporting the communities we work in.**

Without the gift of their time and commitment, we wouldn't be able to have the impact that we do. As many of our volunteers have told us, this is a mutually beneficial relationship, and the lives of our volunteers are greatly enriched by the experiences and connections they have with our clients. This year, we were proud to be awarded the Investing in Volunteers Accreditation, which shows just how much AUKEL is a great place to volunteer.

Volunteers take part in telephone or in person befriending, our one-to-one digital buddies programme or our digital drop-in sessions at Caxton Hall. They also assist in other ways such as offering advice or helping with office administration. Last year we facilitated over **350 volunteers**, who supported over **600 clients**. Louie volunteers as a digital buddy. **He told us:**

*'My client Tony was very enthusiastic and wanted to learn all he could with me, but I felt he was hesitant and slightly sceptical about his ability to understand, learn and follow instruction over the phone/zoom. Every week, we would get into a familiar pattern where he was able to enter zoom meetings via a number of different methods (emails, text message, phone instruction), I also got him to organise and create his own meeting for myself to join – to give him the full circle of information and ability as an organiser. We would practice these methods every*



*week, which would also expose him to using his email and his confidence grew to a point where he was comfortable using it with his own family and friends.*

*This pattern continued into other areas of the internet and using google and other sites such as the BBC. We shared a common interest in sports, so I shared all my useful sporting sites and tips on using them for games, dates, tables, results and scorers. I even showed him the stats section which probably interested me more than Tony!*

*Tony was also able to eventually access the radio sites on his own and have his favourite radio section playing in the background whilst he looked at the sport news. His independence and ability to do things on his own within a couple of months, from where we began, brought huge satisfaction to myself and was an independent 'buzz' I cannot get from anything else I do in life, other than volunteering.'*





Satigo hosted a special Chinese New Year event with clients at Caxton Hall. This included a qigong session, and a delicious lunch. **Nabil Dar, Director, said:**

*'We found our corporate volunteering experience/event to be incredibly rewarding. It was a great opportunity for our team to come together and make a positive impact in our community while also celebrating Chinese New Year. We believe that our event had a positive impact on Age UK clients as it allowed them to participate in a fun and festive event and helped to bring some joy to their lives.'*

*Volunteering has a positive impact on our organisation as it helps to foster a sense of community and social responsibility among our team members. It also brought our team closer together and reinforced our commitment to giving back to our community.'*

## Corporate Volunteering

Corporate volunteering is a very important arm of our volunteering effort. It not only provides our clients with much-needed support, but also fosters a sense of community that is mutually beneficial for everybody involved. When corporate volunteers work with AUKELE, they become part of a collective effort to make a positive impact on society. Corporate volunteers actively participate in activities that contribute to our cause, such as sponsored bike rides, a 'techy tea party' where they share their technological skills with older people, or even cycling lessons to help our clients stay active and independent. Through their diverse skills and resources, corporate volunteers create a supportive network that strengthens both organisations and leaves a lasting impact on the communities we work with.

## Volunteer Awards

One of the highlights of the year was undoubtedly our Volunteer Awards celebration. Generously sponsored by Renaissance RE and hosted by the Town Hall Hotel, we said thank you to all our amazing volunteers by hosting a night of glitz, glamour and celebration. Our amazing supporter, Jay Blades MBE, hosted the celebrations with his characteristic style and class. We marked our volunteers' contributions through four awards.

**Our wonderful winners were:**

### Community Leadership Awards

- Cynthia White
- Dr Angela Hancock
- Annadale Ramanoop

### The Barry Blandford Award

- Erika S.
- Gary Bennett
- Richard Walburn

### The Coronavirus Honour Award

- The Bracken Family

### The Lifetime Contribution Award

- Violet White

*'[Richard Walburn] has demonstrated an incredible level of empathy and care. He has a great bond with our client who always speaks so highly of Rich and the friendship they have built.'*

*We understand that being a befriender can sometimes be a lot for someone emotionally, so we are really grateful for Rich being so communicative with us throughout his journey with our client. We can only hope that we will be able to find more volunteers like Rich for our charity!*

**Ruby, wellbeing coordinator,**  
Age UK East London





# Our Programmes

## Advice, Information and Advocacy

1,778 people supported

Offers support with benefits, housing, financial management and more, helping people understand and secure their rights.

## Home Help and Carers Relief

114 people supported

At-home care, tailored to individual needs, providing respite to carers to have much needed time off while the 'cared for' individual is properly supported at home.

## City Connections

234 participants

Integrated service including care navigation, carers support, a memory café, to connect City of London residents and workers to relevant services.

## LinkAge Plus

198 clients

Outreach link workers in Tower Hamlets supporting older people to connect to services, activities and resources.

## Take Home and Settle

3,414 people supported

Offering practical and emotional support to people who have been in hospital, to help them get home sooner and stay there longer.

## Community Centres

209 people participating

Providing activities, lunch and peer group support in Caxton Hall and Century Court.

## Handyperson

1,335 people helped

Making adjustments in the home to enable older people to live independently for longer in the place of their choice.

## Connector Projects

11,034 across boroughs

Telephone line for people in Newham to access services and information, as well as a telephone friend.

## Social Groups and Events

1,263 attendances  
215 people participating

Fun social opportunities for the whole community to come together.

## Older Persons' Forums

958 members

A forum in each of our boroughs, chaired by an elected older person, that give people influence over the health and social care services that they use.

## Digital Buddies

505 partnerships

Connecting people with a digital buddy to improve confidence in using technology and the internet.

## Welfare Checks

124 calls

Follow up welfare calls and check-ins for all our residents who were worried about being forgotten as the Covid-19 pandemic wore on. (Caxton, Linkage)

## East End Friends

283 partnerships

Matching volunteers with older people living on their own for regular calls or visits at home.

## Online Community Centre

505 participants

Online community hub that connects residents to our online activities and other resources.

## Energy Information and Awareness

2,473 people helped

Carrying out home energy checks, giving advice on energy efficiency and implementing energy saving measures around the home when possible.

