



# Report and financial statements for the year ended 31 March 2021

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## Trustees

**Lucy Bracken\*** – Chair (appointed 20 October 2021)

**Sarada Chunduri-Shoesmith**

**Mary Flatley**

**Rosanna Hardwick\***

**Edward Humphreys** (resigned 1 July 2020)

**Marie Jay** (resigned 1 September 2021)

**Glyn Kyle**

**Cathryn Maybin**

**Andrew Phillips** (resigned 28 July 2021)

**Fiona Speak\***

**Emma Whitby\*** (resigned 1 October 2021)

**Andrea Bapst** (appointed 29 September 2021)

**Adrees Syed\*** (appointed 28 July 2021)

**Alan Nicholls** (resigned 1 October 2021)

**Teresa O'Connor** (appointed 31 August 2021)

\*members of the Board who are also Finance Subcommittee members are indicated with an asterisk

## Consultant to the Board

Aileen Buckton

## Company Secretary

Jane Caldwell

## Chief Executive

Jane Caldwell

## Company number

07687015

## Charity number

1144535

## Registered office

82 Russia Lane, London E2 9LU

## Auditors

Haysmacintyre LLP, 10 Queen Street, London EC4R 1AG

## Bankers

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

## Key management personnel

CEO	Jane Caldwell
Director of Care and Service Development	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 2021.

The trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice for Charities (SORP 2015) (Second Edition, effective 1 January 2019).

The object 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 disadvantage; and
  - Such other charitable purposes for the benefit of older people as the trustees may from time to time decide.



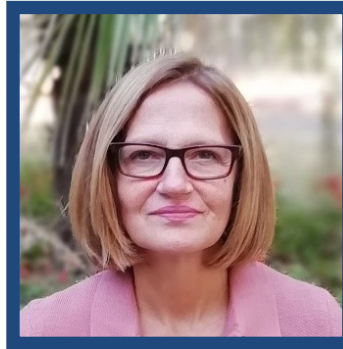
# Introduction from the Chair and CEO

The huge and complex challenges faced by thousands of our older residents across East London before March 2020 were magnified and exacerbated by the pandemic. It is a testimony to the bravery, commitment and outstanding 'can do' approach of our staff and volunteers that regardless of how harrowing the work became, every single person in the organisation put their personal challenges to one side and stepped up their effort and energy to bring support to 14,443 residents across East London. This allowed us to support 51% more vulnerable and isolated older people than in any previous year.

As the hospitals sent home all non-COVID-19 patients, our key workers were there at the front line supporting 4,894 residents home from hospital – over 100% more than before the pandemic. We made 18,894 welfare calls, provided food for over 100,000 meals, and helped older people get their benefit entitlements right, raising £2,761,115 for those who needed help the most.

At the start of the pandemic, we immediately increased our front-line staff capacity to support those older people who were alone and unwell and frightened in their own homes. Working closely with the social care teams across the boroughs, and with often hourly crises, we were on the ground, responding to the peaks at all hours of the day and night, continuously adjusting our support so that our people were supported with dignity.

For so many people this has been such a sad time. Many of our beneficiaries have lost family and friends and it is critical that they do not feel alone. We proved that we were reliable, trustworthy and that we valued our older residents and the courageous way that they faced the hardship of the last year. The consequences of shielding, self-isolation and poverty are being profoundly felt by an already fragile elderly community and will become more visible and more critical in 2022. Age UK East London is committed to listening to our beneficiaries through the many forums we facilitate. We know from these that it is essential to continue to tackle the inequity of access to support services, especially medical and welfare support, which moved almost wholesale to digital and phone.



We need to continue to innovate our services to tackle the physical, emotional, and financial fallout from the pandemic in our communities. As a major partner in the integrated health and social care systems across East London we continue to work closely with our stakeholders to find effective models of holistic support, recognising the impact of increasingly stretched resources.

Age UK East London went into the pandemic with a strong, skilled, and confident staff team and in a secure financial position. The leadership of the charity worked tirelessly to maintain the charity's resilience and flexibility to meet the challenges as they deepened through the year. This approach enabled us to rapidly mobilise and adapt our services to meet the emerging escalation of need whilst keeping our staff, volunteers, and residents safe.

Our priorities for 2022 are to increase the reach and depth of our support to older people across East London and to enable them to communicate and access the support that they choose and need. To meet our priorities for 2022 we need to maintain the incredible energy of our organisation, continuing to deliver on our wellbeing pledge to staff and volunteers and implementing our race equality plan, ensuring everyone can flourish and feel themselves at work.

Being a collaborative, effective and supportive partner with our statutory and third sector colleagues is in our DNA and we are very grateful to our commissioners and our funders who supported our approach and priorities.

We are immensely proud to have been part of an organisation that has stepped up in such an extraordinary way. Staff, volunteers, and trustees have shown the depth of their kindness to support the mission and values of Age UK East London.

**Jane Caldwell CEO and Lucy Bracken Chair**

## 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.

## The way we work

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



## Our People

74% of our staff live locally in East London and together they speak 21 different languages. During the pandemic we were able to increase our volunteer numbers by 105% as our communities came forward to call isolated residents and help deliver food and basic essentials.

Last year we also supported student social workers, employed residents on the over 50 work pathway and have welcomed young people from the kickstart programme.

“Everyone has been so welcoming and warm – I never thought that a work-place and its people could be so nice! My fondest memories have to be with the clients themselves, before coming to Age UK East London I was ignorant of needs of the elderly, but this charity has taught me to be more compassionate and aware. I have loved working here, and interacting with all my colleagues, and I will never forget Age UK EL... best job ever?”

I will start a new chapter in my life and work towards being a lawyer. A non-corrupt one I promise! Corporate, here I come!”

**Kabir from Kickstart**

We were determined to support our staff and volunteers, prioritising their wellbeing and safety during the last year. We are proud that we have come out stronger as an organisation with a greater sense of belonging. Through the dedication of our staff we have also consolidated our position as a key partner in all our integrated health and social care systems across our boroughs.

“I just want to say a sincere thank you to all of the Age UK East London staff who have helped ease the burden that COVID-19 placed on Newham University Hospital. Without your tireless help and support the hospital would have been overwhelmed and the situation for the borough could have been dire. It’s very difficult for me to state in words how fantastic your service is. The Team and I are very lucky to have such a brilliant service with such wonderful people.”

**Team leader, Newham hospital discharge Single Point of Access**

Our staff were also recognised as part of the Integrated Discharge Team in Homerton hospital that won a Hackney Star Award for

Field Based Team of the year 20/21 presented by Mayor Glanville.



## Our work

We have worked with 14,443 residents over the last year. Our front-line work in hospitals and homes continued throughout the pandemic but we also had to adapt quickly to reach as many older people as possible who had no access to the internet and therefore had very little experience of how to use devices and connect.



**14,443**

**residents  
supported  
across East  
London**

**51%** 

**than in any  
previous year**



# Our programmes

## Summary list

<b>Welfare calls</b> 18,456 calls	Follow up welfare calls and check-ins for all our residents who had to shield or were just discharged from hospital
<b>Advice, Information and Advocacy</b> 1284 clients, securing 2.7m in unclaimed benefits	Support with benefits, housing, financial management and with understanding and securing your rights.
<b>Contact centre</b> 6449 clients	We extended our first response telephone line to open 7 days a week during lockdowns to provide vital information and signposting
<b>Take Home and Settle</b> 4894 clients	Supporting residents home from hospital with practical and emotional support to settle back at home and re-gain their confidence and independence.
<b>Emergency Food and essentials</b> Care packages and food for 105,000 meals	Running a food distribution hub to ensure the most isolated, unwell or shielding residents had food
<b>Vaccine support</b> 70 clients	Escorting and supporting residents to get their first, second and booster vaccines and flu jabs
<b>Befriending</b> 215 partnerships	Matching volunteers with older people living on their own for regular calls or visits at home when safe.
<b>Day Centres</b> 298 clients	Providing activities, lunch and peer group support in Caxton Hall and Century Court
<b>Virtual Community Centre</b> 1060 attendances	Digital hub created during first lockdown to connect residents to our on-line activities and other resources.
<b>LinkAge Plus</b> 747 clients	Outreach link workers in Tower Hamlets supporting older people to connect to services, activities and resources.
<b>Handyperson</b> 1406 clients	Making adjustments in the home to enable older people to live independently for longer in the place of their choice.
<b>Home and Care &amp; Carers Relief</b> 111 clients	Domiciliary care tailor made to individual need. Also providing respite for carers to have stress free time off whilst the 'cared for' individual is supported at home
<b>Digital Inclusion</b> 90 buddies trained / 70 matched	Supporting people to get connected with IT sessions and matching with digital buddies
<b>Older Person's Reference Group</b> 1062 members	Three forums we facilitate used by health and social care professionals to help them shape relevant services, chaired by elected older person.
<b>City Connections</b> 483 clients	Integrating service including care navigation, carers support, a memory café and with community connectors to support residents and workers from the City.



