

Company Registration Number 3352062 (England and Wales)
Charity Registration Number 1063696 (England and Wales)

AGE CONCERN ENFIELD
(Operating as AGE UK ENFIELD)

(A Company Limited by Guarantee)

Trustees' Report and Financial Statements

For the year ended 31 March 2019



REFERENCE AND ADMINISTRATIVE INFORMATION

Company registration number 3352062 (England and Wales)

Charity registration number 1063696 (England and Wales)

Governing document Articles of Association

Trustees

Ruth Baker	Resigned 12/11/2018
Andreea Nadina Hausmann	
Beryl De Souza	
Rasheeda Ali-Selvaratnam	
Maria Aranjó	
Jacqueline Wood	
Sandra Kirwan	(Vice Chair)
Rasheed Sadegh-Zadeh	
Andy Pallikarou	(Chair)
Enver Kannur	(Treasurer)
John Cherry	Resigned 25/05/2019

Company Secretary	Alan Weinstock	Until 12/7/19
	Kaya Taylor	From 12/7/19

Registered office

Age Concern Enfield
John Jackson Library
35 Agricola Place
Bush Hill Park
Enfield
EN1 1DW

Independent auditors

Knox Cropper LLP
Chartered Accountants
65 Leadenhall Street (5th Floor)
London
EC3A 2AD

Bankers

Barclays Bank Plc
259 High Street
Ponders End
Enfield
EN3 4DS

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AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

The trustees present their report and financial statements of the charity for the year ended 31 March 2019.

This report has been prepared in accordance with Part VIII of the Charities Act 2011 and constitutes a Directors' Report for the purposes of company law.

The trustees have complied with the duty to have due regard to the general guidance on public benefit issued by the Charity Commission and have adopted the Charity SORP (SORP 2015 – "Statement of Recommended Practice", FRS 102 version), which became applicable for charities with year ends starting or commencing on 1st January 2015.

Our purpose

The charity's objects ('the objects') are specifically restricted to promoting the following purposes for the benefit of the public and older people in and around the London Borough of Enfield (the 'area of benefit') regardless of ethnic origin, gender, marital status, disability, sexual orientation or religious belief:

- (a) preventing or relieving the poverty of older people;
 - (b) advancing education for older people;
 - (c) preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
 - (d) promoting equality and diversity in relation to older people;
 - (e) assisting older people in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage; and
 - (f) such other charitable purposes for the benefit of older people as the board may from time to time decide,
- the outcome of this being the promotion of wellbeing of older people.

Structure, governance and management

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 14 April 1997 and registered as a charity on 30 July 1997. The charitable company formed in 1997 took on the assets and liabilities of a previous unincorporated charity. The company was established under a Memorandum of Association which defined the objects and powers of the charitable company. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The Board

In accordance with the Articles of Association, the Company has a Board. Under the requirements of the Articles of the Company, the members of the Board are elected to serve for a period of three years from the date of their election and are eligible for re-election to service for a maximum of nine years. The members of the Board are the Company's Directors for the purpose of company law and Trustees of the Charity for the purposes of charity law.

- In accordance with the Articles, the Board consists of a minimum of five trustees and a maximum of fifteen, to be elected by the members at a General Meeting or appointed to fill a casual vacancy or co-opted.
- The Honorary Officers (Chair, Vice Chair, Treasurer and Honorary Secretary) are appointed by the Board from amongst the trustees in accordance with the Articles.
- Up to two representatives of the Statutory Health Authority and the Local Authority are entitled to attend Board meetings as observers.

The Board meets approximately every two months to review and agree major areas of policy and the strategic direction of the Charity.

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

The Board (Continued)

Members of the Board who served during the year were as follows, each of whom brings certain individual and complementary skills and experience to the Board as shown below:-

Director / Trustee	Appointment and Resignation dates	Area of Expertise	Directorships, Sub Committee membership etc.
Rasheed Sadegh-Zadeh	08/06/2011	Social Care Management, Community & Voluntary Sector Involvement	HR
Andy Pallikarou	25/05/2016	Solicitor	HR, Finance
Enver Kannur	28/08/2015	Chartered Accountant	Finance
Beryl De Souza	24/02/2017	Health (doctor)	
Rasheeda Ali-Selvaratnam	24/02/2017	Lawyer	HR
Maria Arango	29/11/2016	Civil Servant	Information and advisor volunteer
Jacqueline Wood	29/11/2016	Social Care	Finance, Volunteer at Parker centre
Sandra Kirwan	29/11/2016	Social Care	Information and advisor volunteer
Andreea Nadina Hausmann	14/12/2017	Legal profession	HR
Resigned			
Ruth Baker	12/11/2018	Health (Chartered Physiotherapist)	
John Cherry	25/05/2019	Barrister, Queen's Counsel	

The Board has two formal sub-committees to which certain management responsibilities have been delegated and a separate trading company.

The Board from time to time also forms working groups which consist of a combination of staff and trustees e.g. Risk Management, Fundraising, Parker Centre. These working groups have a very specific remit and report to the Board.

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TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

HR Sub-Committee

Responsibilities

1. Monitor and review the Charity's HR policies and procedures and ensure that these are being implemented effectively.
2. Act as an advisory group on organisational development, training and HR matters relating to the Charity.
3. Consider and make recommendations to the Board on the remuneration and benefits package for the Charity's staff, including the Senior Management Team. Consider changes to terms and conditions of staff Contracts of Employment and the staff handbook.
4. Oversee the establishment of a remuneration policy that will promote the achievement of strategic objectives and encourage individual performance.
5. Satisfy itself that all staff supervisions and appraisals are taking place and that these are recorded accurately.
6. View and consider performance measures supervisors and managers put in place for all staff, and offer advice if relevant.
7. Consider staff supervision, appraisals and training records.
8. Monitor the implementation of Disclosure and Barring Service (DBS) in respect of the staff, volunteers and third parties who visit the organisation.
9. Oversee the implementation of any relevant legislation, legal requirements or any other prevailing codes of best practice in HR and ethical practices.
10. Instigate, oversee and participate in the recruitment process for the new CEO.
11. To be informed and consulted, at the initial stage, in all cases involving possible formal disciplinary action or grievances
12. Advise and assist the CEO in making senior staff (SMT) appointments and take part in the interview panel.
13. Ensure fairness in allocation of pay and benefits.
14. Ensure that procedures are not unduly stressful, and that the needs of employees' work-life balance are not compromised.
15. When redundancies occur, to be fair and just in handling job losses.
16. Deal effectively with all forms of bullying and harassment.
17. In outsourcing, ensure that contractors, consultants are recruited with fairness and open competition, and that they treat their employees, clients and customers with fairness and consider their cultural norms.
18. Ensure that the organisation is aware of its Corporate Social Responsibility and considers factors such as purchasing from ethical sources, product/waste disposal and that it acts responsibly in its dealings with the community within which it operates.