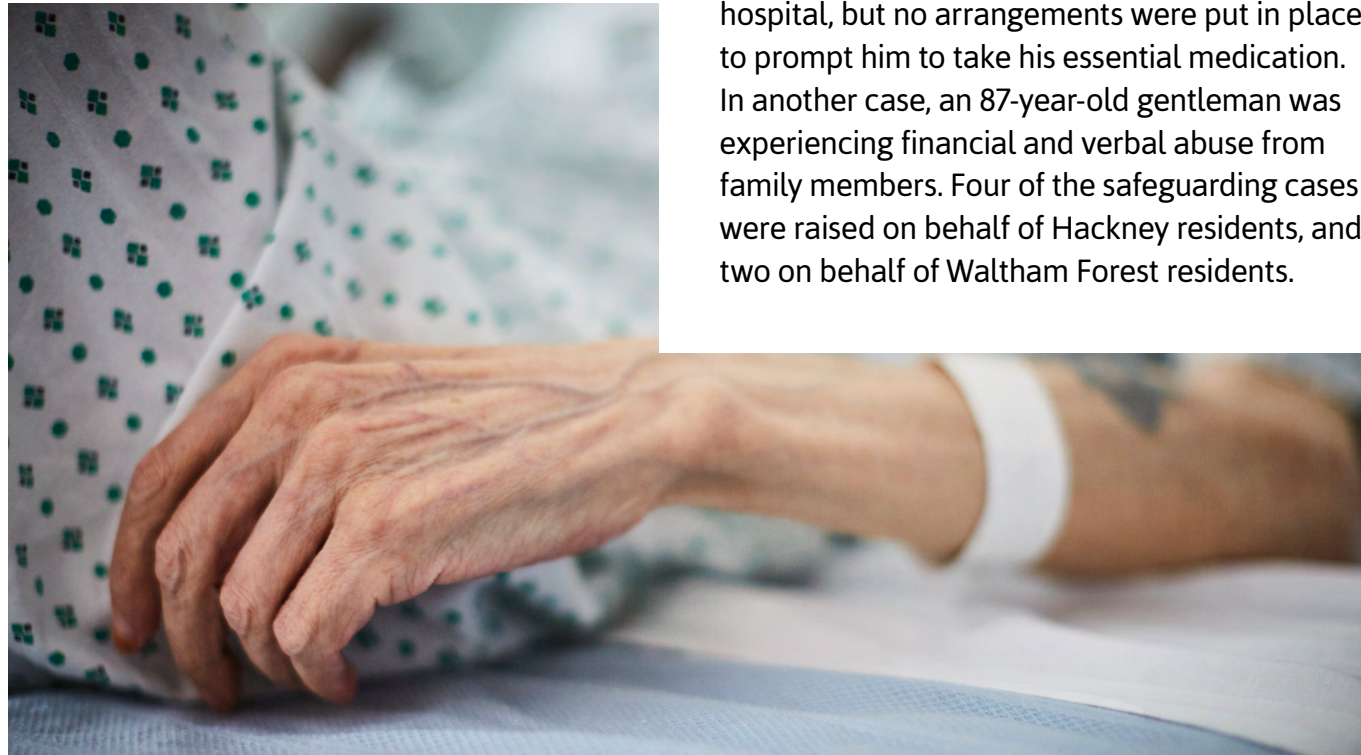
# Safeguarding

**This year we are reporting a reduction of 45% in safeguarding concerns raised compared to the previous year.**

Six cases were raised with the relevant local authority through AUKEL staff. These cases were complex. For example, we are increasingly supporting people who have issues with drugs, alcohol or mental health. We believe this may be a result of the continued fallout from the Covid-19 pandemic, with some people being fearful or reluctant to seek help. Their issues then spiraled to the point of crisis, at which point they became known to AUKEL and our services. Colleagues have worked hard in these challenging circumstances and safeguarding remains of paramount importance across our organisation.



Four of the safeguarding concerns related to men and two to women. Issues of concern included self-neglect, hoarding, financial abuse and an act of omission by a care agency. An 83-year-old gentleman was discharged from hospital, but no arrangements were put in place to prompt him to take his essential medication. In another case, an 87-year-old gentleman was experiencing financial and verbal abuse from family members. Four of the safeguarding cases were raised on behalf of Hackney residents, and two on behalf of Waltham Forest residents.



# Our funding

A very big thank you to all our funding partners, who have helped us support older East Londoners over the last year:

- Barts Health NHS Trust Whipps Cross Hospital
- City of London Corporation
- London Borough of Hackney
- London Borough of Havering
- London Borough of Newham
- London Borough of Tower Hamlets
- NHS North East London ICB
- Action for Bow
- Age UK
- Age UK London
- City Bridge Trust, the funding arm of the City of London Corporation's charity Bridge House Estates (1035628)
- Bromley by Bow Centre
- Compass Wellbeing
- Currys
- East End Community Foundation
- Emmanuel Hospital Foundation
- E.ON
- French Huguenot Church of London Charitable Trust
- Hackney Giving
- Human Made Machine
- MacMillan
- Ofcom
- Smart Energy GB
- St Andrew Holborn Group of Charities
- Toynbee Hall
- Vodafone charities.connected

We would like to thank all the companies that shared skills, put on events and sent us fantastic volunteers over the past year:

- Apple
- Bikeworks
- Clifford Chance
- Digital Theatre
- Paragon DCX
- Quadient
- RenaissanceRE
- The Reader Group
- RGA UK Services
- Satigo
- System and Smiles

A huge thank you to the host of our Volunteer Awards:

- **Jay Blades MBE, the host with the most**

We welcomed students from the following universities on placement – thank you for all your hard work:

- **University of Kent**
- **London South Bank University**

Thank you to the following organisations, which gave free tickets to older East Londoners:

- **Historic Royal Palaces**
- **British Museum**
- **Wallace Collection**



# Purpose and aim

AUKEL aims to improve the health and wellbeing of all older people and their carers in East London by providing practical and emotional support in their home, in hospital and in the community.

# Objectives

- Encouraging choice, opportunity and independence for older people and to be there when help is most needed.
- Providing safe, friendly, and inclusive services.
- Ensuring that older people are aware of, and have access to the benefits to which they are entitled.
- Working in partnership and cooperation with other organisations and working toward a steep change in attitudes, service planning and delivery of all services for older people.
- Seeking out and representing the stated needs and wishes of all older people and carers in East London and working in partnership to ensure their voices are heard.
- Preventing social isolation and striving to combat loneliness.
- Adapting older people’s environments to suit their changing needs.
- Championing volunteering and its benefits and reflecting the diversity of our communities.
- Embracing new technologies and strategies to improve the delivery of our services and to expand opportunities for income generation.
- Valuing equality and diversity and developing the skills and talents of our staff.
- Ensuring all our activities maximise the organisation’s resources.

# Financial review

## Overview

We are pleased with our end of year position. Our turnover was **£3.3m** (2022: £3m). and we made a **£131k** (2022: £196k) unrestricted surplus.

Age UK East London made an overall operating surplus in 2023 of **£125,776** (2021: £140,591). This operating surplus arose from income of **£3,331,950** (2022: £3,027,785) less expenditure of **£3,206,174** (2022: £2,887,195). Excluding the restricted element of the operating surplus, the unrestricted year end result was a surplus of **£131,845** (2022: £196,183), Total funds at 31st March 2023 are **£1,377,009** (2022: £1,251,233) of which **£1,292,992** were unrestricted (2022: £1,161,147).

## Income

The charity received **99%** of its income from its charitable activities. Our largest source of income was local authority contracts, followed by hospital contracts then grants. Overall income increased by **10%** for the charity in the year.

## Expenditure

The charity’s expenditure on charitable activities increased by **11%** in the year. **73%** of total expenditure relates to staff costs. Individual services accounted for **33%** of expenditure, and community services accounted for **67%** of expenditure.

## Subsidiary entities

All subsidiary entities were dormant in the period. The net assets at year end of the subsidiary entities were as follows:

– Age Concern Newham Trading Company Limited £0

Age Concern Hackney, Age Concern Newham and Age Concern Tower Hamlets were dissolved on 26th April 22.

## Fundraising

In the last financial year, we did not run any public facing fundraising campaigns. We do not outsource or use professional fundraisers and we have received no complaints. We remain a member of the Institute of Fundraising.

## Reserves

The Trustees are responsible for ensuring that the Charity maintains an appropriate level of reserves to meet future risks, provide working capital. The Trustees review the Charity’s reserves policy annually and decide on the appropriate level required for the good governance of the Charity.

In considering the level of reserves to be retained by the charity, Trustees are mindful of the fact AUKEL has substantial fixed costs in terms of staff and premises, and a low diversity of income streams, together with low levels of guaranteed funding beyond one to three years. Additionally, AUKEL does not have a substantial asset base against which to borrow. These indications of higher financial risk have been borne in mind by the Trustees in setting AUKEL’s reserves policy.

Reserves are defined by the Charity Commission as unrestricted funds expendable at the discretion of the Trustees in furtherance of the Charity’s objects.