## Our Front Line work

Through our work in 4 hospitals (The Royal London, Homerton, Newham and Whipps Cross) we supported 4894 residents get home from hospital safely during the first year of the pandemic.

Patients needed to be discharged quickly and supported at home so that the hospitals could cope with the rising numbers of people with COVID-19. We joined the central discharge teams and became on the ground problem solvers, dealing with the many unforeseen consequences of increased rapid discharge.

At a time when queues for food stretched over streets and the usual support networks of friends and relatives broke down, we stepped in. In addition to providing food and basic essential to residents, we collected medications, installed hospital equipment in homes, loaned tablets, phones and data where urgently needed and connected residents to other critical services. No job was too small or too big, from calling relatives to re-assure them that their loved one was OK through to supporting a man who was homeless and had been diagnosed with TB to find a new home and settle in. Staff worked with people with COVID-19 who did not need to be in hospital but were not well enough to be at home in several housing units across East London.



**4,894** residents home from hospital

**100%** ↑ than before the pandemic

Raising

**£2,761,115**  
in benefits for older people

**32.9%** ↑ than the previous year



**Our food hub where we created care packages for patients leaving hospital.**

With Christmas 'cancelled' for so many people we made sure everyone at least had a parcel of treats.



Our Care team also continued to work with their customers, ensuring they were able to stay at home throughout.



**Our support worker Rabia caring for Eileen**

For those residents who were too nervous to receive a home visit we stayed connected by calling them and checking in as often as they wanted.

**We made 18,438 welfare check-ins over the last year**

As the vaccine programme began to roll out, our partnership with Uber meant we could support older residents to get their jabs, many of whom had not left their homes for nearly a year.

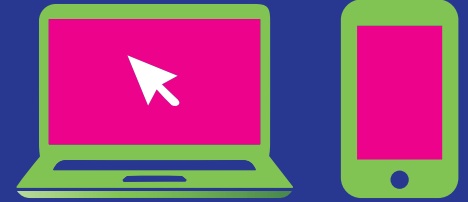
Supporting older residents to access care and services will be a major focus as we continue to develop and innovate our hospital and care work to meet the many challenges that are now emerging from the pandemic.



**Dora, 91, on her way to her vaccine**

## Our virtual work

In March 2020 at the beginning of the first lockdown we conducted a digital MOT survey with our residents and found:



# 57%

of our older residents have a digital device but no Internet access

Of those that don't have internet,

# 63%

would like one if they could afford and/or knew which one

# 23%

don't have any digital device

Of those that don't have a device,

# 46%

would like to have it if they could afford it and would go on to try to develop the skills to use it.

In response we established a digital tool kit and a digital buddy system and trained 90 volunteers to support residents connect and stay connected so they could access critical information, services and activities. We also secured grant funding to provide phones, tablets and data to residents as part of a new loan system.



Clarence's first experience of zoom

There were  
**7,360 CALLS**  
made from telephone buddies



**1,280 HOURS**  
of digital skills support  
provided over the year.

During Lockdowns, there was a much bigger demand for friendship calls, especially for those living on their own, and this made it essential to expand our telephone befriending and at the end of 2020 we launched a new service in Newham.

As we return to more face-to-face work and in-person groups we are also keeping our virtual work to help connect residents to vital services. The three Older Persons Reference Groups we facilitate with over 1000 members were essential to disseminating information and worked with us to get residents connected to everything from virtual museum tours to e-consultations with their GPs.

**97.6%**  
felt closer to people

**96.7%**  
felt optimistic about their future

**94.5%**  
felt better with problems

Clients in our new 'Connect Newham' service

"Your coordinator produced some terrific newsletters for the members packed full of useful information for everyone. It meant during COVID people were kept in contact and well supported. Our meetings have had a diversity of topics and gradually more members have been facilitated to join online."

*Angela, Chair of the Older Persons Reference Group in Tower Hamlets*

As the regulation eased we have also been able to run some groups both in person and with residents unable to get out and about connected virtually.

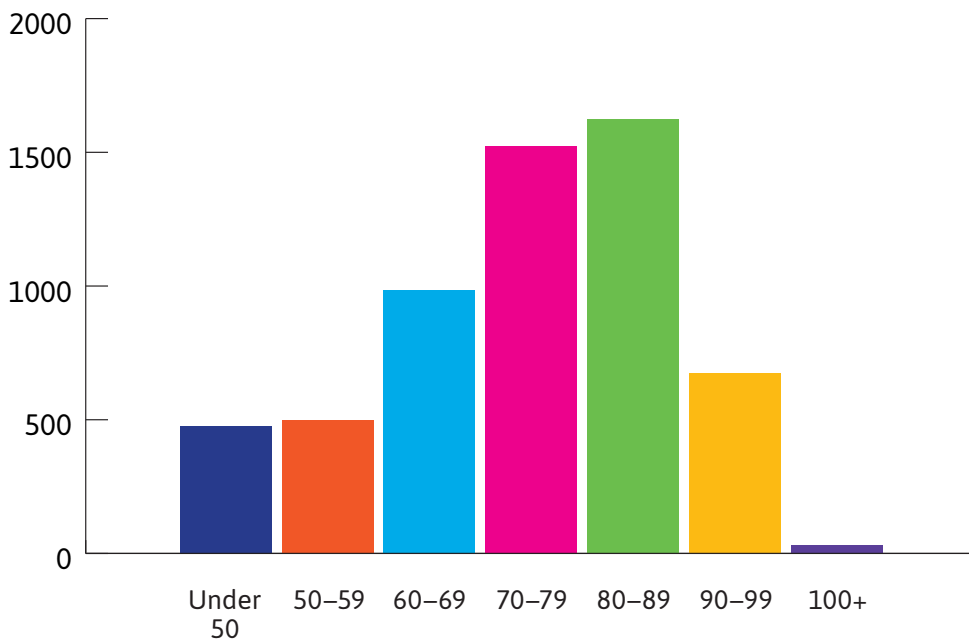


# Our data

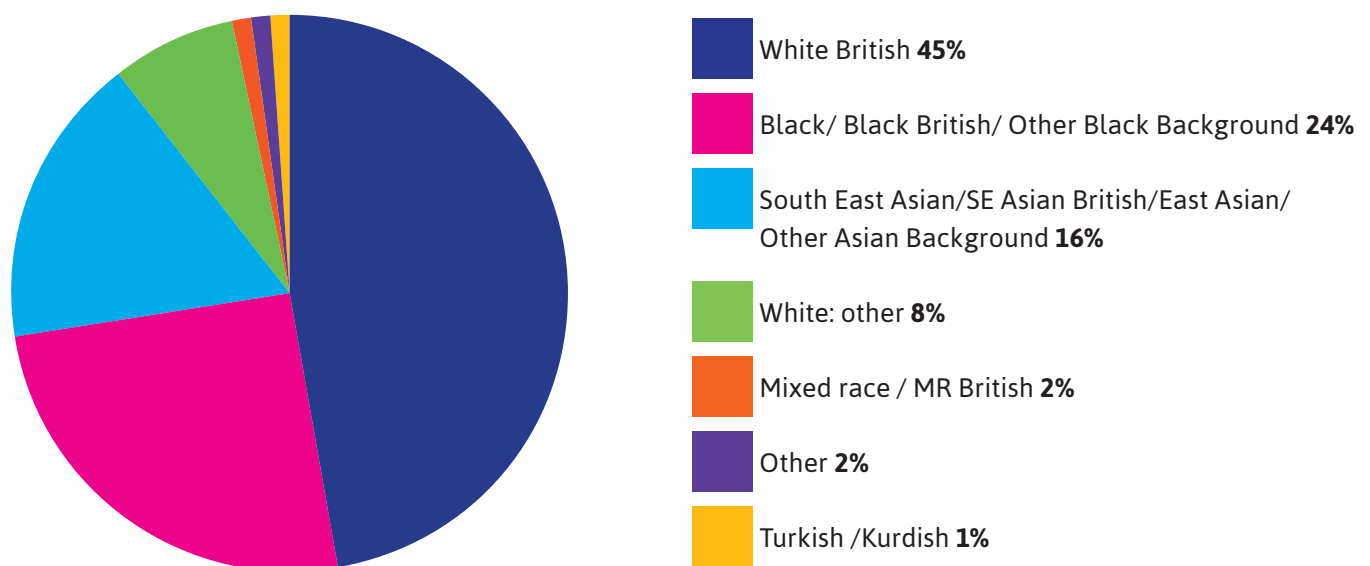
## Residents across our boroughs with support packages

We have continued with our commitment to ensure our services are focused on fairness and, together with our many partners across the boroughs, we will be working to reduce inequalities over the following year.