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Finance Sub-Committee

Responsibilities

1. Monitor and report to the Board on financial progress to ensure the financial health of the Charity and that revenue and capital expenditure is not exceeded excessively.
2. Ensure a regular flow of financial information is received.
3. Ensure production and monitoring of the Board's annual budget.
4. Oversee the production of the Charity's annual report and accounts and receive reports from the Charity's external auditors on these.
5. Agree an investment policy and monitor investments on a regular basis, including, where necessary, the appointment of appropriate fund managers.
6. Review the charity's arrangements in relation to reserves, including its reserves policy. Make recommendations to the Board as required.
7. Keep under review the adequacy and effectiveness of the charity's internal financial controls and financial risk management systems including relevant procedures and policies.
8. Exercise general oversight of the conduct of financial transactions and the maintenance of financial records including any necessary review of the Charity's financial policies and procedures, delegations and mandates.
9. Investigate, on behalf of the Board of Trustees, any matter that may put the charity at financial risk.
10. Consider any reports and recommendations relating to insurance.
11. Finance projects:-
 - (a) To seek advice on the pension deficit.
 - (b) Initiate and monitor analysis of head office and care services costs against income.
 - (c) Ensure the financial viability of all capital projects before they are commissioned and monitor subsequent expenditure.
12. Request audit investigations where appropriate and to receive reports from the external auditor prior to their submission to the Board.
13. Advise the CEO and the Board on any lease, location or contractual matters.

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Trustee recruitment and training

The Board ensures that the composition and the breadth of experience are sufficient for it to discharge its responsibilities. To these ends the Board regularly reviews its composition and where necessary identifies suitable people to strengthen its skills and experience.

- **Induction**

Prospective trustees are invited to meet the Chair and the Chief Executive for informal interviews. At these interviews the duties and responsibilities of trustees, and the amount of commitment to the organisation required are fully discussed and suitable literature is provided to them. If the prospective trustee is approved by the Chair and Chief Executive they are invited to attend a number of Board meetings, before a final decision is made by the individual and the Board. Alternatively new trustees can be elected by the members at a general meeting.

- **Training**

Each joining trustee is allocated a mentor and furnished with a number of documents which are listed below and include the responsibilities and duties of honorary officers and trustees.

- Guidance on the nomination of Honorary Officers and Trustees/Directors;
- An Information pack on Roles and Responsibilities;
- Role description for Trustee;
- Role descriptions for each of the Honorary Officers;
- Changes in charity law and compliance with company regulations are notified to the trustees at their regular meetings;
- The latest Annual Report.

In addition the Charity operates internal training and an annual trustee training day.

Significant contracts

The Charity has significant contractual relationships with the London Borough of Enfield and Enfield Clinical Commissioning Group which provide the majority of the Charity's funding. Total grants of £521,536 were received in the year ended 31 March 2019 from these two organisations to provide services for older people (note 3).

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Chair's Report

Here we are again. Time has flown by. The last year has seen so many changes for the charity.

I can't write this report without mentioning that in the last few weeks we have lost our CEO, Alan Weinstock, who decided to return to his roots and left to take on a new challenge with a charity that deals with adults with learning difficulties. We all wish him every success in his new role.

Alan was taken on at a time when all small charities were struggling but he took on the challenge and with him at the helm and with the help of our Head of Dementia, Netta, and our Finance Director, Kaya, the Charity is now in a better and stronger position than it has been in the three years since I was elected a trustee.

There isn't anything I can say about the Parker Centre that hasn't already been said. It's an amazing place that does amazing work. The charity's dementia hub. The day service provides places for those with or without dementia. The staff do a truly wonderful job. The Parker Centre is also the base for Homecare; helping those in the community who need help from paid carers. This year, Homecare has seen a drastic facelift and the initial indications are that this has been a success. The Centre is also used to train carers, to provide a place for families to meet. It is used as the base for footcare, and even for pop-up clinics or training sessions for those with a family member who has dementia or needs care. The building is looking tired and is in need of a complete refurbishment. I'd like to think that we could all make it our mission in the next few years to achieve that goal – to fix a broken building that is so integral to what the charity does.

The Charity's Tea and Chatter mornings bring together local people, who may otherwise not go out socially. It's a chance for the charity to bring people together and so far, this has been a success. That's good to see. Loneliness is a horrible thing and so difficult to find, to resolve but hopefully the charity is making a difference to some people's lives.

I can't end without mentioning the people of the Charity. Whether staff, volunteers, clients, funders or anyone else who has contact with the charity. The strength of Age UK Enfield is its people and it's every one of them that makes this a great charity.

Andy Pallikarou

Chair



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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Achievements and some challenges of services and projects

From staff achievements and fantastic feedback on our services we are proud to share some of our developments and successes from 2018-19.

Grants and Contracts

We were successful with a Scams Awareness and Fraud Prevention Programme which was a joint bid working with Age UK Waltham with funding of £40k over a 1-year period. The programme involves awareness events and one to one home visits.

Volunteering

During 2018/19 Age UK Enfield received support from 94 committed volunteers who contributed over 650 hours of time per week across all services and projects. Our volunteers' length of service ranges from 24 years to just a few months.

Whether its helping out with clients, administration or helping in the kitchen, volunteers bring their enthusiasm and dedication to working with the projects and have given so much of their time. Without volunteers we would not be able to carry out all of our services.

In recognition of volunteer support, a party was held for volunteers at Myddelton House which included a cream tea and tour of the beautiful gardens. This marked Volunteers' Week, an annual event that celebrates the fantastic contribution that millions of volunteers make across the UK.

Information, Advice and Advocacy

This year saw a reduction in funding and consequently the Information, Advice and Advocacy drop in service is now open Monday-Wednesday 9.30am-2.30pm and operates without appointment. During this reporting period the service has directly assisted 1,261 clients with a wide variety of issues. These include completing benefit checks and benefit applications, advising on money issues e.g. grants, debt, funeral plans, tax queries, completing housing applications, accessing legal advice, accessing social services and occupational therapy services, dial-a-ride, blue badge applications and consumer issues, such as utilities and consumer rights, advice on residential care, non-residential care, finding help at home, signposting, general advice and information including case work, referrals to specialist advice and information and on further Age UK Enfield services.

We would like to thank the wonderful team of volunteers John, Sandra, Maria, Hilda and Mike, who between them have provided over 40 hours per week of information and advice and without whom, the service would not be able to deliver such a high standard of service.

Testimonial

"Always well looked after and always given the best of help. Be lost without them". C

"I cannot thank you enough for all your help and hard work in helping me with my problem". M

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Scams Prevention and Victim Support Programme

This year saw the completion of a 12 month pilot project for Scams prevention in partnership with Age UK Waltham Forrest. The Scams and Victim Support Programme aimed to support and raise awareness of scams and helped older people feel more confident at being able to spot and avoid scams. The programme delivered Information and awareness raising sessions and one on one individual information sessions – in the form of a home visit. The project reached over 1,000 people in Enfield.

This year also saw the start of the new Planning for later Life Service, as part of Enfield Connections. Age UK Enfield are offering free Planning for Later Life Awareness Sessions for people aged 50+ and their carers. Awareness sessions cover: Making a Will, Power of Attorney, Advances Statements/Decisions and Bereavement Services. 283 people have attended. We also offer 1-1 individually tailored support for people with life-limiting conditions.

The service started on 1st May 2018 and awareness sessions and individual support started in July after initial set-up/planning etc. Planning for Later Life/End of Life is often a difficult topic to discuss and we have found that people are open to this discussion if approached in an open and objective way. Just because people aren't discussing this topic doesn't mean they aren't thinking about it or worrying about it. Awareness sessions have been well received and some examples of comments are below.