The Trustees reserves policy has been agreed in accordance with the Charity Commission Guidance. The policy is to maintain as unrestricted free reserves at least 3 months of budgeted future operating costs.

Our current budgeted operating costs are **£3.35m** which would mean we need to maintain **£837,000** as unrestricted free reserves. Our general reserve at 31st March 2023 is **£1,098,995**. Our unrestricted free reserve at 31st March is **£1,085,287 (£1,098,995-£13,708)** so we are compliant with the policy.

The board has recognised that fundraising opportunities may become more challenging going forwards. However, the board has designated funds of **£100,000** to invest in much-needed new IT infrastructure and **£94,000** to invest in the Marie Lloyd Centre start-up project. These projects will increase our efficiency and our capacity to meet the increasing needs of the elderly population as we emerge from the pandemic and continue to deal with the cost-of-living crisis.

Our remaining funds are prudently held to manage any additional unexpected risk and to replace any fixed assets should this be needed.

## Future Plans

Over the last few years the scale, focus and leadership of AUKEL has significantly changed. We provided an extraordinary response to the needs of our community during the pandemic, have taken-on several very large-scale contracts (which include extending our reach both to people aged 18+ and outside our three boroughs) and have a new trustee board, and a new CE.

It's clear that organisation's infrastructure needs investment in order for it to keep pace with the growth in service-delivery and staffing. Over the coming period we will think hard about how we continue to build on our many strengths and develop a framework which focuses on how we address future uncertainty whilst retaining a clear focus on the needs of older people in East London. We will develop a strategy which will enable us to realise our vision of East London being a place where older people can live happy, healthy and fulfilled lives.

### We want every older person in East London to:

- have a safe place to live and an income that allows them to feed themselves, heat their homes and socialise.
- feel part of their community, and to be as healthy, happy and independent as they can be.
- be regarded as equal citizens, and have their voices heard.
- know how and where to ask for support.
- feel connected and cared for.

**In order to provide services that deliver this vision our organisation will develop in the following areas:**

### Sustainable

- **Be clear about our risk appetite and our ambition**, ensure our funding strategy aligns with our operational goals.
- **Increase our financial resilience** by diversifying our funding base to include unrestricted income sources.
- **Maintain and further develop great relationships** with commissioners and funders.
- **Continue to develop our impact measurement**, ensuring we can demonstrate the difference we make.
- **Work efficiently**; maximise technologies, have streamlined systems and processes that work.
- **Develop a plan for our premises**; decide whether we want modern, secure and accessible premises in each of our three boroughs or whether we centralise our operations.

### Equitable/Accessible

- **Ensure our services are targeted at those who need it the most**, and that we remove as many barriers to access as possible.
- **Aim to offer equivalent services and shared-access points** across our three boroughs; giving clarity to older people in East London wherever they live, and however they access us.
- **Have a team of staff and volunteers that reflects the community we serve**, at every level

### Professional/Consistent

- **Have processes, practices and a culture that are organisation-wide.**
- **Have a team of staff and volunteers that is well-managed and supported**, motivated and engaged.
- **Develop a well-resourced volunteering service**, which draws from our whole local community and adds value across the organisation.
- **Continue to invest in our communications** ensuring we have an accepted look and feel that partners, funders and older people know and trust.

### Collaborative

- **Work closely, and listen well**, to older people in East London. Ensuring all our work is guided by their priorities.
- **Work together across AUKEL** to maximise our organisational capacity and ensure clients receive a seamless service.
- **Work generously and genuinely** with partners from all sectors. Increasing the depth of our joint-work and the extent we know about each other's offers, reducing the chances of older people falling between the gaps in services.



## Principal risks and uncertainties

The Trustee Board systematically reviews risks faced by the charity. Every quarter the senior management team produces an updated risk register for the Finance Sub Committee's in-depth consideration. The risk register includes a detailed mitigation plan for every red or amber risk, and reports on progress against the plan to both the Board and the Finance sub committee.

The principle risks as we look forward relate to AUKEL's under-developed infrastructure – relating to the organisation's rapid growth, and the wider socio-economic environment. The ongoing squeeze on public finances impacts on how services are commissioned (value, contract length and delivery expectations), and on the needs of our local population. Demand for our services remain high and it's often difficult both

for our team to meet demand, and to resolve the issues brought to our services.

Over the coming months we will invest in our organisational infrastructure; our premises, IT, and management systems, resources and processes – with the aim of improving our efficiency, helping us collaborate better, and giving us better tools to support staff in their challenging roles.

The development of a new organisational strategy will also give us an opportunity to work with all our internal and external stakeholders to review the organisation's vision and purpose and to plan forward. We're keen to develop new and stronger partnerships, and to build on the expertise we have in service delivery – continuing to develop and deliver impactful services for older people in East London.

## Structure, governance, and management

Age UK East London (AUKEL) was created as a charity in November 2011 and established as a company in June 2011. The charities of Age Concern Hackney, Age Concern Newham and Age Concern Tower Hamlets were linked by a Uniting Direction via common trusteeship issued in December 2011.

We were accepted in September 2012 as a Brand Partner of Age UK, the national charity formed by a merger of Age Concern England and Help the Aged.

### Governing Document

The Charity's operations are governed by its memorandum and articles of association (M&AA) dated 29 June 2011. The constituent charities adopted identical M&AA during December 2011.

### Organisational structure

At the start of the year Age UK East London was the parent charity of three subsidiary charities, and a trading subsidiary (all dormant): Age Concern Hackney; Age Concern Newham; Age Concern Tower Hamlets; and Age Concern Newham Trading Ltd.

The three subsidiary charities were dissolved on 26/04/2022.

## Decision Making

### The Board of Trustees

Full Board Meetings are held bi-monthly. They are attended by all available Trustees, the Chief Executive Officer and Senior Directors. The meetings are minuted by an independent recorder. All reports and papers are submitted at least three days before the meeting. The Board receives reports from all the departments and has an opportunity to ask questions. The Board receives a report from the CEO and has an opportunity to ask questions. Decisions are minuted and taken by a vote of the whole Board. Decisions on the following will be reviewed by the whole Board: budget, spend, policy, marketing, safeguarding and new projects.

### The Finance Sub Committee

Meetings are held regularly. The Treasurer, other trustees, the CEO and the Finance Director attend. All reports are submitted five days before the meeting. The meetings are minuted and the decisions are shared with all Trustees.

Our Financial Procedures Manual includes a scheme of delegation in relation to budgets, expenditure and other important financial processes and controls

### Chair and CEO meetings

Informal meetings are held regularly between the Chair and CEO. Decisions are circulated to the Board of Trustees by email should they be required.

The Board delegate day-to-day management of the charity, and take advice from the CEO and SMT:

#### CEO

Jane Caldwell – *To June 2022*

Andrea Kelmanson – *From June 2022*

Mary-Ann Foxwell – *From April 2023*

#### Director of Care and Services Development/Safeguarding Lead

Deborah Hayes

#### Director of Services

Larissa Howells

#### Director of Finance and Operations

Geetha Umaasuthan

### Public Benefit

The Board have due regard for the Charity Commission's guidance on Public Benefit, taking it into account in all relevant decision-making. The report above describes how the Board have carried out the charity's purposes for the public benefit this year.

### Brand Partnerships

Age UK East London is a brand partner of Age UK. The Brand Partner Agreement allows AUKEL to use the brand and to apply for funding from Age UK and for support. AUKEL is therefore restricted to carry out the work of the charity within the three boroughs of Hackney, Newham and Tower Hamlets. AUKEL can work in other areas with the consent of the respective Age UK brand partner, and does not have to discuss with Age UK the work that it delivers or its strategic plan.

