

Company number: 3039668

Charity number: 1045623

Age Concern Islington



(Age Concern Islington operates as Age UK Islington)

Report and financial statements
For the year ended 31 March 2021

Age Concern Islington

Reference and administrative details

For the year ended 31 March 2021

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| Status | Age UK Islington is an operating name of Age Concern Islington. Age Concern Islington was first established in 1963. It is a charitable company limited by guarantee, incorporated on 30 March 1995, and registered with the Charity Commission on 6 April 1995. | |
| Purpose | Age Concern Islington's charitable object for the public benefit is the welfare of local older people in and around Islington. | |
| Governing document | Age Concern Islington was established under a Memorandum of Association, which established the objects and powers of the organisation. It is governed under its Articles of Association. | |
| Company number | 3039668 | |
| Charity number | 1045623 | |
| Registered office and operational address | 6-9 Manor Gardens LONDON N7 6LA | |
| Country of registration | England & Wales | |
| Country of incorporation | United Kingdom | |
| Trustees | Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows: | |
| | Mr Howard Sharman | Chair |
| | Mr Chris Bulford | |
| | Mr Clive Bowman | Treasurer |
| | Ms Kathrin Meyrick | |
| | Ms Monica Douglas Parris | |
| | Ms Marjorie Thiman | |
| | Mr Mark Warwick | |
| | Mr Chris Faint | |
| | Ms Alexandra Bryony Sears | Appointed 23 November 2020 |
| | Ms Joan Adams Speers | Appointed 23 November 2020 |
| Principal staff | Ms Sally Miller | Chief Executive and Company Secretary – appointed 26 October 2020 |

Age Concern Islington

Reference and administrative details

For the year ended 31 March 2021

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| Bankers | HSBC plc 25 Islington High Street LONDON N1 9LJ | Unity Trust Bank plc Four Brindley Place BIRMINGHAM B1 2JB |
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|----------------|--|
| Auditor | Sayer Vincent LLP Chartered Accountants and Statutory Auditors Invicta House, 108-114 Golden Lane LONDON, EC1Y 0T |
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Chair's Foreword

This financial year was – as for almost every other UK charity – dominated by COVID-19.

On behalf of the board, I would like to start by recording our huge appreciation for the way that the staff and volunteers of Age UK Islington (AUKI) responded to the pandemic. Very rapidly, new procedures were put in place to allow home-based working and, thus, to ensure that the charity could continue to deliver its contracted services – services that were in higher demand than ever due to the vulnerable nature of many of the people that we work with and support on a day-to-day basis.

The details of what has been achieved are summarised on the following pages.

My Trustee colleagues and I are very proud of the response and contribution we have made to supporting local people during a very difficult year, working alongside our partners and colleagues within the local authority and the NHS, as well as many other voluntary sector services and organisations. We believe that collaborative, partnership, working has made a real difference to the lives of many of the people that we work with.

For some years AUKI has been focusing on developing its technological infrastructure. This long-term development plan has enabled us to be increasingly efficient both in delivering services, in understanding better what people's real needs are and in measuring and recording the positive effect of those services on our clients' lives.

This meant that, when the first lockdown was implemented, we had the technology largely in place – laptops and mobile phones linked to a sophisticated Customer Relationship Management system – to enable staff to work from home immediately and to continue to deliver services as seamlessly as possible. We rapidly contacted thousands of clients by telephone and carried out Wellbeing Checks. We carried out one-to-one appointments with clients over the telephone, enabling them to feel that an organisation was looking out for them and checking in with them.

Weekly staff meetings took place on Zoom which enabled us to update one another and ensure management kept staff informed of the direction of travel for the organisation in its response to the pandemic.

A significant part of the charity's activities was moved online, including a programme of activity for clients using Zoom. We marked theme days and weeks with online sessions such as Dying Matters Week in May, Carers Week in June, and Carers Rights Day in November.

Many of the processes developed over the past, extremely difficult, year, will continue to be utilised – and even developed further – as this pandemic winds down. And they will stand us in good stead if and when a new pandemic hits the country.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

We are grateful for the pandemic-related funding received from Age UK to support the organisation to deliver our services. This funding was used to purchase additional equipment such as mobile phones, laptops, desks and chairs for home working, dividing screens for the office, plus sanitisers, cleansing wipes and temperature readers to ensure COVID-secure working when we returned to our Manor Gardens offices.

I am delighted to be able to repeat what I said last year: due to the strengths of our business-model and funding/operating partnerships with Islington Council and the local NHS, not a single member of staff has been laid off or furloughed as a result of COVID-19. These achievements have been based on our long-term commitment to high standards of service delivery and a high level of reliability of this service delivery both for our clients and for our funders, all the time drawing on the skills and commitment of our staff and, underlying this, our systems and methodology.

I would also like to express the thanks of the board to all of our funders, whether through contracts, grants or donations.