'The information ... provided to me was invaluable. I had been wanting to make a living will for some time but *had no idea* how to go about it. I am now in the process of getting both POA and have my living will in place.'

Testimonial

"Thanks ever so much ... for proving such an informative and interesting event."

Dementia Day Care

Day Care provides stimulation and growth for participants with dementia, and improves the quality of life for older people by helping them to be independent as well as providing valuable respite for families and caregivers.

For the past year from April 2018 – March 2019 we have increased the number of service users attending day care and are able to help with providing transport eg: using taxis and dial-a-ride due to limited availability on our bus. This therefore has led to increased revenue, increased customer retention which helps boost sustainability and contributes to the Age UK Enfield income. It has improved the relationship with commissioners, and the reputation of the service, with a dedicated staff team who form good relationships with customers and their families.

We are very proud of our inclusive and diverse group of staff which reflect the day centre attendees. Between April and March this year we have had 93 people using our day care services, many of our clients and their families come from hard to reach communities with a total of 37 clients coming from different communities and ethnicities.

We acknowledge that many of our client group are 75+ however we recognise that there is a need for services that support Young Onset Dementia and would welcome developments to support this isolated group of people.

Testimonials

"Dear Veronica and amazing staff. I want to thank you for looking after George. He loved coming here, I appreciate all your efforts to make everyone and my husband so happy while being there. I can't thank you enough Love you all "L

"I am contacting you as we would like to increase Mums visits to the Parker Centre. We know that she enjoys going and my brother and I see she is benefitting from her days there. She talks about it very positively which is good news for us as her dementia hinders her short term memory." D

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Home Care Services

Home care is a home based support service which is chargeable and delivers regulated care and support services to people in their own home which enables people to remain living independently and well. The service incorporates personal care, medication administration, social outings, shopping and domestic services. The service is delivered through a fully trained staff team who specialise in dementia care.

We have undergone some very complex work in the past 12 months focusing our efforts on the full cost recovery of the service in order to ensure it is fit for the future. This has included focus on staffing support, quality systems and credit control systems as well as both fee increases and reflected increases in staff terms and conditions. The approach was phased across a number of months in order that the service was able to manage any challenges within the process. This has now been completed and the outcome was positive with approximately 70% of business retained, since then we are gradually focusing on growing and building the service for the future. We are now in a much stronger position and hope to turn around what was a deficit in income to a healthy and sustainable income in the coming months.

Our big headline is that we were inspected in June 2018 and are now rated as a Good service which is testament to the hard work that has been put in by staff and trustees who supported our efforts to get our service back to this standard. We need to carry on this good work and focus our efforts on achieving an outstanding rating.

Total care provision for the year was 7,870 bookings totalling 9,810.40 hours for 122 clients with 144 different contracts

Testimonial

"I wanted to pass on my thanks to all the staff who provided care to A as they were all excellent, couldn't compliment them enough, they were amazing". J

Home from Hospital

The service provides low level support such as help with cleaning and shopping as well as being a referral route into other support services such as dial a ride, blue badge, benefits, home care, memory care, falls and iCan navigation services. It is part of a larger contract managed by the lead partner Alpha Care Specialists. There is one member of staff managed through the home care service.

Total provision for the year was 216 bookings totalling 318 care worker hours for 47 clients.

Memory Care Navigators

A Post Diagnostic Service for people with dementia and their carers.

The Memory Care Navigators are available to support people and guide them during the initial experience of diagnosis which can often be a difficult time for both the individual and their carers. The navigators are based within the community spending their time visiting people at home offering information and support, referring to other services both internal and external within the community, helping people to plan ahead for the future and put things in place to help them now.

The two navigators also run the Memory Club which is on every Friday at Grange Park, this is a vital resource and support for people with dementia and their carers, the club has 8 volunteers that help with this, including a carers volunteer who is available to sit with carers going through difficult experiences. Activities are held throughout the year, quizzes, games and entertainment including jugglers, choirs and Tai Chi exercise for dementia.

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

The navigators have recently helped facilitate and run the dementia Carers Group which runs once a month at The Parker Centre for a fixed programme of months, helping people with information from speakers as well as being a forum for building resilience to help them continue to care for their loved ones. Spaces to join the group are limited but we will be introducing a further group.

The navigators are always in demand to support people with at least 6 referrals coming in each week on average, and with the nature of support at times being intense and focussed, this is a clearly much needed service.

In terms of satisfaction levels we know that people report between the start of the service and the end of any intervention, which lasts a maximum of 12 weeks, that they show they are satisfied with the support they get, they receive enough information to make informed decisions and choices and they feel more able to look after and control their own well being.

We held 265 sessions of exercise within the year, 266 people accessed the service in the year.

Testimonials

"G said 'very, very helpful, I wish I knew about the service when my mother was ill, you've been fantastic"

L told us " I really appreciate what you've done, all the information, everything is moving now, since you've been involved, things have flown by' since the navigators have been working with L and her mother J, it is working well and both L and her brother are coping with the situation".

Fall Stop navigation and exercise service

This is the Falls prevention service which provides information guidance and support for people who are worried about having a fall or have recently had a fall. Again this is an outreach service that operates within the community visiting people within their own homes, giving information and guidance on how to prevent falls, building awareness of the risk of falls and giving practical information, assistance and referring to appropriate services for support. The service also runs four Tai Chi exercise groups within the four localities of Enfield enabling people to access exercise for a 12 week period that reduces the risk of falls and strengthens the core, increases balance and muscle.

The service has two navigators working across the week running classes with qualified instructors as well as raising awareness and supporting people to manage their care in their own homes. They work closely with the falls clinic at St Michaels Hospital to continue the work that they do with people when they finish their clinical interventions.

The service also commissions a Falls event each year through The Over 50's forum which is extremely popular and offers exercise, speakers and awareness raising to people. The event is always a great success and motivational to everyone who attends.

We were asked to help support Age UK London in a number of training events this year to help raise awareness of falls risks to care providers within Enfield and presented at a number of training days within Enfield in order to educate and reinforce prevention in both residential and domiciliary care services.

Active Life Centre

The Active Life Centre continues to provide a place for those that are lonely and isolated to socialise and make friends in a friendly environment. On average we have about 30 people that attend each week.

The centre provides a range of activities to enable the people to remain healthy and active; this includes exercise sessions, darts, bingo and board games. We also provide activities for those that have the early stages of dementia.

A two-course healthy and nutritious lunch is prepared by an experienced and qualified cook freshly cooked on the premises. Clients are supported by a team of dedicated and caring volunteers who offer social, practical and sometimes emotional support.

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Footcare

We provide a toenail cutting and foot care clinic delivered by trained and registered podiatrists. This service is subsidised and so the cost is substantially reduced to the client. People can be referred to the clinic by their GP or can self refer. Regrettably we cannot treat people who are Type 1 diabetic, HIV Positive, on anti-coagulants or haemophiliac. We can offer nail cutting, treating corns and calluses and removal of hard skin.

The service has undergone some changes in organisation over the last year and so it is now operating from The Parker Centre in Edmonton where we have a dedicated clinic 2 days a week and one member of staff.

The clinic has been getting busy and we have been receiving more new referrals in the past few months with a 5 week waiting time. We are hoping to expand our offer in the near future to increase the number of people who can access the service and to reach out further into the community so that people are more easily able to attend.