### Appointment of trustees

The Board of Trustees is a skills-based Board, with expertise in all areas that are essential for the breadth of the work of AUKEL. The Chair and CEO regularly review the succession planning on the Board, with the term ends of individual Trustees in mind. New Trustees are advertised through 'Reach', a reputable on-line agency for the voluntary sector, through LinkedIn, and through networks such as The East London Business Alliance and through advertisement on the AUKEL website.



**Stage 1** The Chair will review all applications and have an informal call or meeting with the candidate.

**Stage 2** The Chair and CEO will meet the candidate.

**Stage 3** References will be taken up.

**Stage 4** The candidate will be invited to attend a Board meeting as an observer.

**Stage 5** The Trustees will be asked to agree as a majority on the appointment.

**Stage 6** The candidate will be proposed and seconded by members of the Board at a Board Meeting and the candidate voted for.

We continue to review and improve the trustee recruitment process and update the relevant policies.

## Trustee induction and training

During the recruitment process, new Trustees are briefed by the Chair and CEO, including a discussion of their responsibilities and legal obligations. After the recruitment is completed, newly appointed Trustees are invited to meet with each Director and Team Leader and also to visit one of the hospitals where we provide Home and Settle services.

As part of their induction and training new and potential trustees are provided with documents including the charity's memorandum and articles, the Charity Commission guidance The Essential Trustee and the Guide to Good Governance. Training sessions on specific areas of interest are provided to trustees by the charity's professional advisers, most recently on Conflicts of Interest, Data Security & Protection and sessions from the Trustee Exchange. Trustees are provided with opportunities for more in-depth training and guidance from the NCVO and from the national Age UK network, most recently on challenges to

older people from winter cold 2022/23. They are also provided with the Staff Handbook, containing the main operating policies of the Charity.

## Related parties and relationships with other organisations

As noted above Age UK East London (AUKEL) acted as parent charity to the dormant subsidiary charities Age Concern Hackney, Age Concern Newham and Age Concern Tower Hamlets, which were dissolved on 26/04/2022. Additionally Age Concern Newham Trading Ltd is a dormant subsidiary.

AUKEL is a Brand Partner of Age UK, the national charity formed by a merger of Age Concern England and Help the Aged.

## Remuneration policy for key management personnel

The Board of Trustees agree the remuneration of the Chief Executive Officer. The Chair of the Trustees makes a recommendation to the board on the overall level of pay for the CEO on an annual basis. Remuneration for other members of the Senior Management Team is delegated to the CEO within the policy parameters set by the Board.

The Board and the Charity use three principles to ensure pay is proportionate and fair: comparisons within the organisation; comparisons within the sector; and comparisons with organisations of similar size and complexity working in similar environments. Regular assessments of sector pay are completed using openly sourced pay data and salary surveys. Age UK East London aims to pay at the median point of these assessments. The ratio between the highest paid employee and the lowest paid employee is also taken into account.

Annual appraisals are completed. For the CEO, this is completed by the Chair and for other Directors by the CEO. Whilst Age UK East London does not operate performance related pay, performance is used as a guide to where remuneration is set in line with the salary assessments.

# Statement of responsibilities of the trustees

The trustees (who are also directors of 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 which 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:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the 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 hence for

taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the 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.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2022 was 13 (2021: 12). The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Statement as to disclosure to our auditors In so far as the trustees are aware:

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

The report of the Trustees has been prepared in accordance with the special provisions relating to companies' regime within part 15 of The Companies Act 2016.

The trustees' annual report has been approved by the trustees on 4th October 2023 and signed on their behalf by:



**Zara King**  
Trustee, Interim Chair



# Independent Auditor's Report to the members of Age UK East London

## Opinion

We have audited the financial statements of Age UK East London (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## 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 the charitable company'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 annual report, other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements 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.

## Opinion 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' 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 directors' report included within the trustees' report.

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; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report

## Responsibilities of Trustees

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, 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 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 is detailed below:

- The charitable company is required to comply with both company law and charity law and based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### Use of our report

This report is made solely to the 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.

*Simon Goodridge*

#### Simon Goodridge

Senior Statutory Auditor  
for and on behalf of Knox Cropper LLP  
65 Leadenhall Street  
London EC3A 2AD

4th October 2023





# Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31st March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	2022 Total £
<b>Income from:</b>					
Donations and legacies	3	2,920	-	2,920	43,435
Charitable activities:	4				
– Individual Services		910,306	13,319	923,625	1,095,976
– Community Services		1,631,847	752,820	2,384,667	1,857,532
– Central Support		-	10,329	10,329	
Investment income		409	-	409	24
Other income		10,000	-	10,000	30,819
<b>Total income</b>		<b>2,555,482</b>	<b>776,468</b>	<b>3,331,950</b>	<b>3,027,786</b>
<b>Expenditure on:</b>					
Charitable activities:	5				
– Individual Services		1,039,066	14,576	1,053,642	1,171,516
– Community Services		1,384,571	767,961	2,152,532	1,715,679
<b>Total expenditure</b>		<b>2,423,637</b>	<b>782,537</b>	<b>3,206,174</b>	<b>2,887,195</b>
<b>Net income for the year</b>	6	131,845	(6,069)	125,776	140,591
Transfers between funds	15	-	-	-	-
Net movement in funds		131,845	(6,069)	125,776	140,591
<b>Reconciliation of funds:</b>					
Total funds brought forward		1,161,147	90,086	1,251,233	1,110,642
<b>Total funds carried forward</b>		<b>1,292,992</b>	<b>84,017</b>	<b>1,377,009</b>	<b>1,251,233</b>

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.

# Balance sheet

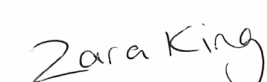
As at 31st March 2023

	Note	2023 £	2023 £	2022 £	2022 £
<b>Fixed assets:</b>					
Tangible assets	9		13,706		33,311
Investment in shares	10		2		2
			13,708		33,313
<b>Current assets:</b>					
Debtors	11	407,273		522,427	
Cash at bank and in hand		1,340,661		1,186,095	
		1,747,934		1,708,522	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	12	384,633		490,602	
<b>Net current assets</b>			1,363,301		1,217,920
<b>Total assets less current liabilities</b>			1,377,009		1,251,233
<b>Total net assets</b>	14		1,377,009		1,251,233
<b>Funds</b>					
Restricted funds	15		84,017		90,086
Unrestricted funds:					
– Designated funds		194,000		225,775	
– General funds		1,098,992		935,372	
<b>Total unrestricted funds</b>			1,292,992		1,161,147
<b>Total funds</b>			1,377,009		1,251,233

The financial statements have been approved and authorised for issue by the trustees on 4th October 2023 and signed on their behalf by:



Julia Casimo, Trustee



Zara King, Trustee

Company registration no. 07687015

The attached notes form part of the financial statements.



# Statement of Cash Flows

For the year ended 31st March 2023

Note	2023 £	2023 £	2022 £	2022 £
<b>Net cash provided by operating activities</b>	17	<b>157,906</b>		242,711
Cash flows from investing activities:				
– Interest from investments	<b>409</b>		24	
– Purchase of fixed assets	<b>(3,749)</b>		(28,714)	
<b>Cash (used in) investing activities</b>		<b>(3,340)</b>		(28,690)
<b>Change in cash and cash equivalents in the year</b>		<b>154,566</b>		214,021
Cash and cash equivalents at the beginning of the year		<b>1,186,095</b>		972,074
<b>Cash and cash equivalents at the end of the year</b>		<b>1,340,661</b>		1,186,095

## Analysis of net debt

	At 1 April 2022 £	Cash flow £	At 31 March 2023 £
<b>Cash at bank and in hand</b>	1,186,095	<b>154,566</b>	<b>1,340,661</b>
<b>Total</b>	1,186,095	<b>154,566</b>	<b>1,340,661</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 1 Accounting policies

General information:

**Company number:** 07687015

**Charity number:** 1144535

Registered in England and Wales

**Registered Office:** 82 Russia Lane, London E2 9LU

Limited by Guarantee

### a) Basis of preparation

The financial statements have been prepared in accordance with the Companies Act 2006.