### Age Demography 2020–21

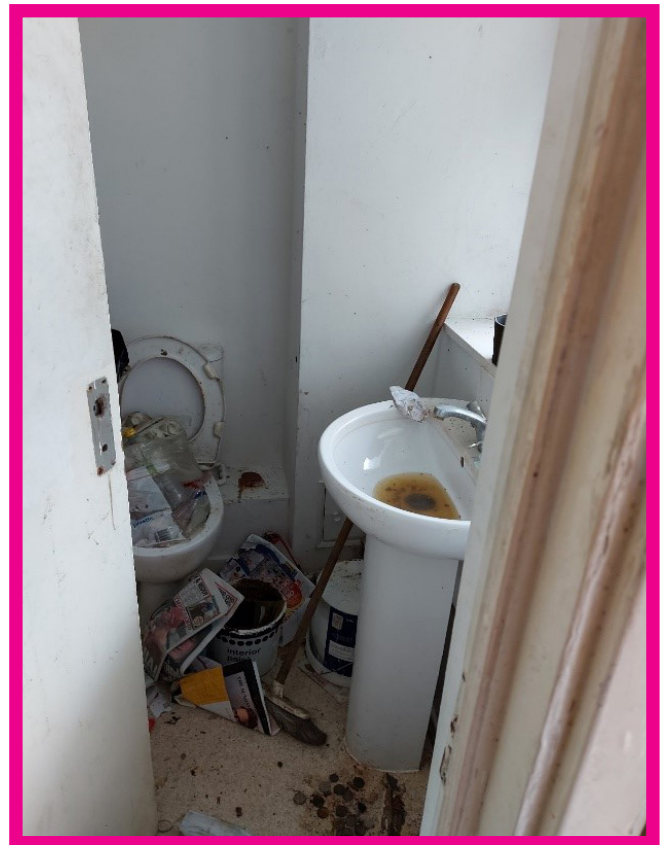


### Age UK East London clients 2020–21 by Ethnicity



# Safeguarding

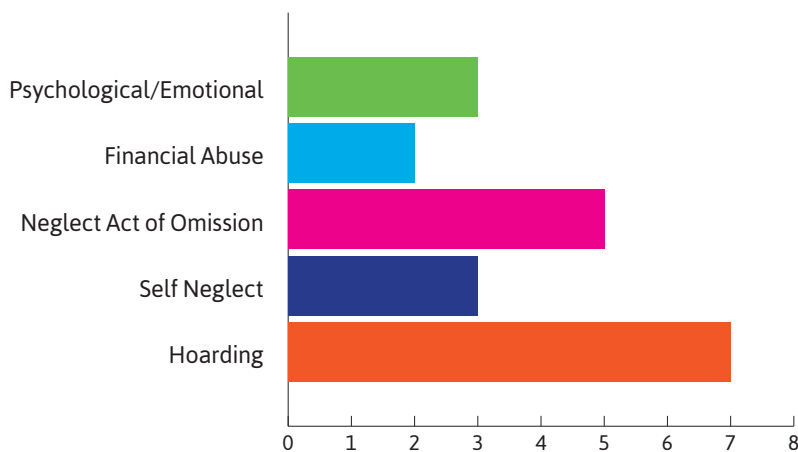
The level of complexity and acute need we discovered over the last year has been significant. We are working with our health and social care partners to develop and fund new services and pathways, including hoarding, to support those most in need.



Two of the homes we visited of residents admitted to hospital with COVID. We worked with both these residents to gradually clear, make safe and restore their homes so they could be discharged. Often residents are scared of asking for help fearing they will lose their home.

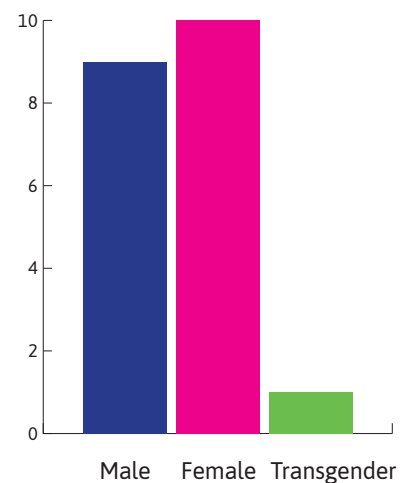
During the last year we raised 22 safeguarding concerns across our boroughs.

## Concerns raised



There was an equal split across genders.

## Gender



# Our funding

We would like to sincerely thank all our funding partners who have made it possible for us to increase our impact over the last year:

- London Borough of Tower Hamlets
- London Borough of Hackney
- London Borough of Newham
- London Borough of Havering
- City of London Corporation
- Barts Health NHS Trust
- City and Hackney CCG
- Tower Hamlets CCG
- Newham CCG
- London Community Response (Waves 1,2 & 4)
- Armed Forces Covenant Trust Fund
- The National Lottery Heritage Fund
- Nationwide Community Grants
- Tower Hamlets Events Fund
- Age UK
- East End Community Foundation
- Clarion Digital Futures
- French Huguenot Church of London Charitable Trust
- The Mercer's Company
- Clothworkers Foundation
- Energy Redress Fund
- City of London Central Grants
- National Lottery Charities Fund
- National Lottery Community Fund (Awards for All)
- Rangoonwala Foundation
- East End Community Foundation: National Emergencies Trust
- East End Community foundation: UBS
- Wrap Surplus Grants 2
- Hackney Parochial Charities
- South Hackney Parochial Foundation
- Defra
- Catalyst / National Lottery
- Old Ford Community Panel / Clarion
- Westfield Stratford City
- London Catalyst
- 52 Lives
- Serco Foundation
- Tesco Bags of Help
- Waitrose Barbican
- Bromley By Bow Centre (Energy Redress Fund)
- TfL scrappage scheme
- Postcode Local Trust
- NEA Power Partners
- The Co-op Local Community Fund

A special thank you to our food partners who donated so much free food to us during lockdown:

Felix project / City Harvest / Fairshare

# Corporate volunteering

We would like to thank all the companies who helped us last year, by sharing skills, putting on events and finding us fabulous volunteers

- HSBC Bank
- We Work
- Bloomberg
- Cody Dock
- Westfield
- BlackRock Investment
- Swiss RE
- Active Newham
- Bikeworks
- Phillips 66 Energy
- Adcolony Advertising
- The Reader Group
- Playlist For Life
- Hackney Volunteer Centre
- East London Business Alliance
- Moody's
- Playlist for Life
- City of London Corporation
- Jesuit Refugee Service UK
- Renaissance RE Insurance
- Tower Hamlets Volunteer Centre
- TheTown Hall Hotel
- West Ham Foundation
- The Reader group

We look forward to bringing our communities back together with more events over the coming year!