We have a team of volunteers who help book people into the clinic and ensure follow up appointments take place.

It is lovely to speak to and see the people who attend the clinic and having it on site in a busy day centre helps raise awareness of all the other activities we offer within the community, creating a more holistic approach to supporting people and a very friendly and welcoming atmosphere. The clients who attend are always complimentary about our podiatrist Georgette and say what a lovely gentle way she has about her.

In 2018/2019 282 individual people attended the footcare clinic with a total of 711 appointments throughout the year.

Fit for Life

The Fit for Life project organises a varied range of 23 activity sessions each week plus a variety of taster exercise sessions in the London Borough of Enfield. The majority of these classes are located in economic social areas of deprivation. We offer a variety of classes from Line Dancing, Aqua aerobics, Zumba, Tai Chi, Circuit classes to health walks.

The Fit for Life project received £58,315 in 2018 - 2019 from the Lottery Reaching Communities fund to organise weekly classes.

Unfortunately we are now into our final year of funding from the Lottery and are seeking other funding opportunities.

The Fit for Life received £38k. from class charges and donations of £8k predominantly from our four walks during the 2018 -2019 accounting year to assist this project.

Our most popular class is the Monday Line Dancing at Southbury Leisure Centre, with weekly attendances from 40 – 50 people and our most popular walk is the Friday Trent park walk with weekly attendances of 80 – 100 with some weeks reaching over 120 walkers, which is one of the most successful and popular walks in the country.

We have a varied range of nationalities attending our classes with 50% from BAME groups.

The most popular age group is 70 – 79 which is very closely followed by the 60 – 69 age group and 4 of our clients who have attended the Fit for Life programme since the very first class in 2003 are now over 90 and are still Line Dancing and Circuit Training.

Last year 1,068 people have taken part in at least one of our classes with many people participating in more than one class each week.

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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2019**



A Big Thank You

***Thank you to all those supporting and working with Age UK
Enfield to make a world where everyone enjoys later life.***

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Financial review

Total incoming resources increased to £1,330,185 (2018: £1,207,379) for the year and expenditure amounted to £1,319,270 (2018: £1,271,869) resulting in a net surplus of £10,915. In addition there was an actuarial ("below the line") gain on the pension deficit of £84,000. The pension deficit is with national Age UK and the final salary scheme was closed to staff several years ago. Age UK Enfield is contributing over £43,000 to reduce the deficit. See also Note 13.

Among notable changes in income and expenditure was an increase in user contributions (mostly day care, home care, fit for life) to £365,784 (2018: £263,202). Unrestricted funds of £3,279 were used to support restricted fund activities during the year to ensure the continuity of care to older people.

Reserves policy

As of 31 March 2019 the charity held free reserves of £184,685 (see note 14). Free reserves are unrestricted general funds not tied up in fixed assets, restricted or designated funds.

Free reserves are held to ensure the continuity of care to older people, given the relative uncertainty of future project funding and to protect the long term viability of the Charity. The medium term financial strategy regards at least three months reserves as the minimum required to cover income volatility and short term working capital requirements. Given the potential liabilities and risks which the charity faces on a yearly basis, the trustees consider that the current level of reserves needs to be increased.

Risk management

The Board conducts an annual risk assessment, whereby the major risks to which the Charity is subject are reviewed, and systems and procedures to manage such risks are established and updated.

The major risks identified to be mitigated were:

- External risks to funding;
- Competitors in the new environment
- Reputational damage due to partnerships working
- Business model of care related services which does not always allow full cost recovery
- Inadequate security of tenure of business premises

Management and staffing

The trustees and the senior management team are committed to deliver the priorities set out in the annual business plan and to meet the staff as well as customers' needs.

External Risks

Age UK Enfield faces external risks to funding, as do all charities in the current economical environment, and therefore sustainable funding continues to be the main risk identified in 2018-2019. This has led us to develop a strategic plan which will allow for the diversification of funding and activities.

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TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Internal Risks

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors. The continuing implementation of the Age UK Organisational Quality Standards (OQS) will ensure a consistent quality of delivery for all operational aspects of the Charity.

The entire sector has come under increased scrutiny from the Care Quality Commission (CQC) with a higher number of inspections and greater focus on compliance and accountability of our registered home care service.

The Risk Management Working Group has been tasked with conducting a total review of the major risks to which the Charity is exposed. All risks have been addressed rigorously and the risk management strategy comprises;

- Quarterly review of and updates on the risks the charity may face through a 'live' risk register;
- The establishment of systems and procedures to mitigate those risks identified in the register; and
- The implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

Investment policy

Funds not immediately required by the charity for its charitable activities are invested in short term interest yielding bank deposit accounts at the prevailing market rates of interest.

Fundraising

The Fundraising Working Group's work led to the recruitment of a part time fundraiser in May 2018. The role was tasked to increase our community profile and diversify our sources of unrestricted income.

The main purpose of the post is to help Age UK Enfield achieve its mission through improving our engagement with the community, to create a network of donors, volunteers and members by:

- Raising awareness of our work in the local community and with local organisations;
- Developing relationships with individual and corporate supporters;
- Encouraging community support through volunteering and fundraising with the objectives of increasing local support, donations and uptake of membership.

With the resignation of the fundraiser, Age UK Enfield is now reviewing its approach to communications and community/corporate fundraising.

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Plans for future periods

The plans of the Charity are currently informed by three key documents:

- **An over-arching Strategic Plan adopted in 2018;**
- **A Stengths Review conducted in late 2017- early 2018 with support from Age UK London;**
- **A review of some key services by an external consultant in 2018.**

AUKE strengths identified included: staff and Board commitment and diversity; the breadth of quality and needs led services for older people; and AUKE resilience in face of acute funding challenges in the current climate of austerity.

Weaknesses identified included in the areas of fundraising and income diversification, and staff understanding of the organisation as a whole, and the need for improved communications to promote the Charity and its services.

The Charity

Much has been achieved in the 18 months since much of the analysis was undertaken including: improvements to day and home care finances; the re-shaping and improved clarity on referral pathways on navigation and frailty support services. Much also remains to be done.

Plans for 2019-2020 and beyond include:

- Appointment of an Interim CEO, with a brief to review (and if necessary) refresh the plans, before a substantive appointment in early 2020;
- Funding bids to be submitted as a priority for Fit For Life (Lottery funding expires in March 2020) and for advice work;
- To increase the Charity's income from trusts, building on successes in statutory funding and user contributions;
- Increasing the profile of the Charity in order to attract a consistent and diverse flow of service users, and also increase volunteers and donors;
- Liaison with neighboring Age UKs, the national charity and Age UK London on whether there is a role for Age UK Enfield in delivering in Haringey (where there is no Age UK presence);
- Considering how to expand the home care service following improvements to its efficiency and a review of charges and wages.