The charitable company 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 or note.

### b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts include the confirmation of the going concern status of the subsidiary charities and company. 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. We have generated additional funding during the previous periods however all- new operational activities are fully funded and do not affect the going concern of the charity. In reaching our conclusion, the trustees have reviewed budgets and cash flows covering 12 months from the date of sign off.

### c) 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 provision of specified service is deferred until the criteria for income recognition are met.

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 by the executor(s) 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, then the legacy is treated as a contingent asset and disclosed if material.

### d) 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.

### e) 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.

### f) 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.



AGE UK EAST LONDON

Notes to the financial statements

For the year ended 31st March 2021



g) 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 of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services, exhibitions and other educational activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred

h) Allocation of support 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 company’s charitable programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 5.

i) Operating leases

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

j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. 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 property	straight line over the lease period	on cost
Furniture and office equipment	25%	on cost
Computer equipment	33.33%	on cost
Building Improvements	25%	on cost
Motor Vehicles	33.33%	on cost

k) 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.

l) 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.

m) 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.

n) 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.

AGE UK EAST LONDON

Notes to the financial statements

For the year ended 31st March 2021



o) Pensions

The company operates a defined contribution pension scheme on behalf of its employees. Contributions are charged to the Statement of Financial Activities in the period in which they are payable.

p) Critical accounting judgements and estimates and key sources of estimation uncertainty

In the application of these accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources.

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Although these estimates are based on management’s best knowledge of the amount, events or actions, actual results may ultimately differ from those estimates. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects current and future periods. The trustees consider the following items to be areas subject to estimation and judgement:

Depreciation:

The useful economic lives of tangible fixed assets are based on management’s judgement and experience. When management identifies that actual useful economic lives differ materially from the estimates used to calculate depreciation, that charge is adjusted retrospectively. Although tangible fixed assets are significant, variances between actual and estimated useful economic lives will not have a material impact on the operating results. Historically, no changes have been required.

Legacies:

Accruing for income derived from legacies where complicated issues surrounding the measurement of the group’s entitlement to income existed at the year-end. There have been no legacy recognition or measurement requirements this year.

In the view of the Trustees , no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

These accounting policies have been applied consistently in dealing with items which are considered material in relation to the Charity’s financial statements.





# Notes to the financial statements

For the year ended 31st March 2023

## 2. Detailed comparatives for the statement of financial activities

	2022 Unrestricted £	2022 Restricted £	2022 Total £
<b>Income from:</b>			
Donations and legacies	43,435	-	<b>43,435</b>
Charitable activities:			
– Individual Services	1,003,993	91,983	<b>1,095,976</b>
– Community Services	1,327,060	530,472	<b>1,857,532</b>
Investment income	24		<b>24</b>
Other income	30,819	-	<b>30,819</b>
<b>Total income</b>	<b>2,405,331</b>	<b>622,455</b>	<b>3,027,786</b>
Charitable activities:			
– Individual Services	1,091,134	80,382	<b>1,171,516</b>
– Community Services	1,118,014	597,665	<b>1,715,679</b>
Other			
<b>Total expenditure</b>	<b>2,209,148</b>	<b>678,047</b>	<b>2,887,195</b>
<b>Net income for the year</b>	<b>196,183</b>	<b>(55,592)</b>	<b>140,591</b>
Transfers between funds			
Net movement in funds	196,183	(55,592)	<b>140,591</b>
Total funds brought forward	964,964	145,678	<b>1,110,642</b>
<b>Total funds carried forward</b>	<b>1,161,147</b>	<b>90,086</b>	<b>1,251,233</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 3. Income from donations and legacies

Current year	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Donations	2,920	-	<b>2,920</b>	43,673
Gift in kind	-	-	-	-
Legacies	-	-	-	-
	<b>2,920</b>	<b>-</b>	<b>2,920</b>	<b>43,673</b>

Prior year	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Donations	43,673	-	<b>43,673</b>	38,066
Gift in kind	-	-	-	-
Legacies	-	-	-	-
	<b>43,673</b>	<b>-</b>	<b>43,673</b>	<b>20,008</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 4 Income from charitable activities

Individual Services	Unrestricted £	Restricted £	2023 Total £	2022 Total £
City & Hackney Homerton Home & Settle	314,629	7,656	<b>322,285</b>	299,934
Newham Home & Settle	111,781	-	<b>111,781</b>	127,510
Whipps Cross Home & Settle	120,050	2,656	<b>122,706</b>	153,648
Royal London Take Home and Settle	161,208	-	<b>161,208</b>	138,529
Macmillan Cancer pathways	49,430	-	<b>49,430</b>	51,267
Food grants	-	-	-	28,000
Covid 19 funds	-	-	-	1,143
LBTH				
- Carers Relief Service	2,608	-	<b>2,608</b>	-
- Home Help	35,512	-	<b>35,512</b>	33,086
- Handy Person's Service	-	-	-	43,945
- Last years of life	-	-	-	91,500
LB Havering, Havering at Home Service/Handyperson	115,088	-	<b>115,088</b>	90,945
E.ON Handyperson	-	3,007	<b>3,007</b>	18,990
Energy Redress	-	-	-	17,480
<b>Total for Individual Services</b>	<b>910,306</b>	<b>13,319</b>	<b>923,625</b>	<b>1,095,977</b>

**Community services:** Community services include the following restricted funds: £10,626 from the Emmanuel Hospital Foundation/Age UK for our advice programme, £5,000 from French Huguenot Church of London Charitable Trust for welfare packs, £39,320 from Ofcom for digital skills and awareness sessions, £49,500 from Vodafone Limited/Age UK for Vodafone Digital Champions Programme, £24,577 from Smart Energy GB for energy awareness and £31,744 from City Bridge Trust, the funding arm of the City of London Corporation's charity, Bridge House Estates (1035628), for advice in Newham

# Notes to the financial statements

For the year ended 31st March 2023

## 4 Income from charitable activities (cont.)

Community Services	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Toynbee Hall – Link Age Plus	128,238	-	128,238	137,416
Century Court	45,861	2,533	48,394	53,117
Digital Programme	12,806	108,653	121,459	103,716
City Connections	238,887	4,744	243,631	216,415
Empower Project	-	10,770	10,770	23,294
LBTH Caxton	5,247	112,070	117,317	110,010
Mental Health Connector	19,010	-	19,010	30,900
City & Hackney ORPG	31,948	10,730	42,678	34,524
Newham ORPG	23,000	-	23,000	23,081
Tower Hamlets ORPG	40,078	18,542	58,620	60,875
Connect Hackney	126,883	72,815	199,698	199,726
LBTH Befriending Service	-	73,105	73,105	71,640
LB Hackney	7,617	-	7,617	13,488
Hackney Information & Advice	-	194,748	194,748	129,450
RBS project Newham information & advise	-	57,000	57,000	36,500
LHTH Information & Advise	952,272	72,035	1,024,307	581,076
E.ON Benefits check	-	15,075	15,075	32,302
<b>Total for Community Services</b>	<b>1,631,847</b>	<b>752,820</b>	<b>2,384,667</b>	<b>1,857,530</b>