Celebrating freedom at our Tea Dance at the Town Hall Hotel



# 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 homes, in hospital and in the community.

## Objectives

- To encourage choice, opportunity and independence for older people and to be there when help is most needed.
- To provide safe, friendly and inclusive services.
- To ensure that older people are aware of, and have access to, the benefits to which they are entitled.
- To work in partnership and co-operation with other organisations and work towards a step change in attitudes, service planning and the delivery of all services for older people.
- To seek out and represent the stated needs and wishes of all older people and carers in East London and to work in partnership to ensure their voices are heard.
- To prevent social isolation and strive to combat loneliness.
- To adapt older people's environments to suit their changing needs.
- To champion volunteering and its benefits and reflect the diversity of our communities.
- To embrace new technologies and strategies to improve the delivery of our services and to expand opportunities for income generation.
- To value equality and diversity and to develop the skills and talents of our staff.
- To ensure all our activities maximise the organisation's resources.

# Financial review

## Overview

We are pleased with our end of year position. Our turnover was **£2.6m** and we made a **£295k** unrestricted surplus.

Age UK East London group made an overall operating surplus in 2021 of **£336,123** (2020: a deficit of £89,157). This operating surplus arose from income of **£2,567,438** (2020: £1,947,618) less expenditure of **£2,231,315** (2020: £1,858,461). Excluding the restricted element of the operating surplus, the unrestricted year end result was a surplus of **£295,064**. Total funds at 31st March 2021 are **£1,110,642** (2020: £774,517), of which **£964,964** were unrestricted (2020 £669,898).

## Income

The charity received **96%** of its income for its charitable activities, the majority of which relates to local authority contracts, followed by hospital contracts then grants then sales income. **1.5%** of charity income was received as donations. Overall income increased by **32%** for the charity in the year.

## Expenditure

The charity's expenditure on charitable activities increased by **20%** in the year. **80%** of total expenditure relates to staff costs. Individual services accounted for **57%** of expenditure, with **43%** on community services.

## Subsidiary entities

The subsidiary entities no longer have any ongoing charitable projects, as all activities have been transferred to Age UK East London as the parent. All assets and liabilities have been transferred to Age UK East London. The net assets at year end of the subsidiary entities were as follows:

- Age Concern Hackney £0
- Age Concern Newham £0
- Age Concern Tower Hamlets £0
- Age Concern Newham Trading Company Limited £0

## Fundraising

In the last financial year, we ran one public facing fundraising campaign. We do not outsource or use professional fundraisers and we have received no complaints. We are 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 and manage cash flow. The Trustees review reserves annually and decide an appropriate level of free reserves mandatory for the governance of the Charity.

In considering the funds to be retained by the charity, Trustees have been mindful of the fact AUKEKEL 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, AUKEKEL 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 AUKEKEL'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. If part of an unrestricted fund is earmarked for a particular project it may be designated as a separate fund, but the designation has an administrative purpose only, and does not legally restrict the Trustees' discretion to apply the fund.

The Trustees reserves policy has been agreed in accordance with the Charity Commission Guidance. The reserves are set to ensure that the charity is operating with sufficient unrestricted funds to avoid financial difficulties in 2022, and has been set to maintain a minimum 3 month operating costs as unrestricted funds.

Our current budget is **£2.6m** which would mean we need to maintain **£650,000** as unrestricted funds. Our unrestricted amount as of 31st March 2021 is **£964,964** per SOFA so we are compliant with the policy. The exceptional fundraising opportunities during the pandemic allowed for a higher end of year reserve position. The board has recognised that these opportunities are not likely to be repeated and has designated £200,000 to support the organisation to increase its capacity as it grows to meet the increasing needs of the elderly population as we emerge from the pandemic. The remaining fund is prudently held in reserves to replace the fixed assets should this be needed.

In addition, trustees have taken the decision to designate a fund of **£392,532** to meet the full costs of closure, should this be required. A further designation remains of **£10,000** for consultancy relating to property. The trustees feel that this policy holds valid in the context of covid-19.

# Future Plans

As we emerge from the pandemic over the next year and we prepare our new strategy we will continue to focus on targeting our resources to alleviate the physical, mental and financial consequences and impact of the crisis.

## Our priorities in 2022 are:

**Listening** Continue to drive our services and reach by listening and responding to our beneficiaries through our user forums and crucial one to one support.

**Innovating** Support the health and social care system across East London and our stakeholder partners, to develop, innovate and embed effective models to support higher need with stretched resources.

**Focus on Communities and Connectivity** Building capacity, facilitating and supporting communities that are evidenced to support and build resilience for older people across East London

**Expanding** Building our capacity to support those older people suffering from the impact of poverty, loneliness and ill health especially those with dementia and cancer.

**Building Resilience for the charity** Training, supporting and developing our staff team and volunteers. Deepening our wellbeing programme for staff and focussing on inclusivity and the continuation of our Race Equality at work programme.

**Advocacy** To influence and contribute to the work to reduce health inequalities across East London.

**Equity** Continuing improvement in the equity of access to our own services and to the wider wellbeing services in East London.

# Principal risks and uncertainties

The Trustee Board systematically reviews risks faced by the group. An annual assessment is undertaken, additionally, significant organisational risks are reviewed regularly throughout the year by the Finance Sub Committee, and regular reports are made to the Board as necessary. The next review is due to take place in December 2021.

The two key risks for the group are overreliance on statutory funding and the sustainability of paid for services. We are diversifying our funding streams and reviewing our operations to streamline our processes to mitigate these risks.

At the outbreak of Covid-19 a distinct risk register was drawn up in response to the pandemic, shared with all local authority and hospital partners, and used as a framework for other community groups' pandemic response. The register is continuously reviewed and updated to comply with the changes in the legislations.

We considered the staff wellbeing as critical during the pandemic period and in addition to infection control measures, we gave front line staff a temporary salary increase of 10%, gave working from home staff a working at home allowance, and acquired death in service insurance at three times annual salary. Staff are entitled to counselling services, and we have invested in inter departmental team meetings and mentoring programmes. We will be implementing recommendations made by Flair to improve diversity. We only furloughed one staff member.

While our financial stability has improved by successful funding applications over the year, we expect an increased demand for our services and have ensured that all services are fully funded. We will continue to increase our funding base.

Our services are expanding and working in partnership with various local community organisations. This has increased the risks around compliance. Also, we have increased the central functions of the organisation by recruiting additional staff to support the growth with increased staff and services.



## 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 are 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

Age UK East London is the parent charity of three subsidiary charities, and a trading subsidiary (all dormant):

- Age Concern Hackney
- Age Concern Newham
- Age Concern Tower Hamlets
- Age Concern Newham Trading Ltd

All four entities share the same Board of Trustees. All staff are employed directly by AUKEL. There are no transactions in the subsidiaries to the parent charity.

## 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 both Senior Directors. The meetings are minuted by an independent recorder. All reports and papers are submitted 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. Any decisions on the following will be reviewed by the whole Board: budget, spend, policy, marketing, safeguarding, new projects.

### The Finance Sub Committee

Meetings are held monthly. Three Trustees and the Chair, 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.

### Chair and CEO meetings

Informal meetings are held between the Chair and CEO weekly. 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:

<b>CEO</b>	Jane Caldwell
<b>Director of Care and Service Development</b>	Deborah Hayes
<b>Director of Services</b>	Larissa Howells
<b>Director of Finance</b>	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 charities purposes for the public benefit this year.

## Brand partnership

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.

## 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. 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) acts as parent charity to the dormant charities of Age Concern Hackney, Age Concern Newham and Age Concern Tower Hamlets, which are linked by a Uniting Direction via common trusteeship issued in December 2011. Additionally Age Concern Newham Trading Ltd is a dormant subsidiary, whose cash balance has been consolidated into the group.

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 sets the remuneration of the Chief Executive Officer and the Directors of Age UK East London.

The Chair of the Trustees makes a recommendation to the board on the overall level of pay for the CEO and Directors on an annual basis. The Board uses three principles to ensure pay is proportionate and fair: comparisons within the organisation; comparisons with the sector; and comparisons with similar organisations. The ratio of pay between the highest paid employee (the CEO) and the lowest paid employee will not exceed a ratio of 6:1.

A bi-annual assessment of sector pay for each of the key roles is completed. This assessment reviews market pay of organisations of a similar size and complexity working in similar environments, using openly sourced pay data

and salary surveys. The bi-annual assessment also takes account of pay data for similar organisations such as local authorities, using openly sourced pay data and salary surveys.

The salary assessments provide a range of salary options and Age UK East London aims to pay at the median point of these.