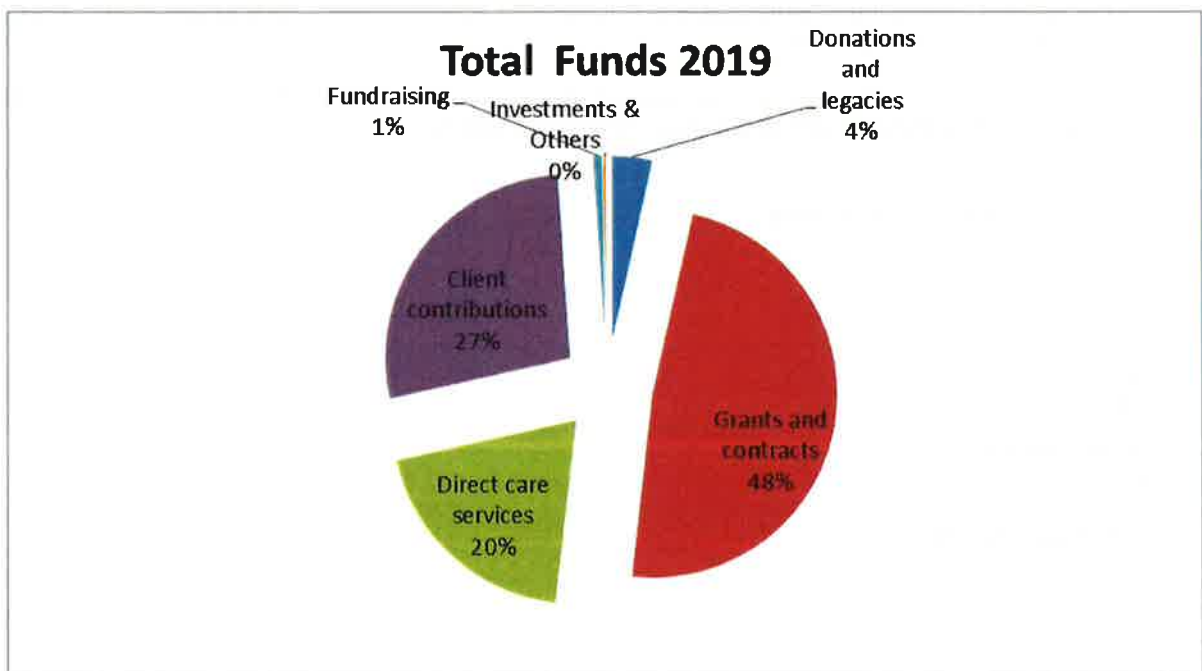
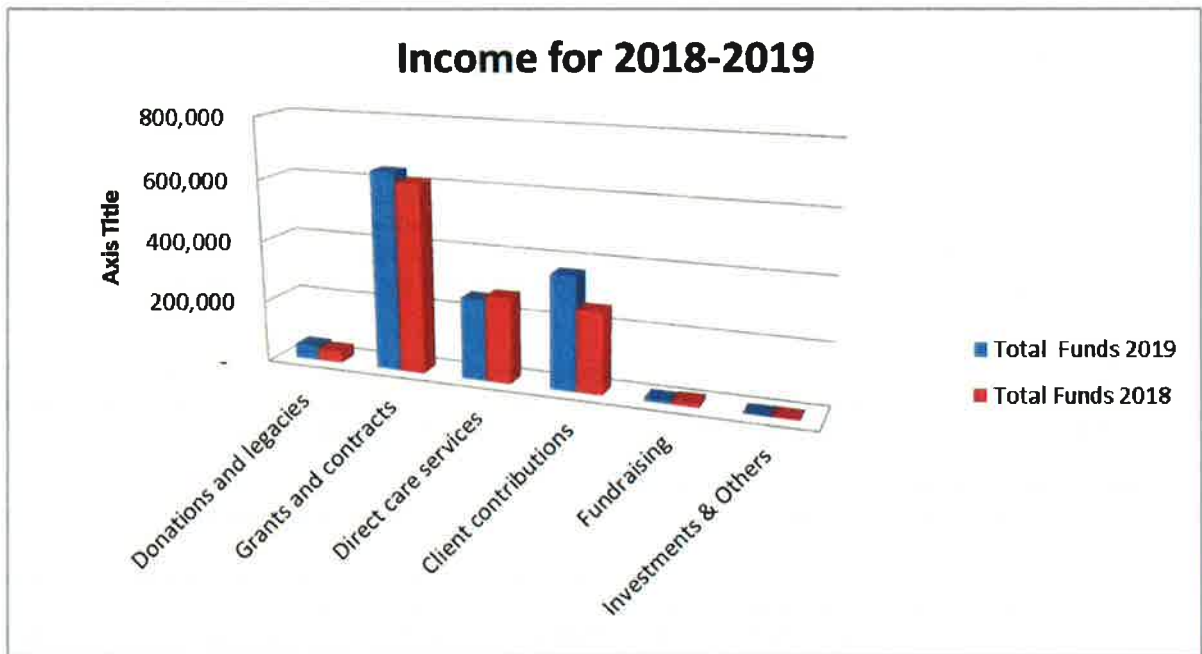
AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Going concern

The financial trend has been positive with increased income during the reporting period, and for the first time in recent years have recorded a profit. Therefore after reviewing the charity's forecasts and projections and its strategy for growth, the directors have reasonable expectations that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

2018-2019 Income Trend



AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Trustees' responsibilities in relation to the financial statements

The trustees (who are also the directors of Age Concern Enfield for the purposes of company law) are responsible for preparing the trustees' annual report and 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 year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including income and expenditure, of the charitable group for that period. In preparing these accounts, 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 have been followed, subject to any material departure disclosed and explained in the accounts;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group 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.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware; and
- the trustees having made enquiries of fellow directors and the group's auditor on steps that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees


Andy Pallikarou
Chair

12th September 2019

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN ENFIELD

Opinion

We have audited the financial statements of Age Concern Enfield (the 'charitable company') for the year ended 31 March 2019 which comprise the statement of financial activities, the balance sheet, the 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 2019 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

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' 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.

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN ENFIELD (CONTINUED)

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 in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the 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 set out on page 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 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.

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

Use of our report

This report is made solely to the 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, Statutory Auditor and Chartered Accountants

65 Leadenhall Street

London EC3A 2AD

September 2019

24 October 2019

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

		Unrestricted funds £	Restricted funds £	Total Funds 2019 £	Total Funds 2018 £
INCOMING AND ENDOWMENTS FROM:	Notes				
Donations and legacies	2	46,874	-	46,874	38,749
Charitable activities					
Grants and contracts receivable	3	522,875	119,723	642,598	612,031
Direct care services	3.1	261,358	-	261,358	275,972
Client contributions	3.1	365,784	-	365,784	263,202
Other trading activities:					
Fundraising	3.2	10,451	-	10,451	13,627
Investments	3.4	668	-	668	321
Others	3.3	2,451	-	2,451	3,477
Total income and endowments		1,210,461	119,723	1,330,184	1,207,379
EXPENDITURE ON:					
<i>Cost of raising funds</i>					
Raising Funds	5	(9,776)	(190)	(9,966)	(8,406)
<i>Charitable activities</i>					
Day Care Services		(385,272)	-	(385,272)	(385,936)
Scams and Victim Support		-	(38,435)	(38,435)	(2,224)
Active Life Centres		(9,928)	-	(9,928)	(18,466)
Community Services		(290,959)	(34,004)	(324,963)	(422,352)
Information & Advice		(25,023)	-	(25,023)	(44,340)
End of Life Service		(9,999)	-	(9,999)	-
Fit for Life		(40,879)	(51,211)	(92,090)	(103,285)
Fall Prevention & DementiaD		(118,620)	-	(118,620)	(145,260)
ican		(193,236)	-	(193,236)	(61,141)
Fall prevention Coach		(4,245)	-	(4,245)	(9,472)
Living with Frailty		(17,029)	-	(17,029)	(7,346)
Planning & Development		(90,462)	-	(90,462)	(63,641)
	5	(1,195,428)	(123,840)	(1,319,268)	(1,271,869)
Total resources expended		(1,195,428)	(123,840)	(1,319,268)	(1,271,869)
Net (outgoing)/incoming resources for the year before reallocation between funds		15,033	(4,117)	10,916	(64,490)
Transfers between funds		(4,044)	4,044	-	-
Net (outgoing)/incoming resources for the year before other recognised gains and losses		10,989	(73)	10,916	(64,490)
Other recognised gains and losses					
Actuarial (loss)/gain on pension scheme		84,000	-	84,000	59,000
Net movement in funds		94,989	(73)	94,916	(5,490)
Reconciliation of funds					
Total funds brought forward		88,931	31,343	120,274	125,764
-As previously stated					
Total funds carried forward	14	183,920	31,270	215,190	120,274