In November 2020 we welcomed a new chief executive, Sally Miller, who joined us from Carers Network (covering the boroughs of Westminster, Hammersmith & Fulham and Kensington and Chelsea) where she had also been chief executive. She succeeded Andy Murphy, CEO at AUKI for the past ten years, who had reached retirement age. On behalf of the board, I would like to thank Andy for all of the hard work that he put in over the decade that he was in charge.

Purpose

Age UK Islington (AUKI) is the operating name of Age Concern Islington (ACI), an independently registered charity and company limited by guarantee. We operate as a member of the national Age UK Brand Partnership.

AUKI's charitable object for the public benefit is to promote the relief and wellbeing of older people in any manner which now or hereafter may be deemed by law to be charitable in and around the London Borough of Islington (LBI).

The charity has the power, in furtherance of this object, to encourage, promote, organise and run services and activities appropriate to the needs of individual older people or groups of older people, together with, if considered appropriate, other individuals and groups who are not older people.

Public Benefit

AUKI trustees confirm that the activities carried out by AUKI are in line with the organisation's objectives for the benefit of the public. AUKI trustees also confirm that they have complied with their duty in Section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission.

Beneficiary needs and how we respond

The primary beneficiaries of the charity are people over 50 living in the London Borough of Islington. We also provide support to people under 50 who are living with long term health conditions, and we operate the Islington Carers Hub offering specialised support for family carers.

The work of the charity is focused on helping people maintain and increase their general wellbeing.

People's needs and priorities vary widely and, as such, we aim to offer a comprehensive response, reflecting the diversity of both the individual and the wider community needs.

Activities

Age UK Islington supports all adults in Islington, not just older adults. All need to be an Islington resident or registered with an Islington GP; we also support unpaid carers. Our range of services provides support for people who may be at different stages of wellbeing and in need of support. This may be by simply providing information about services available in the local area, plus

opportunities and activities, through to more intensive one-to-one casework support for more complex issues.

Summary of services

Our team provides the following services:

Information and support: our Helpline is usually the first point of contact for general enquiries, fact sheets, mailings to keep people informed about what is going on and information on a range of activities.

Advice and guidance: one-to-one sessions providing clients with an opportunity to talk more about their needs and to discuss the various options available. We also provide and arrange peer support groups – people meeting to share support and advice.

Carers Support: we provide carers assessments, carer information packs, supported connections to events, breaks, income support and peer support groups.

Future Matters: assisting clients to make plans for the future so others know how they would like to be cared for, if needed. This may include helping them with MyCMC (Coordinate My Care), an NHS online plan that lets other health professionals know what a person would like to happen should they be unable to communicate this themselves.

Enablement: one-to-one casework, helping people resolve issues around the home and with getting out and about. This may involve reporting repairs, arranging online shopping, community transport options, exploring activities and socialising and even support to attend venues to help build confidence.

Primary Care Network Social Prescribing Link Workers: GP referrals for one-to-one case work to assist with resolving practical barriers and issues and then supported connections to, for example, link in with community events, socialising, keeping active and connected, and to develop skills to support longer term self-management.

Proactive Ageing Well Service: supporting people who may be frail with one-to-one case work and social prescribing to keep connected and active.

Navigation: one-to-one casework to enable people to take control of both their physical and mental health, coordinating a range of other professionals who may be involved with the person's care or support and exploring alternative ways for people to take control of their situation and build skills.

Activities and Get Togethers: taking place all over Islington, and also clients can pop along to one of our Get Togethers hosted in a variety of venues.

Volunteering: we have volunteers from all walks of life who support the work we do in the community. We have a wide range of roles which suit different people with different skills.

Achievements and performance

Enablement

The Enablement service redirected the focus of operations during the early part of 2020, primarily conducting COVID-19 Wellbeing checks to great success, working with 1,090 clients and 1,344 cases (732 clients and 907 cases in 2019/20). Nearly 600 of these cases were COVID-19 Wellbeing Checks. During the course of the financial year the Enablement service contract merged with Information & Advice, Helpline and Activities to become the Wellbeing Service contract. Yet despite the changes and ever-changing COVID-19 restrictions, the Enablement service worked effectively with these cases (including 43 cases created in the previous financial year) and achieved an overall outcome average of 125% increase on last year when measured from start score to end score.

During the spring 2020 lockdown the team adapted extremely well to working from home and used available resources to great advantage, finding ways to support clients where face-to-face working was no longer possible. Upon returning to office working and seeing those at most in need during the lifting of restrictions (July–November) we prioritised those most need of the Enablement input.

The work with Adult Social Care presented new challenges for the Enablement team as existing London Borough of Islington (LBI) Adult Social Care teams were suspended or merged to form a direct response to the pandemic. The staff successfully linked up and connected with the new Discharge Hubs and other social work teams.

This is an example of how we supported a client:

Client A contacted Age UK Islington as she was struggling at home. Client A stated she had been diagnosed with stage 4 lung cancer and had been undergoing chemotherapy, which had unfortunately not been successful. Client A described feeling very weak and had very little energy, that she had had a number of falls at home, was struggling with personal care and doing certain daily living activities, like shopping and some housework.