Annual appraisals are completed for key management personnel. For the CEO, this is completed by the Chair and one other trustee and for the Directors by the CEO. Whilst Age UK does not operate performance related pay, performance is used as a guide on 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 2021 was 10 (2019: 9). 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 24th November 2021 and signed on their behalf by:

*Lucy Bracken*

Trustee: Lucy Bracken



# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AGE UK EAST LONDON

## Opinion

We have audited the financial statements of Age UK East London for the year ended 31 March 2021 which comprise the Trustees' Annual Report, Statement of Financial Activities, 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 2021 and of the charitable company's net movement in funds, including the 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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (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' Annual Report have been prepared in accordance with applicable legal requirements.

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

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the directors' report).

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

- adequate accounting records have not been kept by the charitable company; or
- the charitable company 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' Annual Report and from the requirement to prepare a strategic report.

## Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on pages 16 and 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being

satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to compliance with the regulatory requirements of the Charity Commission, employment law and health and safety regulations, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, the Charities Act 2011, and payroll taxes.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to recognition. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates.

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.



**Kathryn Burton** (Senior statutory auditor) for and on behalf of Haysmacintyre LLP, Statutory Auditor, 10 Queen Street Place London EC4R 1AG

Date: 1st December 2021

# Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31st March 2021

		Unrestricted	Restricted	2021	2020
	Note	£	£	Total	Total
				£	£
<b>Income from:</b>					
Donations and legacies	3	38,066	-	38,066	20,008
Charitable activities:	4				
- Individual Services		1,084,629	176,140	1,260,769	1,140,627
- Community Services		590,051	610,899	1,200,950	694,827
Investment income		37	-	37	135
Other income		67,616	-	67,616	92,021
<b>Total income</b>		<b>1,780,399</b>	<b>787,039</b>	<b>2,567,438</b>	<b>1,947,618</b>
<b>Expenditure on:</b>					
Charitable activities:	5				
- Individual Services		1,098,153	163,972	1,262,125	1,269,544
- Community Services		396,702	572,488	969,190	588,917
<b>Total expenditure</b>		<b>1,494,855</b>	<b>736,460</b>	<b>2,231,315</b>	<b>1,858,461</b>
<b>Net income for the year</b>	6	<b>295,064</b>	<b>50,579</b>	<b>336,123</b>	<b>89,157</b>
Transfers between funds		9,520	(9,520)	-	-
Net movement in funds		295,064	41,059	336,123	89,157
<b>Reconciliation of funds:</b>					
Total funds brought forward		669,900	104,619	774,519	685,362
<b>Total funds carried forward</b>		<b>964,964</b>	<b>145,678</b>	<b>1,110,642</b>	<b>774,519</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.



# AGE UK EAST LONDON

# Balance sheet

As at 31st March 2021

	Note	2021 £	2021 £	2020 £	2020 £
<b>Fixed assets:</b>					
Tangible assets	9		81,065		81,831
Investment in shares			2		2
			<b>81,067</b>		<b>81,833</b>
<b>Current assets:</b>					
Debtors	11	305,941		174,602	
Cash at bank and in hand		972,074		679,170	
		<b>1,278,015</b>		<b>853,772</b>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	12	239,047		134,639	
<b>Net current assets</b>			<b>1,038,968</b>		<b>719,133</b>
<b>Total assets less current liabilities</b>			<b>1,120,035</b>		<b>800,966</b>
Creditors: amounts falling due after one year	13		9,393		26,447
<b>Total net assets</b>			<b>1,110,642</b>		<b>774,519</b>
<b>Funds</b>					
Restricted funds	15		145,678		104,619
Unrestricted funds:					
– Designated funds		602,432		402,432	
– General funds		362,532		267,468	
<b>Total unrestricted funds</b>			<b>964,964</b>		<b>669,900</b>
<b>Total funds</b>			<b>1,110,642</b>		<b>774,519</b>

The financial statements have been approved and authorised for issue by the trustees on 24th November 2021 and signed on their behalf by:

*Lucy Bracken*

Lucy Bracken, Trustee

*Rosanna Hardwick*

Rosanna Hardwick, Trustee

The attached notes form part of the financial statements. Company registration no. 07687015

# Statement of Cash Flows

For the year ended 31st March 2021

	Note	2021 £	2021 £	2020 £	2020 £
<b>Net cash provided by operating activities</b>	17		<b>352,949</b>		307,637
Cash flows from investing activities:					
– Interest from investments		37		135	
– Purchase of fixed assets		(60,082)		(18,739)	
<b>Cash (used in) investing activities</b>			<b>(60,045)</b>		(18,604)
<b>Change in cash and cash equivalents in the year</b>			<b>292,904</b>		289,033
Cash and cash equivalents at the beginning of the year			<b>679,170</b>		390,137
<b>Cash and cash equivalents at the end of the year</b>			<b>972,074</b>		679,170

## Analysis of net debt

	At 1 April 2020 £	Cash flow £	At 31 March 2021 £
Cash at bank and in hand	678,170	<b>293,904</b>	<b>972,074</b>
<b>Total</b>	678,170	<b>293,904</b>	<b>972,074</b>

# Notes to the financial statements

## For the year ended 31st March 2021

### 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 period of pandemic 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.

The charity receives the head office premises on Russia Lane as a gift in kind, but is unable to value this reliably.

#### 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.

# 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:

<b>Leasehold property</b>	straight line over the lease period	on cost
<b>Furniture and office equipment</b>	25%	on cost
<b>Computer equipment</b>	33.33%	on cost
<b>Building Improvements</b>	25%	on cost
<b>Motor Vehicles</b>	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.

### 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:



# Notes to the financial statements

For the year ended 31st March 2021

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**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.

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# Notes to the financial statements

For the year ended 31st March 2021

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

	2020 Unrestricted £	2020 Restricted £	2020 Total £
<b>Income from:</b>			
Donations and legacies	20,008	-	<b>20,008</b>
Charitable activities:			
- Individual Services	722,084	91,500	<b>813,584</b>
- Community Services	821,228	200,642	<b>1,021,870</b>
Grants from subsidiaries	135	-	<b>135</b>
Other income	92,021	-	<b>92,021</b>
<b>Total income</b>	<b>1,655,476</b>	<b>292,142</b>	<b>1,947,618</b>
<b>Expenditure on:</b>			
Raising funds			
Charitable activities:			
- Individual Services	1,138,983	130,560	<b>1,269,543</b>
- Community Services	510,521	78,397	<b>588,918</b>
Other		-	
<b>Total expenditure</b>	<b>1,649,504</b>	<b>208,957</b>	<b>1,858,461</b>
Net movement in funds	5,972	83,185	<b>89,157</b>
<b>Total funds brought forward</b>	<b>663,926</b>	<b>21,434</b>	<b>685,360</b>
<b>Total funds carried forward</b>	<b>669,898</b>	<b>104,619</b>	<b>774,517</b>

# Notes to the financial statements

For the year ended 31st March 2021

### 3. Income from donations and legacies

Current year	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Donations	38,066	-	<b>38,066</b>	10,008
Gift in kind	-	-	-	10,000
Legacies	-	-	-	-
	<b>38,066</b>	<b>-</b>	<b>38,066</b>	<b>20,008</b>

Prior year	Unrestricted £	Restricted £	2020 Total £	2019 Total £
Donations	10,000	-	<b>10,008</b>	110,082
Gift in kind	10,000	-	<b>10,000</b>	
Legacies	-	-	-	-
	<b>20,008</b>	<b>-</b>	<b>20,008</b>	<b>110,082</b>