Central Support	Unrestricted £	Restricted £	2023 Total £	2022 Total £
LBTH rent grant	-	10,329	<b>10,329</b>	-
Other income	-	-	-	-
<b>Total for Activity 3</b>	<b>-</b>	<b>10,329</b>	<b>10,329</b>	<b>-</b>
<b>Total income from charitable activities</b>	<b>2,542,153</b>	<b>776,468</b>	<b>3,318,621</b>	<b>2,953,507</b>



# Notes to the financial statements

For the year ended 31st March 2023

## 4 Income from charitable activities (cont. – prior year comparatives)

Individual Services	Unrestricted £	Restricted £	2022 Total £	2021 Total £
City & Hackney Homerton Home & Settle	299,309	625	<b>299,934</b>	233,762
Newham Home & Settle	111,137	16,373	<b>127,510</b>	110,371
Whipps Cross Home & Settle	153,023	625	<b>153,648</b>	300,008
Royal London Take Home and Settle	137,500	1,029	<b>138,529</b>	114,000
Macmillan Cancer Pathways	51,267	-	<b>51,267</b>	-
Food grants	-	28,000	<b>28,000</b>	57,227
Covid 19 funds	-	1,143	<b>1,143</b>	47,746
Vehicle grants	-	-	-	28,500
LBTH				
- Carers Relief Service	-	-	-	12,627
- Carers' Flexi Break	-	-	-	3,552
- Home Help	33,086	-	<b>33,086</b>	20,089
- Personal Budgets Home Help	-	-	-	1,990
- Handy Person's Service	36,227	7,718	<b>43,945</b>	78,329
- Emergency Carer respite Service	-	-	-	914
- Last years of life	91,500	-	<b>91,500</b>	91,500
London Borough of Waltham Forest – Home help	-	-	-	4,424
LB Havering, Havering at Home Service/Handyperson	90,945	-	<b>90,945</b>	101,043
Newham Handyperson Service	-	-	-	12,020
EON Handyperson	-	18,990	<b>18,990</b>	10,260
Energy Redress	-	17,480	<b>17,480</b>	32,407
<b>Total for Individual Services</b>	<b>1,003,994</b>	<b>91,983</b>	<b>1,095,977</b>	<b>1,260,769</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 4 Income from charitable activities (cont. – prior year comparatives)

Community Services	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Toynbee Hall – Link Age Plus	137,416	-	<b>137,416</b>	137,027
Century Court	45,519	7,599	<b>53,118</b>	45,150
Sparko	-	-	-	2,015
Digital Programme	40,000	63,716	<b>103,716</b>	151,909
City Connections	200,000	16,415	<b>216,415</b>	214,000
Empower Project	-	23,294	<b>23,294</b>	8,383
LBTH Caxton	3,955	106,055	<b>110,010</b>	107,328
Mental Health Connector	30,900	-	<b>30,900</b>	20,601
City & Hackney ORPG	29,824	4,700	<b>34,524</b>	44,854
Newham ORPG	23,081	-	<b>23,081</b>	23,000
Tower Hamlets ORPG	60,875	-	<b>60,875</b>	56,000
Connect Hackney	199,726	-	<b>199,726</b>	-
LBTH Befriending Service	-	71,640	<b>71,640</b>	9,333
LB Hackney	13,488	-	<b>13,488</b>	146,418
Hackney Information & Advice	200	129,250	<b>129,450</b>	31,647
RBS project Newham information & advise	-	36,500	<b>36,500</b>	87,897
LHTH Information & Advise	542,076	39,000	<b>581,076</b>	87,551
E.ON Benefits check	-	32,302	<b>32,302</b>	27,838
<b>Total for Community Services</b>	<b>1,327,060</b>	<b>530,471</b>	<b>1,857,531</b>	<b>1,200,951</b>
<b>Total income from charitable activities</b>	<b>2,331,054</b>	<b>622,454</b>	<b>2,953,508</b>	<b>2,461,720</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 5 Analysis of expenditure

	Basis of allocation	Charitable activities		Support costs £	Governance costs £	Total	Total
		Individual Services £	Community Services £			2023	2022
						£	£
Staff costs	Direct	726,612	1,161,979	436,050	-	2,324,656	2,115,174
Activities and events	Direct	44,311	118,482		-	162,793	149,150
Consultants and professional fees	Direct	-	25,003	73,027	-	98,030	368,538
Volunteers costs	Direct	-	-	-	-	-	-
Subcontractors costs	Direct	-	394,954	-	-	394,954	-
Premises	Space	-	-	109,434	-	109,434	83,247
General office costs	Staff time	-	-	25,633	-	25,633	20,917
Communication and computers	Usage	-	-	48,067	-	48,067	57,711
Other support costs	Usage	-	-	26,353	-	26,353	67,730
Audit	Direct	-	-	-	12,635	12,635	15,675
Governance and trustees	Staff time	-	-	-	3,619	3,619	9,053
		770,923	1,700,418	718,579	16,254	3,206,174	2,887,195
Support costs		276,465	442,114	(718,579)	-	-	-
Governance costs		6,254	10,000		(16,254)	-	-
Total expenditure	2023	1,053,642	2,152,532	-	-	3,206,174	2,887,195
Total expenditure	2022	1,171,516	1,715,679	-	-	2,887,195	

Of the total expenditure, **£2,423,637** was unrestricted (prior year: £2,209,148) and **£782,537** was restricted (prior year: £687,047).

# Notes to the financial statements

For the year ended 31st March 2023

## 5 Analysis of expenditure (- prior year comparatives)

	Basis of allocation	Charitable activities		Support costs	Governance costs	Total
		Individual Services	Community Services			2022
		£	£			£
Staff costs	Direct	763,953	915,171	436,050	-	2,115,174
Activities and events	Direct	57,232	91,918	-	-	149,150
Consultants and professional fees	Direct	18,497	311,072	38,969	-	368,538
Volunteers costs	Direct	-	-	-	-	-
Other direct costs	Direct	-	-		-	-
Premises	Space	-	-	83,247	-	83,247
General office and finance staff cost	Staff time	-	-	20,917	-	20,917
Communication and computers	Usage	-	-	57,711	-	57,711
Other support costs	Usage	-	-	67,730	-	67,730
Audit	Direct	-	-	-	15,675	15,675
Staff and trustees	Staff time	-	-	-	9,053	9,053
		839,682	1,318,161	704,624	24,728	2,887,195
Support costs		320,583	384,040	(704,624)	-	-
Governance costs		11,251	13,478	-	(24,728)	-
Total expenditure	2022	1,171,516	1,715,679	-	-	2,887,195



# Notes to the financial statements

For the year ended 31st March 2023

## 6 Net income / (expenditure) for the year

This is stated after charging / (crediting)	2023 £	2022 £
Operating lease rentals:		
– Property	80,922	52,467
– Other equipment	6,379	6,178
Depreciation	23,354	62,666
Auditor's remuneration:		
– Audit fees – excluding VAT	12,635	11,600

## 7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Group staff costs were as follows:	2023 £	2022 £
Salaries and wages	1,720,853	1,793,906
Social security costs	159,417	157,369
Pension cost – defined contribution	64,497	91,879
Temporary staff cost	322,534	27,087
Redundancy and termination costs	28,064	25,962
Other employee support costs	48,821	18,971
	<b>2,344,186</b>	<b>2,115,174</b>