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above. The notes on pages 23 to 36 form an integral part of these financial statements.


AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

BALANCE SHEET AS AT 31 MARCH 2019

	Notes	2019 £	2018 £
FIXED ASSETS			
Tangible assets	9	5,652	7,065
Investments	10	<u>5,652</u>	<u>7,065</u>
CURRENT ASSETS			
Debtors	11	151,535	130,386
Amounts owed by group undertakings		-	-
Short term deposits		122,738	122,152
Cash at bank and in hand		58,820	82,910
		<u>333,093</u>	<u>335,448</u>
Creditors: amount falling due within one year	12	<u>(33,555)</u>	<u>(48,239)</u>
NET CURRENT ASSETS		<u>299,538</u>	<u>287,209</u>
Defined benefit pension scheme Liability	13	<u>(90,000)</u>	<u>(174,000)</u>
NET ASSETS		<u>215,190</u>	<u>120,274</u>
FUNDS			
Unrestricted general funds		273,920	262,931
Unrestricted funds excluding pension			
Scheme liability		273,920	262,931
Pension reserve	13	<u>(90,000)</u>	<u>(174,000)</u>
Total unrestricted funds		<u>183,922</u>	<u>88,931</u>
Restricted funds		<u>31,270</u>	<u>31,343</u>
TOTAL FUNDS	15	<u>215,190</u>	<u>120,274</u>

The notes on pages 23 to ~~32~~³⁵ form an integral part of these financial statements.

These financial statements were approved and authorised for issue by the board of trustees on 12th September 2019 and signed on its behalf by:-


 Andy Pallikarou
 Chair


 Enver Kannur
 Treasurer

Company Registration Number: 3352062 (England and Wales)

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

Statement of Cash Flows for the year ending 31 March 2019

	Note	2019 £	2018 £
Cash used in operating activities:	17.2		
<i>Net cash provided by operating activities</i>		<u>(28,107)</u>	<u>(45,522)</u>
Cash flows from investing activities			
<i>Interest income</i>		4,603	4,181
Net cash used in investing activities		<u>4,603</u>	<u>4,181</u>
Increase (decrease) in cash and cash equivalents in the year		<u>(23,504)</u>	<u>(41,341)</u>
Cash and cash equivalents at the beginning of the year	17.3	205,062	246,403
Total cash and cash equivalents at the end of the year		<u>181,558</u>	<u>205,062</u>

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

1.1 Accounting convention

The financial statements are prepared in accordance with the Statement of Recommended Practice: Accounting and reporting by charities (SORP 2015 – FRS 102 version), Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland' and the Companies Act 2006. The charity has taken advantage of the Small Entity provisions of FRS 102. The financial statements are presented in Sterling (£).

The charity is a public benefit entity under FRS 102.

Statement on going concern

After reviewing the charity's forecasts and projections, the directors have reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

1.3 Donations

Voluntary income is received by way of donations, legacies and gifts and is included in full in the SOFA when receivable.

The value of services provided by volunteers has not been included in the accounts.

1.4 Grants, contracts and other income

Grants and contracts are recognised in full in the SOFA when receivable. Other incoming resources are included in the SOFA when receivable.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and is inclusive of VAT. Expenditure has been classified under activities which allocate all costs related to the activity including the cost of managing and administering the activity.

The cost of managing and administering the activity (support cost) is an indirect cost and is allocated to the activity based on direct service costs incurred on that activity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

1.6 Fund accounting

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

1.7 Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

Depreciation is provided at rates calculated to write off the cost of each asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Furniture and other equipment: 20% reducing balance

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

1.8 Operating leases

Rentals payable under operating leases are charged to the SOFA as incurred over the term of the lease.

1.9 Pension costs

The company participates in the Age Concern Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Both schemes are accounted for in accordance with FRS 102 and described in more detail in note 13.

2 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Donations and gift aid donations	26,320	-	26,320	27,659
Legacies	10,600	-	10,600	-
Trading distribution - donated	8,741	-	8,741	10,047
Membership fees	1,213	-	1,213	1,043
	46,874	-	46,874	38,749

3 Income from charitable activities

Grants and contracts receivable	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
London Borough of Enfield				
Day centre services	-	-	-	14,059
Support services (Management and Administrative)	3,000	-	3,000	-
Time out	-	-	-	110,079
Information and Advice Project	21,840	-	21,840	61,865
Home from hospital	25,000	-	25,000	40,673
Fall Prevention - coach	9,999	-	9,999	30,001
VCS Carers outcome 2 (ican)	280,000	-	280,000	99,512
Primary care trust				
NHS- Post Diagnostic S Dementia & Carers	20,975	-	20,975	49,782
NHS- Falls Prevention Voluntary Hub	33,543	-	33,543	79,638
NHS- Falls Prevention & Dementia	77,438	-	77,438	-
NHS- CCG Older People living with frailty	25,000	-	25,000	-
Footcare	-	24,741	24,741	24,741
Trust funding				
Big lottery fund – Fit for Life	-	58,315	58,315	71,092
Bupa UK Foundation	-	-	-	10,463
Community Barnet	9,625	-	9,625	-
Age UK – Support Services	16,455	36,667	53,122	20,126
	522,875	119,723	642,598	612,031

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

3.1 Client and Direct care contributions

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Client contributions	365,784	-	365,784	263,202
Direct care private placements	261,358	-	261,358	275,972
	627,142	-	627,142	539,174

3.2 Income earned from other trading activities

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Raffles	509	-	509	1,151
Fundraising	7,940	-	7,940	6,988
Anniversary Ball	-	-	-	-
Silver service for clients	2,002	-	2,002	5,488
	10,451	-	10,451	13,627

3.3 Others

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Foot care	-	-	-	-
Fit for Life	-	-	-	-
Management charges -SIL's & HFH	-	-	-	-
Sundries	2,451	-	2,451	3,477
St Anne's School	-	-	-	-
	2,451	-	2,451	3,477

3.4 Bank and investment interest

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
	668	-	668	321
	668	-	668	321

AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

4 Commercial trading operations and investment in trading subsidiary

The wholly owned trading subsidiary, Age UK Enfield Trading Company Limited, which is incorporated in the UK, donates all its profits to the charity by gift aid. The trading subsidiary primary activity was to advise on and arrange general insurance cover for older people in and around the London Borough of Enfield however since this activity was centralised with Age UK the company became "virtually dormant". The charity owns the entire issued share capital of 2 ordinary shares of £1 each.