# Notes to the financial statements

For the year ended 31st March 2021

## 4 Income from charitable activities

Individual Services	Unrestricted £	Restricted £	2021 Total £	2020 Total £
City & Hackney Homerton Home & Settle	233,762	-	<b>233,762</b>	161,353
Newham Home & Settle	110,371	-	<b>110,371</b>	111,345
Whipps Cross Home & Settle	300,008	-	<b>300,008</b>	-
Food grants		57,227	<b>57,227</b>	-
Covid 19 funds		47,746	<b>47,746</b>	-
Energy Redress		32,407	<b>32,407</b>	-
Vehicle grants		28,500	<b>28,500</b>	-
LBTH				
- Carers Relief Service	12,627	-	<b>12,627</b>	36,490
- Carers' Flexi Break	3,552	-	<b>3,552</b>	-
- Home Help	20,089	-	<b>20,089</b>	22,592
- Personal Budgets Home Help	1,990	-	<b>1,990</b>	24,370
- Handy Person's Service	78,329	-	<b>78,329</b>	73,281
- Emergency Carer respite Service	914	-	<b>914</b>	-
London Borough of Waltham Forest – Home help	-	-	-	-
- Last years of life	91,500	-	<b>91,500</b>	91,500
London Borough of Waltham Forest – Home help	4,424	-	<b>4,424</b>	17,578
Paid for Handyperson	-	-	-	65,794
E.ON Handyperson		10,260	<b>10,260</b>	3,600
Paid relevant services representative		-	-	-
Newham Handyperson Service	12,020	-	<b>12,020</b>	-
LB Havering, Havering at Home Service/Handyperson	101,043	-	<b>101,043</b>	90,257
Royal London Take Home and Settle	114,000	-	<b>114,000</b>	115,423
<b>Total for Individual Services</b>	<b>1,084,629</b>	<b>176,140</b>	<b>1,260,769</b>	<b>813,583</b>

**Individual services:** Food grants includes the following funds: £20,000 from East End Community Foundation (UBS and National Emergencies Trust), £15,000 from ZVM Rangoonwala Foundation, £9,500 from Defra/WRAP, £5,000 from London Community Response Fund/City Bridge Trust. LBTH Handy Person's Service includes the following funds: £5,408 from Defra/WRAP. Covid-19 funds includes £36,309 from Barclays/Age UK.



# Notes to the financial statements

For the year ended 31st March 2021

## 4 Income from charitable activities (cont.)

Community Services	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Toynbee Hall – Link Age Plus	137,027		<b>137,027</b>	138,499
Century Court	45,150		<b>45,150</b>	47,301
Sparko		2,015	<b>2,015</b>	
Digital Programme	1,000	150,909	<b>151,909</b>	-
City Connections	200,000	14,000	<b>214,000</b>	201,270
Empower Project		8,383	<b>8,383</b>	-
LBTH Caxton	243	107,085	<b>107,328</b>	98,706
Mental Health Connector	20,601		<b>20,601</b>	
City & Hackney ORPG	27,700	17,154	<b>44,854</b>	47,700
Newham ORPG	23,000		<b>23,000</b>	20,000
Tower Hamlets ORPG	56,000		<b>56,000</b>	56,000
Connect Hackney			-	21,250
LB Hackney	9,333		<b>9,333</b>	4,647
Hackney Information & Advice	2,100	144,318	<b>146,418</b>	127,192
RBS project Newham information & advise		31,647	<b>31,647</b>	64,102
LHTH Information & Advise	67,897	20,000	<b>87,897</b>	127,721
LBTH Befriending Service		87,551	<b>87,551</b>	49,502
E.ON Benefits check	-	27,838	<b>27,838</b>	17,980
<b>Total for Community Services</b>	<b>590,051</b>	<b>610,899</b>	<b>1,200,950</b>	<b>1,021,870</b>
<b>Total income from charitable activities</b>	<b>1,674,680</b>	<b>787,039</b>	<b>2,461,719</b>	<b>1,835,453</b>

**Community services:** RBS project Newham information & advise includes the following funds: £31,647 from London Community Response Fund/City Bridge Trust.

# Notes to the financial statements

## For the year ended 31st March 2021

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

Individual Services	Unrestricted £	Restricted £	2020 Total £	2019 Total £
City & Hackney Homerton Home & Settle	161,353	-	<b>161,353</b>	160,000
Newham Home & Settle	111,345	-	<b>111,345</b>	110,039
LBTH				
- Carers Relief Service	36,490	-	<b>36,490</b>	63,268
- Home Help	22,592	-	<b>22,592</b>	43,520
- Personal Budgets Home Help	24,370	-	<b>24,370</b>	45,102
- Handy Person's Service	73,281	-	<b>73,281</b>	73,586
- Sloppy Slippers	-	-	-	-
- Befriending Service	-	-	-	-
- Last years of life	-	91,500	<b>91,500</b>	91,500
LB Hackney				
- Advocacy service	-	-	-	-
Hackney CARRS	-	-	-	-
London Borough of Waltham Forest – Home help	17,578	-	<b>17,578</b>	32,767
Paid for Handyperson	-	-	-	-
E.ON Benefits check	-	-	-	-
E.ON Handyperson	3,600	-	<b>3,600</b>	5,997
Paid relevant services representative	65,794	-	<b>65,794</b>	-
Hackney Information & Advice	-	-	-	-
Newham Handyperson Service	-	-	-	59,720
LB Havering, Havering at Home Service/Handyperson	90,257	-	<b>90,257</b>	91,418
Royal London Take Home and Settle	115,424	-	<b>115,424</b>	116,264
<b>Total for Individual Services</b>	<b>722,084</b>	<b>91,500</b>	<b>813,584</b>	<b>893,180</b>

# Notes to the financial statements

For the year ended 31st March 2021

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

Community Services	Unrestricted £	Restricted £	2020 Total £	2019 Total £
Toynbee Hall – Link Age Plus	138,499		<b>138,499</b>	138,137
Century Court	47,301		<b>47,301</b>	48,131
Sparko	-	-	-	-
Digital Programme	-	-	-	-
City Connections	201,270	-	<b>201,270</b>	54,260
Empower Project	-	-	-	-
LBTH Caxton	16,314	82,391	<b>98,705</b>	73,350
Mental Health Connector	-	-	-	-
City & Hackney ORPG	47,700	-	<b>47,700</b>	27,700
Newham ORPG	20,000	-	<b>20,000</b>	25,750
Tower Hamlets ORPG	56,000	-	<b>56,000</b>	56,000
Connect Hackney	21,250	-	<b>21,250</b>	85,000
LB Hackney	-	4,647	<b>4,647</b>	8,372
Hackney Information & Advice	127,192	-	<b>127,192</b>	51,147
RBS project Newham information & advise	-	64,102	<b>64,102</b>	41,974
LHTH Information & Advise	127,721		<b>127,721</b>	79,160
LBTH Befriending Service	-	49,502	<b>49,502</b>	45,025
E.ON Benefits check	17,981	-	<b>17,981</b>	15,184
Agewell	-	-	-	60,975
<b>Total for Community Services</b>	<b>821,228</b>	<b>200,642</b>	<b>1,021,870</b>	<b>810,165</b>
<b>Total income from charitable activities</b>	<b>1,543,312</b>	<b>292,142</b>	<b>1,835,454</b>	<b>1,703,345</b>

# Notes to the financial statements

## For the year ended 31st March 2021

### 5 Analysis of expenditure

	Basis of allocation	Charitable activities				Total	Total
		Individual Services £	Community Services £	Support costs £	Governance costs £	2021 £	2020 £
Staff costs	Direct	777,096	576,130	429,467		<b>1,782,693</b>	1,472,763
Activities and events	Direct	74,882	22,544			<b>97,426</b>	81,865
Consultants and professional fees	Direct	5,946	60,128	25,528		<b>91,602</b>	11,791
Volunteers costs	Direct	-	-			-	2,273
Premises	Space			86,039		<b>86,039</b>	92,976
General office costs	Staff time			23,842		<b>23,842</b>	67,399
Communication and computers	Usage			78,788		<b>78,788</b>	63,599
Other support costs	Usage			55,432		<b>55,432</b>	48,943
Audit	Direct				12,035	<b>12,035</b>	11,435
Governance and trustees	Staff time				3,458	<b>3,458</b>	5,417
		857,924	658,802	699,096	15,493	<b>2,231,315</b>	1,858,461
Support costs		395,438	303,658	(699,096)		-	-
Governance costs		8,763	6,730		(15,493)	-	-
<b>Total expenditure</b>	<b>2021</b>	<b>1,262,125</b>	<b>969,190</b>	-	-	<b>2,231,315</b>	<b>1,858,461</b>
Total expenditure	2020	1,269,544	588,917	-	-	1,858,461	

Of the total expenditure, **£1,479,346** was unrestricted (prior year: **£1,649,504**) and **£736,460** was restricted (prior year: **£208,957**).