One employee on the payroll received remuneration in excess of £60,000 per year

	2023 No.	2022 No.
£60,000 - £69,999	1	
£70,000–£79,999		1

**Key management personnel** - payroll costs were **£278,000** in 2022–23, and **£302,298** in 2021–22.

### Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2023 No.	2022 No.
Charitable activities	62	66
Support	9	8
	<b>71</b>	<b>74</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 8 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

## 9 Tangible fixed assets

	Motor Vehicles £	Office equipment £	Computer equipment £	Leasehold property £	Total £
<b>Cost</b>					
At the start of the year	45,646	83,050	34,636	2,428	<b>165,760</b>
Additions in year	-	-	3,749	-	<b>3,749</b>
At the end of the year	45,646	83,050	38,385	2,428	<b>169,509</b>
<b>Depreciation</b>					
At the start of the year	24,646	83,050	23,365	1,388	<b>132,449</b>
Charge for the year	15,215	-	7,792	347	<b>23,354</b>
At the end of the year	39,861	83,050	31,157	1,735	<b>155,803</b>
<b>Net book value at the end of the year</b>	<b>5,785</b>	<b>-</b>	<b>7,228</b>	<b>693</b>	<b>13,706</b>
At the start of the year	21,000	-	11,271	1,040	33,311

All of the above assets are used for charitable purposes.

The office equipment comprises a telephone system which is held under a finance lease from February 2018. The equipment with a historic cost of **£83,050** is now fully depreciated.

# Notes to the financial statements

For the year ended 31st March 2023

## 10 Subsidiary Companies

The charity's subsidiary entities were all dormant in the current and the prior years. On this basis group accounts have not been prepared.

The following charitable company subsidiaries were all dissolved on 26 April 2022.

	Company no. (E&W)	Registered office
Age Concern Hackney	03346199	22 Dalston Lane, London E8 3A2
Age Concern Tower Hamlets	03157634	82 Russia Lane, London, E2 9LU
Age Concern Newham	02467663	655 Barking Road, London E13 9EX

The following subsidiary company continued to be dormant and had total shareholders funds of £2.

	Company no. (E&W)	Registered office
Age Concern Newham Trading Company Limited	02911949	655 Barking Road, London E13 9EX

## 11 Debtors

	2023 £	2022 £
Trade debtors	304,106	434,473
Other debtors	808	1,877
Prepayments	49,382	22,230
Accrued income	52,977	63,847
	407,273	522,427

# Notes to the financial statements

For the year ended 31st March 2023

## 12 Creditors: amounts falling due within one year

Creditors	2023 £	2022 £
Trade creditors	90,493	68,947
Taxation and social security	31,818	52,920
Other creditors	10,700	41,602
Equipment lease	-	12,437
Accruals	172,682	190,846
Deferred income (see below)	78,940	123,850
	384,633	490,602

The charity holds a telephone system under finance lease from February 2018.

This is a 5 year lease. The total value of minimum lease rentals payable over the life of the lease is £82,040.

## 13 Pension scheme

Pension costs represent contributions paid to a defined contribution scheme as detailed in note 1.

Deferred income	2023 £	2022 £
Balance at the beginning of the year	123,850	21,501
Amount released to income in the year	(123,850)	(21,501)
Amount deferred in the year	78,940	123,850
Balance at the end of the year	78,940	123,850

**Deferred income:** income received by the charity in relation to the next financial year.



# Notes to the financial statements

For the year ended 31st March 2023

## 14 Analysis of net assets between funds

Current Year				2023	2022
	General unrestricted £	Designated £	Restricted £	Total funds £	Total funds £
Tangible fixed assets	13,706	-	-	<b>13,706</b>	33,311
Investments	2	-	-	<b>2</b>	2
Net current assets	1,085,284	194,000	84,017	<b>1,363,301</b>	1,217,920
<b>Net assets at the end of the year</b>	<b>1,098,992</b>	<b>194,000</b>	<b>84,017</b>	<b>1,377,009</b>	<b>1,251,233</b>

Prior Year				2022
	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	33,311	-	-	<b>33,311</b>
Investments	2	-	-	<b>2</b>
Net current assets	902,059	225,775	90,086	<b>1,217,920</b>
<b>Net assets at the end of the year</b>	<b>362,532</b>	<b>602,432</b>	<b>145,678</b>	<b>1,251,233</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 15 Movements in funds

2023	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Individual Services:</b>					
- City & Hackney Homerton Home & Settle	-	7,656	7,656	-	-
- Whipps Cross Home & Settle	-	2,656	2,656	-	-
- Food grants	23,769	-	1,257	-	<b>22,512</b>
- EON Handy person service	-	3,007	3,007	-	-
	<b>23,769</b>	<b>13,319</b>	<b>14,576</b>	<b>-</b>	<b>22,512</b>
<b>Community Services:</b>					
- Century Court	-	2,533	2,533	-	-
- Digital Programme	-	108,653	73,546	-	<b>35,107</b>
- City Connections	-	4,744	4,744	-	-
- Empower Project	-	10,770	10,770	-	-
- LBTH Caxton	33,226	112,070	118,898	-	<b>26,398</b>
- City & Hackney ORPG	-	10,730	10,730	-	-
- Tower Hamlets ORPG	-	18,542	18,542	-	-
- Connect Newham	-	72,815	72,815	-	-
- LBTH Befriending Service	-	73,105	73,105	-	-
- Hackney Information & Advice	-	194,748	194,748	-	-
- Newham information & advice	33,091	57,000	90,091	-	-
- LHTH Information & Advice	-	72,035	72,035	-	-
- E.ON Benefits check	-	15,075	15,075	-	-
- Tower Hamlet Rent support	-	10,329	10,329	-	-
	<b>66,317</b>	<b>763,149</b>	<b>767,961</b>	<b>-</b>	<b>61,505</b>
<b>Total restricted funds</b>	<b>90,086</b>	<b>776,468</b>	<b>782,537</b>	<b>-</b>	<b>84,017</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 15 Movements in funds (cont.)

2023	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Unrestricted funds</b> – Designated funds:					
– Newham Befriending	40,000	-	40,000	-	-
– Digital Programme	30,775	-	30,775	-	-
– Development	70,000	-	10,630	(59,370)	-
– MLC refurbishment	15,000	-	-	79,000	<b>94,000</b>
– Impact Project	60,000	-	4,500	(55,500)	-
– IT project	-	-	-	100,000	<b>100,000</b>
– Property consultancy	10,000	-	10,000	-	-
<b>Total designated funds</b>	<b>225,775</b>	<b>-</b>	<b>95,905</b>	<b>64,130</b>	<b>194,000</b>
<b>General funds</b>	<b>935,372</b>	<b>2,555,482</b>	<b>2,327,732</b>	<b>(64,130)</b>	<b>1,098,992</b>
<b>Total unrestricted funds</b>	<b>1,161,147</b>	<b>2,555,482</b>	<b>2,423,637</b>	<b>-</b>	<b>1,292,992</b>
<b>Total funds</b>	<b>1,251,233</b>	<b>3,331,950</b>	<b>3,206,174</b>	<b>-</b>	<b>1,377,009</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 15 Purposes of restricted funds:

Individual Services	
EON Handypersons Service	Providing handypersons service
Food fund	Provision to cook or purchase and distribute food the elderly people in need.
Whipps Cross Home & Settle	To assist elderly people from Whipps Cross Hospital to home and provide practical and emotional support in the following weeks.
Homerton Home & Settle	To assist elderly people from Homerton Hospital to home and provide practical and emotional support in the following weeks.
Community Services	
Century Court	Community Hub Service located at Century Court with Supported Housing
Digital Programme	Provide help and assistance to elderly digitally connect and also provide digital equipment
City Connections	Link people to health and wellbeing services in the square mile.
Caxton	Provide a lunch club, various activities social and recreational and physical activities. Information talks as well.
Empower Project	Funds to recruit and train volunteers to raise awareness through workshops, events and general community engagement., reduce fuel poverty and promote energy saving.
Hackney OPRG	To provide an older people reference group to the residents of Hackney
Tower Hamlets ORPG	To provide an older people reference group to the residents of Tower Hamlet
Newham Information & Advice	Providing information and advice for the elderly people in Newham
Hackney Information & Advice	Providing information and advice for the elderly people in Hackney
LHTH Information & Advice	Providing information and advice for the elderly people in Tower Hamlet.
Connect Newham	Visits to Newham older people to help. offer check-in calls and outings.
LBTH Befriending Service	Visits to Tower Hamlet older people to help. offer check-in calls and outings.
E.ON Benefits check	To provide advice on maximising public benefits to the elderly.
Tower Hamlet Rent support	Subsidies the rent in Russia Lane office
Hackney Information & Advice	Providing information and advice for the elderly people in Hackney



# Notes to the financial statements

For the year ended 31st March 2023

## 15 Purposes of restricted funds (cont):

<b>Cost of closure</b>	Represents a fund to cover potential costs, including redundancy, outstanding lease payments, rent and service charges, as at the year-end. This has been transferred to the general reserve as our Reserve policy is not based on the cost of closure.
<b>Property consultancy</b>	This fund is to be utilised to cover the costs of developing an alternate property strategy to support a new hub-based business model.
<b>Impact Project</b>	Funds to assess the impact of our services and publicise
<b>Development</b>	Funds to improve staff to cope with the growth and invest in providing food to the elderly. Funds have been reallocated to the general reserve due to the unavailability of the project
<b>Scam and benefit project</b>	Funds to tackle scams and increase benefits to elderly people in East London. Funds have been transferred to the general reserve as projects are completed.
<b>MLC Refurbishment</b>	Funds to refurbish the leased Marie Lloyds centre property to be acquired.
<b>IT Project</b>	Funds to invest in the IT infrastructure of the charity.

Funds were allocated to complete the planned outcomes of the Newham Befriending and Digital Programme.

# Notes to the financial statements

For the year ended 31st March 2023

## 15 Movements in funds (cont. – prior year comparison)

Restricted funds	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Individual Services:</b>					
– City & Hackney Homerton Home & Settle	-	625	625	-	-
– Newham Home & Settle	-	16,373	16,373	-	-
– Whipps Cross Home & Settle	-	625	625	-	-
– LBTH Handy Person's Service	-	1,029	1,029	-	-
– Royal London Take Home and Settle	-	7,718	7,718	-	-
– Food Grants	-	28,000	4,231	-	<b>23,769</b>
– Covid 19 funds	-	1,143	1,143	-	-
– Van funds	12,168	-	12,168	-	-
– Energy Redress	-	18,990	18,990	-	-
– EON Handy person service	-	17,480	17,480	-	-
	<b>12,168</b>	<b>91,983</b>	<b>80,382</b>	<b>-</b>	<b>23,769</b>
<b>Community Services:</b>					
– Century Court	-	7,599	7,599	-	-
– Digital Programme	41,595	63,716	105,311	-	-
– City Connections	-	16,415	16,415	-	-
– Empower Project	2,697	23,294	25,991	-	-
– LBTH Caxton	29,964	106,055	102,793	-	<b>33,226</b>
– City & Hackney ORPG	-	4,700	4,700	-	-
– LBTH Befriending Service	-	71,640	71,640	-	-
– Hackney Information & Advice	-	129,250	129,250	-	-
– Newham Information & advice	59,254	36,500	62,663	-	<b>33,091</b>
– LHTH Information & Advice	-	39,000	39,000	-	-
– E.ON Benefits check	-	32,303	32,303	-	-
	<b>133,510</b>	<b>530,472</b>	<b>597,665</b>	<b>-</b>	<b>66,317</b>
<b>Total restricted funds</b>	<b>145,678</b>	<b>622,455</b>	<b>678,047</b>	<b>-</b>	<b>90,086</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 15 Movements in funds (cont. – prior year comparison)

Unrestricted funds:	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Designated funds:</b>					
– Cost of closure	392,432	-	-	(392,432)	-
– Newham Befriending	-	-	-	<b>40,000</b>	<b>40,000</b>
– Digital Programme	-	-	-	<b>30,775</b>	<b>30,775</b>
– Development	105,000	-	-	<b>(35,000)</b>	<b>70,000</b>
– ML Refurbishment	15,000	-	-	-	<b>15,000</b>
– Impact Project	30,000	-	-	<b>30,000</b>	<b>60,000</b>
– Scam and Benefit Project	50,000	-	-	<b>(50,000)</b>	-
– Property Consultancy	10,000	-	-	-	<b>10,000</b>
<b>Total restricted funds</b>	<b>602,432</b>	<b>-</b>	<b>-</b>	<b>(376,657)</b>	<b>225,775</b>
<b>General funds</b>	<b>362,532</b>	<b>2,405,331</b>	<b>2,209,148</b>	<b>(376,657)</b>	<b>935,372</b>
<b>Total unrestricted funds</b>	<b>964,964</b>	<b>2,405,331</b>	<b>2,209,148</b>	<b>-</b>	<b>1,161,147</b>
<b>Total funds</b>	<b>1,110,642</b>	<b>3,027,786</b>	<b>2,887,195</b>	<b>-</b>	<b>1,251,233</b>

# Notes to the financial statements

For the year ended 31st March 2023

## 16 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2023 £	2022 £
<b>Net income for the reporting period (as per the statement of financial activities)</b>	<b>125,776</b>	140,591
Depreciation	<b>23,354</b>	62,667
Interest, rent and dividends from investments	<b>(409)</b>	(24)
Sundries	-	2,672
Surplus on asset disposal	-	1,738
(Increase)/ decrease in debtors	<b>115,154</b>	(216,487)
Increase in creditors	<b>(105,969)</b>	251,554
<b>Net cash provided by operating activities</b>	<b>157,906</b>	<b>242,711</b>

## 17 Operating Lease Commitments

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

	Property		Equipment	
	2023 £	2022 £	2023 £	2022 £
<b>Less than 1 year</b>	<b>55,967</b>	55,967	<b>6,561</b>	6,561
1–5 years	<b>136,340</b>	136,340	<b>4,048</b>	4,048
Over 5 years	-	4,340	-	-
	<b>192,306</b>	<b>237,679</b>	<b>10,609</b>	<b>10,609</b>

The charge in the year to the Statement of Financial Activities is **£58,645** (2020: £65,569).

The Barking Road lease is held in the name of Age Concern Newham, but is paid by Age UK East London.



# Notes to the financial statements

For the year ended 31st March 2023

18 Pensions

The charity operates a defined contribution pension scheme	2023 £	2022 £
Amounts paid in the year	64,497	91,879
Amounts outstanding at the year end, included in creditors	-	-

19 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.

20 Related party transactions

For the whole of the year, the charity was under the control of the Directors and Trustees listed on page 1.

In the year one trustee was reimbursed expenses totalling £50 (2022 - no trustees were reimbursed expenses. During the prior year the charity re-imbursed Lucy Bracken, Trustee, £835 against purchasing gift vouchers and cards for staff. The son of one trustee was employed by the charity in the year at the scale rate for his role.

There were no other related parties to be disclosed.