As the Trading company remained dormant since its inception, the board of Trustee decided to dissolve the company at the end of the 2017/2018 financial year, which took effect on the 27 August 2019.

Summary profit and loss account for Age Concern Enfield Trading Company Limited:-

	2019 £	2018 £
Turnover	-	-
Staff costs	-	-
Other administrative expenses	-	-
Interest receivable	-	-
	<hr/>	<hr/>
Gross profit for the year	-	-
	<hr/>	<hr/>
Donation (covenant) to parent charity	-	-
	<hr/>	<hr/>
Net profit for the year	-	-
	<hr/>	<hr/>
The assets and liabilities of the subsidiary are:		
Fixed assets	-	-
Current assets	2	2
Creditors: amounts falling due within one year	-	-
	<hr/>	<hr/>
Total net assets	2	2
	<hr/>	<hr/>
Aggregate share capital and reserves	2	2
	<hr/>	<hr/>

The company was struck off the Register of Companies on 27th August 2019 as it was no longer required.

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

5 Changes in resources available for charity use

	End of Life Service	Day Care Services	Fall Prevention Coach	Scam Prevention and support	Active Life Centres	NHS Frailty	Fall Prevention & Dementia	Home Care & Ancillary Services	Information & Advice	iCan Project	Fit for Life	Planning and Development	Total 2019 £	Total 2018
	£	£	£	£	£	£	£	£	£	£	£			
Support costs	4,171	56,495	1,251	3,576	1,430	-	17,721	66,405	3,338	14,668	7,241	(176,296)	-	-
Charitable activities														
Costs directly allocated to activities staff costs (excluding indirect staff costs)	5,828	328,778	2,994	34,860	8,498	17,029	100,899	258,558	21,685	178,568	84,849	266,757	1,309,303	1,263,463
Total resources excluding Raising funds	9,999	385,273	4,245	38,436	9,928	17,029	118,620	324,963	25,023	193,236	92,090	90,461	1,309,303	1,263,463
Raising funds														
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	100	264		105	-	41	3,215	163	171	1,457	151	4,299	9,966	8,406
Total resources expended	10,099	385,537	4,245	38,541	9,928	17,070	121,835	325,126	25,194	194,693	92,241	94,760	1,319,268	1,271,869

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

5 Changes in resources available for charity use

	End of Life Service	Day Care Services	Fall Prevention Coach	Scam Prevention and support	Active Life Centres	NHS Frailty	Fall Prevention & Dementia	Home Care & Ancillary Services	Information & Advice	iCan Project	Fit for Life	Planning and Development	Total 2019
Raising funds													
Restricted	-	-	-	- 105	-	-	-	-	-	-	85	-	190
Unrestricted	100	264	-	-	-	41	3,215	163	171	1,457	67	4,298	9,776
Charitable activities													
Restricted	-	-	-	38,368	-	-	-	34,004	-	-	51,211	-	123,583
Unrestricted	9,999	378,814	4,245	-	9,928	16,989	118,422	290,000	25,023	193,236	40,750	78,979	1,166,385
Others													
Restricted	-	-	-	67	-	-	-	-	-	-	-	-	67
Unrestricted	-	6,458	-	-	-	40	199	960	-	-	130	11,480	19,267
	10,099	385,536	4,245	38,540	9,928	17,070	121,836	325,127	25,194	194,693	92,243	94,759	1,319,268

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

6 Net income/ (expenditure) for the year

	2019 £	2018 £
Net movement in funds is stated after charging:		
Depreciation	1,413	2,609
Auditors' remuneration	7,150	7,888
Operating leases – equipment	10,001	9,996

7 Trustees' remuneration and reimbursed expenses

The trustees received no remuneration during the year (2018: £nil)
The cost of trustee indemnity insurance amounted to £1,170 (2018: £1,145)
Travel costs amounting to £24 (2018: £nil).

8 Staff costs and numbers

	Total 2019 £	Total 2018 £
Salaries and wages	816,392	807,100
Social security costs	57,258	55,710
Pension contributions	17,999	10,070
Pension Scheme recovery payments	43,248	43,248
Temporary Staff costs	33,269	29,689
Staff travel, training, recruitment & payroll processing costs	17,957	28,968
	<u>986,123</u>	<u>974,785</u>

The average number of full and part-time employees during the year were as follows:

	2019	2018
Day Care Services	10	18
Community services (Footcare, Home from Hospital and Time out)	26	26
Volunteer support and TransIT	0	0
TransAge action, Fit for Life and Citizenship	1	1
Information and communications	1	1
Management, Finance and Administration	5	5
	<u>43</u>	<u>51</u>

No employees received emoluments of more than £60,000 per annum.
Senior Management Personnel costs amounted to £115,139 (2018: £115k).
The Senior Management team is made up of :
- Alan Weinstock - Chief Executive Officer
- Venetta Hunt - Head of Dementia Care Services
- Kaya Taylor – Financial Director

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

9 Tangible fixed assets

Furniture and Equipment	Charity £
Cost	
At 1 April 2018	49,406
Additions	-
	<u>49,406</u>
Less: Disposals	-
	<u>49,406</u>
At 31 March 2019	49,405
Depreciation	
At 1 April 2018	39,731
Charge for the year	2,609
	<u>42,340</u>
Less: Disposals	-
	<u>42,340</u>
At 31 March 2019	42,340
Net book value	
At 31 March 2019	7,065
	<u>9,674</u>
At 31 March 2018	

10 Fixed asset investments

	2019 £	2018 £
Age Concern Enfield Trading Company Limited:-		
Investment in trading subsidiary at cost (also see note 4)	2	2
	<u>2</u>	<u>2</u>

There are no group investments. The company was struck off on 27th August 2019.

11 Debtors

	2019 £	2018 £
Trade debtors	133,551	104,247
Prepayment	9,697	9,499
Other debtors	8,287	16,640
	<u>151,535</u>	<u>130,386</u>

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

12 Creditors: amounts falling due within one year

	2019 £	Charity 2018 £
Taxation and social security	-	-
Trade creditors and accruals	-	31,946
Other creditors	33,555	16,293
	<u>33,555</u>	<u>48,239</u>

13 Pension scheme

The company participates in the Age Concern Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Further information about both schemes is below:-

Defined benefit

The disclosures below are provided in respect of the Age Concern Section of the Age UK Retirement Benefits Scheme in respect of Age UK Enfield only ("the Scheme"), and presented in £000's in accordance with the actuarial note provided.

The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme was carried out as at 1 April 2016 and the results of this valuation have been updated to 31 March 2019 by a qualified independent actuary. The expected employer contributions for the year ending 31 March 2020 are £43,000. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 1 April 2013 have been adjusted to the balance sheet date taking account of experience over the period since 1 April 2013, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligations was measured using the Projected Unit Method.