# Notes to the financial statements

## For the year ended 31st March 2021

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

	Basis of allocation	Charitable activities				Total	Total
		Individual Services £	Community Services £	Support costs £	Governance costs £	2020 £	2019 £
Staff costs	Direct	767,776	326,101	322,687		<b>1,416,565</b>	1,454,212
Activities and events	Direct	37,410	44,455			<b>81,865</b>	75,505
Consultants and professional fees	Direct	6,485	5,306			<b>11,791</b>	29,894
Volunteers costs	Direct	1,103	1,170			<b>2,273</b>	2,444
Premises	Space/			92,976		<b>92,976</b>	105,318
General office and finance staff costs	Staff time			67,399		<b>67,399</b>	117,333
Communication and computers	Usage			63,599		<b>63,599</b>	63,852
Other support costs	Usage			105,141		<b>105,141</b>	51,583
Audit	Direct				11,435	<b>11,435</b>	10,920
Staff and trustees	Staff time				5,417	<b>5,417</b>	1,966
		812,775	377,032	651,803	16,852	<b>1,858,461</b>	1,913,027
Support costs		445,257	208,547	(651,803)		-	-
Governance costs		11,512	5,340		(16,852)	-	-
<b>Total expenditure</b>	<b>2020</b>	<b>1,269,544</b>	<b>588,917</b>	<b>-</b>	<b>-</b>	<b>1,858,461</b>	<b>1,913,027</b>
Total expenditure	2019	1,332,128	580,899	-	-	<b>1,913,027</b>	

Of the total expenditure, **£1,649,504** was unrestricted (prior year: **£1,633,939**) and **£208,957** was restricted (prior year: **£279,088**).

# Notes to the financial statements

## For the year ended 31st March 2021

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

This is stated after charging / (crediting)	2021 £	2020 £
Operating lease rentals:		
– Property	56,653	55,403
– Other equipment	8,916	6,110
Finance lease interest		
Depreciation	54,603	36,217
Auditor's remuneration:		
– Audit fees – excluding VAT	10,600	9,100
	<b>130,772</b>	<b>106,830</b>

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

Group staff costs were as follows:	2021 £	2020 £
Salaries and wages	1,518,488	1,274,458
Social security costs	128,591	105,329
Pension cost – defined contribution	40,559	31,999
Redundancy and termination costs	3,118	4,779
Other employee support costs	91,937	56,198
	<b>1,782,693</b>	<b>1,472,763</b>

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

	2021 No.	2020 No.
£70,000–£79,999	1	1

#### Staff numbers

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

	2021 No.	2020 No.
Charitable activities	62	55
Support	7	7
	<b>69</b>	<b>62</b>

# Notes to the financial statements

## For the year ended 31st March 2021

### 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	18,739	84,316	27,877	280,518	<b>411,450</b>
Additions in year	48,997	-	11,085	-	<b>60,082</b>
Disposals in year	(18,739)	(1,266)	(15,688)	-	(35,693)
At the end of the year	48,997	83,050	23,274	280,518	<b>435,839</b>
<b>Depreciation</b>					
At the start of the year	6,246	46,761	25,139	251,473	<b>329,619</b>
Charge for the year	22,579	20,763	6,433	4,829	<b>54,604</b>
Eliminated on disposal	(12,493)	(1,267)	(15,689)	-	(29,449)
At the end of the year	16,332	66,257	15,883	256,302	<b>354,774</b>
<b>Net book value at the end of the year</b>	<b>32,665</b>	<b>16,793</b>	<b>7,391</b>	<b>24,216</b>	<b>81,065</b>
At the start of the year	12,493	37,555	2,738	29,045	81,831

All of the above assets are used for charitable purposes.

Within office equipment is our telephone system which is held under finance lease from February 2018.

#### Current year

At year end the net book value of the telephone system is £16,541 after accumulated depreciation of £44,989 plus depreciation charged in the year of £20,510.

#### Prior year

At year end the net book value of the telephone system is £37,051 after accumulated depreciation of £24,479 plus depreciation charged in the year of £20,510.

All of the above assets are used for charitable purposes.

# Notes to the financial statements

## For the year ended 31st March 2021

### 10 Subsidiary Companies (dormant)

The following are subsidiary entities of the charity but were all dormant in the current and the prior years. On this basis group accounts have not been prepared.

#### Age Concern Hackney

A summary of the trading results for the year ended 31 March 2021 is set out below. Financial statements of the subsidiary are filed with the Registrar of Companies England and Wales, Company No. 03346199, registered office 22 Dalston Lane, London E8 3A2.

#### Age Concern Tower Hamlets

A summary of the trading results for the year ended 31 March 2021 is set out below. Financial statements of the subsidiary are filed with the Registrar of Companies, Company No. 03157634, registered office 82 Russia Lane, London, E2 9LU.

#### Age Concern Newham

A summary of the trading results for the year ended 31 March 2021 is set out below. Financial statements of the subsidiary are filed with the Registrar of Companies, Company No. 2467663, registered office 655 Barking Road, London E13 9EX.

#### Age Concern Newham Trading Ltd

This is a subsidiary of Age Concern Newham and was dormant for the year. Registered as a company in England and Wales: 02911949. Registered address 655 Barking Road, London E13 9EX.

2021 Results and Balance sheet	Age Concern Hackney 2021 £	Age Concern Tower Hamlets 2021 £	Age Concern Newham 2021 £	Age Concern Newham Trading Ltd 2021 £
<b>Statement of Financial Activities</b>				
Income	-	-	-	-
Expenditure	-	-	-	-
<b>Net (expenditure) / income</b>	-	-	-	-
<b>Balance Sheet</b>				
Fixed assets	-	-	-	-
Current assets	-	-	-	2
Current liabilities	-	-	-	-
<b>Net assets / Total funds</b>	-	-	-	<b>2</b>



# Notes to the financial statements

For the year ended 31st March 2021

## 10 Subsidiary Companies (cont.)

2020 Results and Balance sheet	Age Concern Hackney	Age Concern Tower Hamlets	Age Concern Newham	Age Concern Newham Trading Ltd
	2020 £	2020 £	2020 £	2020 £
<b>Statement of Financial Activities</b>				
Income	-	-	-	-
Expenditure	-	-	-	-
<b>Net (expenditure) / income</b>	-	-	-	-
<b>Balance Sheet</b>				
Current assets	-	-	-	2
Current liabilities	-	-	-	-
<b>Net assets / Total funds</b>	-	-	-	<b>2</b>

## 11 Debtors

	2021 £	2020 £
Trade debtors	<b>238,237</b>	135,731
Other debtors	<b>1,419</b>	1,222
Prepayments	<b>15,025</b>	11,083
Accrued income	<b>51,260</b>	26,566
	<b>305,941</b>	174,602

# Notes to the financial statements

For the year ended 31st March 2021

## 12 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	23,589	952
Taxation and social security	34,470	27,696
Other creditors	9,065	5,226
Equipment lease	17,054	17,104
Accruals	133,368	60,499
Deferred income (see below)	21,501	23,162
	<b>239,047</b>	<b>134,639</b>

Deferred income	2021	2020
	£	£
Balance at the beginning of the year	23,162	-
Amount released to income in the year	(23,162)	-
Amount deferred in the year	21,501	23,162
<b>Balance at the end of the year</b>	<b>21,501</b>	<b>23,162</b>

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

## 13 Creditors: amounts falling due after one year

	2021	2020
	£	£
Obligation under finance leases	9,393	26,447
	<b>9,393</b>	<b>26,447</b>

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.