The principal assumptions used to calculate the liabilities under FRS102 are set out below:

Main financial assumptions:

	31 March 2019 %pa	31 March 2018 %pa
RPI Inflation	3.40	3.30
CPI Inflation	2.40	2.30
Rate of increase in salaries	N/A	N/A
Pension increases		
Rate of increase in payment of pre 2006 pensions	3.40	3.30
Rate of increase in payment of post 2006 pensions	2.50	2.50
Discount rate for Scheme liabilities	2.40	2.60

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Defined benefit (continued)

Main demographic assumptions:

	2019	2018
	S2P base tables projected by year of birth assuming future improvements in line with CMI 2017 core projections with a long-term rate of improvement of 1.0%pa.	S2P base tables projected by year of birth assuming future improvements in line with CMI 2017 core projections with a long-term rate of improvement of 1.0%pa.
Mortality		
	Years	Years
Life expectancy for male currently aged 65	21.3 years (age 86.3)	21.8 years (age 86.9)
Life expectancy for female currently aged 65	23.2 years (age 88.2)	23.7 years (age 88.7)
Life expectancy at 65 for male currently aged 45	22.3 years (age 87.3)	22.8 years (age 87.8)
Life expectancy at 65 for female currently aged 45	24.4 years (age 89.4)	24.9 years (age 89.9)
Cash commutation	Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.	Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.

Scheme asset allocation:

	31 March 2019		31 March 2018	
	£000s	%	£000s	%
Equities	350	20.6%	360	22.7%
Diversified Growth Fund	310	18.3%	322	20.3%
Property	124	7.3%	118	7.4%
Gilts and Bonds	911	53.6%	782	49.2%
Cash	5	0.2%	6	0.4%
Total	1,700	100%	1,588	100%

None of the scheme's assets are invested in any property or other assets used by the employer.

Reconciliation of funded status to balance sheet:

	31 March 2019	31 March 2018
	£000s	£000s
Fair value of assets	1,700	1,588
Present value of funded defined benefit obligations	(1,790)	(1,762)
Funded status	(90)	(174)
Unrecognised asset	-	-
Asset/(liability) recognised on the balance sheet	(90)	(174)
Present value of unfunded defined benefit obligations	-	-

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Amounts recognised in income statement

	2019 £'000	2018 £'000
Operating cost:		
Current service cost	-	-
Administration expenses	8	5
Past services cost (incl. curtailments)	6	-
Settlement cost	-	-
Financing cost :		
Interest on net defined benefit liability/(asset)	4	5
Pension expense recognised in profit and loss	<u>18</u>	<u>10</u>

Amounts recognised in Other Comprehensive Income (OCI)

	2019 £'000	2018 £'000
Asset gains/(losses) arising during the year	107	53
Liability gains/losses arising during the year	(48)	(43)
Change in the effect of the asset ceiling	-	-
Total amount recognised in OCI	59	10

Defined benefit (continued)

Changes to the present value of the defined benefit obligation during the year

	2019 £'000	2018 £'000
Opening defined benefit obligation (DBO)	1,762	1,732
Current service cost	-	-
Interest expense on DBO	45	43
Contributions by Scheme members	-	-
Actuarial (gains)/losses on Scheme liabilities	48	43
Net benefits paid out	(71)	(56)
Past service cost (inc. curtailments)	6	-
Net increase in liabilities from disposals/acquisitions	-	-
Settlements	-	-
Closing defined benefit obligation	<u>1,790</u>	<u>1,762</u>

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Changes to the fair value of scheme assets during the year

	2019 £'000	2018 £'000
Opening fair value of Scheme assets	1,588	1,499
Interest Income on Scheme assets	41	38
Gain/(loss) on Scheme assets	107	53
Contributions by the employer	43	59
Contributions by Scheme members	-	-
Net benefits paid out	(71)	(56)
Administration costs incurred	(8)	(5)
Net increase in assets from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,700</u>	<u>1,588</u>

Actual return on Scheme assets

	2019 £'000	2018 £'000
Interest income on Scheme assets	41	38
Gain/(loss) on Scheme assets	107	53
Actual return on Scheme assets	<u>148</u>	<u>91</u>

14 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total Funds £
Tangible fixed assets	5,652	-	5,652
Current assets	301,823	31,270	333,093
Current liabilities	(33,555)	-	(33,555)
Defined benefit pension liability	(90,000)	-	(90,000)
	<u>183,920</u>	<u>31,270</u>	<u>215,190</u>
Net assets at 31 March 2019	183,920	31,270	215,190

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

15 Statement of funds

	At 1 April 2018	Income	Expenditure	Transfers / pension scheme movement	At 31 March 2019
	£	£	£	£	£
Unrestricted funds					
General fund	262,931	1,210,461	(1,195,428)	(4,044)	273,920
Defined benefit pension liability	(174,000)		84,000	-	(90,000)
	88,931	1,210,461	(1,111,428)	(4,044)	183,920
Restricted funds					
Fit for life	18,003	58,315	(51,295)	-	25,024
Carers 'fitness Group	6,246			-	6,246
Care support services					
Footcare	-	24,741	(34,004)	9,263	-
Post Diagnostic Support D	5,984	-	-	(5,984)	-
Scams & Victim Support	1,109	36,667	(38,541)	765	-
Total restricted funds	31,343	119,723	(123,840)	4,044	31,270
Total funds	120,274	1,330,184	(1,235,268)	-	215,190

Unrestricted funds:

The **General fund** represents the unrestricted funds of the Charity that are not designated for particular purposes.

Restricted funds:

Healthy Living Services:

- The **Fit for Life** funds encourage healthy lifestyles to enable older people to age well.

Care Support Services

- The **Home from Hospital** fund is to support and assist older people on return from hospital.
- The **Footcare** fund is to provide footcare services for older people.
- The **Home Support Network** fund helps older people live independently by enabling them to access information, advice, support and practical help.

16 Related parties

There were no related party transactions during the year or prior year

AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

17 Statement of Cash flows

	Total Funds	Prior year Funds
	£	£
17.1 Statement of Cash flows		
Cash flows from operating activities:		
<i>Net cash provided by (used in) operating activities</i>	(28,107)	(45,522)
Cash flows from investing activities:		
Dividends, interest and rents from investments	4,603	4,181
<i>Net cash provided by (used in) investing activities</i>	4,603	4,181
Change in cash and cash equivalents in the reporting period	(23,504)	(41,341)
Cash and cash equivalents at the beginning of the reporting period	205,062	246,403
Change in cash and cash equivalents due to exchange rate movements		
<i>Cash and cash equivalents at the end of the reporting period</i>	181,558	205,062
Reconciliation of net income/(expenditure) to net cash flow from operating activities		
	Current Year	Current Year
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	10,916	(64,491)
Adjustments for:		
Depreciation charges	1,413	2,609
(Gains)/losses on investments		
Dividends, interest and rents from investments	(4,603)	(4,181)
(Increase)/decrease in debtors	(21,149)	24,323
Increase/(decrease) in Creditors	(14,684)	(3,782)
<i>Net cash provided by (used in) operating activities</i>	(28,107)	(45,522)
17.3 Analysis of cash and cash equivalents		
	Current Year	Current Year
	£	£
Cash in hand	58,820	82,910
Notice deposits (less than 3 months)	122,738	122,152
Overdraft facility repayable on demand		
Total cash and cash equivalents	181,558	205,062