## 14 Pension scheme

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

# Notes to the financial statements

For the year ended 31st March 2021

## 15 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	2021 Total funds £	2020 Total funds £
Tangible fixed assets	81,067	-	-	<b>81,067</b>	81,831
Net current assets	272,072	602,432	145,678	<b>1,020,182</b>	666,241
Long term liabilities	9,393	-	-	<b>9,393</b>	26,447
<b>Net assets at the end of the year</b>	<b>362,532</b>	<b>602,432</b>	<b>145,678</b>	<b>1,110,642</b>	<b>774,519</b>

## Prior year

	General unrestricted £	Designated £	Restricted £	2020 Total funds £	2019 Total funds £
Tangible fixed assets	81,833	-	-	<b>81,833</b>	99,311
Net current assets	159,188	402,432	104,619	<b>666,239</b>	586,051
Long term liabilities	26,447	-	-	<b>26,447</b>	43,551
<b>Net assets at the end of the year</b>	<b>267,468</b>	<b>402,432</b>	<b>104,619</b>	<b>774,519</b>	<b>728,913</b>

# Notes to the financial statements

## For the year ended 31st March 2021

### 16 Movements in funds

2021	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Individual Services:</b>					
- Last year of Life	3,515	-	-	(3,515)	-
- Van fund	-	28,500	16,332	-	<b>12,168</b>
- Energy Redress		32,407	32,407		
- EON Handy person service		10,260	10,260		
- Covid and Food fund		104,973	104,973		
	<b>3,515</b>	<b>176,140</b>	<b>163,972</b>	<b>(3,515)</b>	<b>12,168</b>
<b>Community Services:</b>					
- RBS Newham Information & Advice	59,323	31,647	31,716	-	<b>59,254</b>
- Caxton	30,207	107,085	107,327	-	<b>29,964</b>
- Hackney OPRG		17,154	17,154	-	-
- Sparko		2,015	2,015		-
- Digital Programme		150,909	109,314		<b>41,595</b>
- City Connections		14,000	14,000		-
- Empower Project		8,383	5,686		<b>2,697</b>
- Hackney Information & Advice	11,574	144,318	149,887	(6,005)	-
- LHTH Information & Advise		20,000	20,000		-
- LBTH Befriending Service		87,551	87,551		-
- E.ON Benefits check		27,838	27,838		-
	<b>101,104</b>	<b>610,899</b>	<b>572,488</b>	<b>(6,005)</b>	<b>133,510</b>
<b>Total restricted funds</b>	<b>104,619</b>	<b>787,039</b>	<b>736,460</b>	<b>(9,520)</b>	<b>145,678</b>
<b>Unrestricted funds</b> —Designated funds:					
- Cost of closure	392,432	-			<b>392,432</b>
- Food and Development				105,000	<b>105,000</b>
- ML refurbishment				15,000	<b>15,000</b>
- Impact Project				30,000	<b>30,000</b>
- Scam and Benefit project				50,000	<b>50,000</b>
- Property consultancy	10,000	-	-	-	<b>10,000</b>
<b>Total designated funds</b>	<b>402,432</b>	<b>-</b>	<b>-</b>	<b>200,000</b>	<b>602,432</b>
<b>General funds</b>	<b>267,468</b>	<b>1,780,399</b>	<b>1,494,855</b>	<b>(190,480)</b>	<b>362,532</b>
<b>Total unrestricted funds</b>	<b>669,900</b>	<b>1,780,399</b>	<b>1,494,855</b>	<b>(190,480)</b>	<b>964,964</b>
<b>Total funds</b>	<b>774,519</b>	<b>2,567,438</b>	<b>2,231,315</b>	<b>-</b>	<b>1,110,642</b>



# Notes to the financial statements

## For the year ended 31st March 2021

### 16 Purposes of restricted funds:

#### Individual Services

EON Handypersons Service	Providing handypersons service
Van fund	Purchasing electrical van and use environmentally friendly transport.
Covid and food fund	Provision to manage Covid 19 related expenses and cook and distribute food during pandemic period for the elderly people in need.
Last Years of Life	
Homerton Take Home & Settle	
Newham Take Home & Settle	Provision of practical and emotional support for residents of Tower Hamlets who have been diagnosed with a palliative condition including a diagnosis of dementia.
Royal London Take Home & Settle	This income is transferred to unrestricted fund to bring in line with contract terms and conditions.
Hackney Advocacy	
My Life My Decision	
Royal London Hub	

#### Community Services

RBS Newham Information & Advice	Financial management and advice for older people.
Caxton	Provide a lunch club, various activities social and recreational and physical activities. Information talks as well.
Hackney OPRG	To provide older people reference group to the residents of Hackney
Sparko	Funds to assist in digitally connecting the elderly..
Digital Programme	Provide help and assistance to elderly digitally connect and also providing digital equipment
City Connections	Link people to health and wellbeing services in the square mile.
Empower Project	Funds to recruit and train volunteers in order to raise awareness through workshops, events and general community engagement., reduce fuel poverty and to promote energy saving.
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. This income is transferred to bring in line with correct service description.
LBTH Befriending Service	Visits to older people to help them complete LPA or ADS.
E.ON Benefits check	To provide advice on maximising public benefits to elderly.

#### Purposes of designated funds

**Cost of closure:** represents a fund to cover potential costs, including redundancy, outstanding lease payments, rent and service charges, as at the year end.

**Property consultancy:** this fund is to be utilised to cover the costs of developing an alternate property strategy to support a new hub-based business model.

**Impact Project:** Funds to assess the impact of our services and publicise

**Food and development:** funds to support staff, increase our capacity during growth and to invest in a sustainable project to provide food to elderly.

**Scam and benefit project:** funds to tackle scams and increase benefits to elderly people in East London

**ML Refurbishment:** Funds to refurbish the leased Marie Lloyds centre property to be acquired.

# Notes to the financial statements

For the year ended 31st March 2021

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

2020	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Individual Services:</b>					
– Last year of Life	-	91,500	87,985	-	<b>3,515</b>
	-	91,500	87,985	-	<b>3,515</b>
<b>Community Services:</b>					
– RBS project	21,434	64,102	26,213	-	<b>59,323</b>
– Hackney Advocacy		4,647	4,647		-
– Tower Hamlets Befriending		49,502	37,928		<b>11,574</b>
– Caxton	-	82,391	52,184	-	<b>30,207</b>
	21,434	200,642	120,972		<b>101,104</b>
<b>Total restricted funds</b>	21,434	292,142	208,957	-	<b>104,619</b>
<b>Unrestricted funds</b>					
Designated funds:					
– Cost of closure	469,567	-	4,779	(72,356)	<b>392,432</b>
– Property consultancy	10,000	-	-	-	<b>10,000</b>
<b>Total designated funds</b>	479,567	-	4,779	<b>(72,356)</b>	<b>402,432</b>
<b>General funds</b>	184,361	1,655,476	1,644,725	72,356	<b>267,468</b>
<b>Total unrestricted funds</b>	663,928	1,655,476	1,649,504	-	<b>669,900</b>
<b>Total funds</b>	685,362	1,947,618	1,858,461	-	<b>774,519</b>

# Notes to the financial statements

## For the year ended 31st March 2021

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

	2021 £	2020 £
<b>Net income for the reporting period (as per the statement of financial activities)</b>	<b>336,123</b>	89,157
Depreciation	<b>54,604</b>	36,217
Interest, rent and dividends from investments	<b>(37)</b>	(135)
Surplus on asset disposal	<b>6,244</b>	-
(Increase)/ decrease in debtors	<b>(131,339)</b>	168,033
Increase in creditors	<b>87,354</b>	14,365
<b>Net cash provided by operating activities</b>	<b>352,949</b>	307,637

### 18 Operating Lease Commitments

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

	Property		Equipment	
	2021 £	2020 £	2021 £	2020 £
<b>Less than 1 year</b>	<b>56,653</b>	53,900	<b>5,662</b>	6,393
1–5 years	<b>176,686</b>	177,388	-	1,511
Over 5 years	<b>4,340</b>	48,240	-	-
	<b>237,679</b>	279,528	<b>5,662</b>	7,904

The charge in the year to the Statement of Financial Activities is **£65,570** (2020: **£65,649**).

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 2021

## 19 Pensions

The charity operates a defined contribution pension scheme	2021 £	2020 £
Amounts paid in the year	<b>40,559</b>	31,999
Amounts outstanding at the year end, included in creditors	-	-

## 20 Legal status of the charity

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

## 21 Related party transactions

For the whole of the year, the charity was under the control of the Directors and Trustees listed on page 3.

During the year the charity re-imbursed Lucy Bracken, Trustee, **£25,587** receipted against the purchasing of food and basic essentials for the elderly during the pandemic which we distributed through our hospital discharge services. As a volunteer, Lucy set up an emergency food project to support our most vulnerable elderly residents during the many lockdowns over the past year. (2020: **£427**).

There were no other related parties to be disclosed.