Client Goals:

- I want to feel safe in my home and hopefully have some adaptations to help me or prevent me from having accidents
- I would like some support to do shopping and maybe some housework.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

How the Enablement Link Worker helped:

- Completed an Occupational Therapy referral and liaised with Islington Adult Social Care
- Worked on an application for Attendance Allowance through discussions and negotiations with the DWP
- Liaised with both Islington Adult Social Care and the DWP on the forms and signatures requirement during pandemic and risk to Client A due to falls.

Outcome:

- Islington Adult Social Care responded very swiftly and assessed Client A as requiring adaptations including handrails to internal and external stairs/steps, a bath seat and a handrail.
- Longer term adaptations to bathroom required – wet room – the Council liaised with the housing association.
- Completed Attendance Allowance and Client A was granted a weekly amount to support and pay for assistance with shopping and housework.

Client A stated, *“I was so surprised that everything happened so quickly. I was getting really worried and scared at home. Now I can shower myself safely, get up and down the stairs. I have even got someone coming in a few times a week and they help me with some housework, I still do what I can, but it helps with some of the heavier stuff. They even accompany me to the shop, when I can go, but on the days where I’m too weak they go for me.”*

Information and Advice

During the year, our regular Information and Advice volunteers were unable to provide the normal level of support to this service due to the pandemic and the requirements for remote working. It became obvious that it was not feasible to have volunteers working from home and handling information and advice support.

This was partly due to volunteers not having the necessary on-hand support from staff but additionally the security implications associated with accessing our database and IT systems remotely. We recently found a working solution to help volunteers once again provide this support. Despite these challenges the Information and Advice service provided advice to 898 clients which resulted in 1,237 separate cases; 917 clients in 2021/20 but 1146 separate cases.

Wellness, Money and Positivity are three of the six primary outcomes for wellbeing:

- Wellness: 54% of all support provided which include things such as keeping confident and engaged, bereavement support, counselling therapies, emotional support and end of life support.
- Money: 16% of all support provided which includes having and managing money, welfare benefits, income maximisation and grants.
- Positivity: 15% of all support provided which includes feeling independent, self-managing and remaining optimistic.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

We created a new online peer support group called Let's Talk which has been a huge success. It is held monthly with an average audience of 35 clients at each session and, usually, a guest speaker from a service provider selected by the clients themselves.

Let's Talk has grown in membership and has evolved greatly since it was launched in October 2020. Invited speakers have come from a wide range of organisations from both the statutory and non-statutory sectors to share information and knowledge in their area of expertise and to promote discussions around issues relevant to the peer support group.

Some of these presentations also offer a type of consultation, such as the session held by Healthwatch Islington which discussed issues around patient records and the vaccination rollout, together with issues regarding vaccine hesitancy amongst some groups within the community. Through these sessions and as a follow-on, we are also organising one-to-one sessions with clients who have more complex needs.

Staff and volunteers have also been encouraged to attend these sessions as part of their extended training program to help with arranging/coordinating future groups.

We have seen an increase in demand for certain grants such as the Warmth in Winter grant and Resident Support Schemes. This is due to COVID-19 restrictions and to people having to spend more time at home. Demand for advice on food banks has grown, as has the need for advice on income maximisation for clients who have either been made redundant or put on furlough due to the pandemic.

We are currently working towards the Age UK National Information & Advice Quality Programme (IAQP) accreditation.

Helpline and Wellbeing Checks

Using existing resources, with all frontline staff handling Helpline enquiries, we have dealt with a higher-than-expected demand. We have successfully arranged for volunteers to conduct proactive Wellbeing Checks, but not to work on Helpline calls from home. This has been achieved by implementing specific applications within our IT systems that posed neither risk of data breach nor any security implications. This enabled volunteers to work remotely whilst making calls to clients and carrying out prearranged Wellbeing Checks.

Each staff member has been providing a minimum of one full day a week working on the Helpline in addition to their normal, area-specific, duties. Despite these challenges of delivering the Helpline service and the Wellbeing Checks, we can report the following:

- Number of Helpline enquiries handled was 6,847 of which 20% of enquiries came from health and social care practitioners and other organisations. Number of Wellbeing Checks carried out was 2,779 of which 18.7% identified additional support needs.

- The previous Wellbeing app on our IT systems was intentionally disabled and we implemented a new COVID-19 Wellbeing Checking app. After the first lockdown another new Wellbeing app was created which enabled volunteers to be trained and work remotely. The new app design is a breakthrough in terms of facilitating and enabling volunteers to work remotely. This new application allowed us to increase the number of volunteers to provide support and conduct Wellbeing Checking calls remotely. The current volunteers include people who are currently working, students and individuals on furlough.
- Since the start of the pandemic, the Helpline received more complex enquiries which needed more specialised advice and information. We have also had crisis intervention and safeguarding cases coming through the Helpline and Wellbeing Checking calls. We are now completing and delivering verbal advice and information over the phone and signposting to other services and the Helpline has its own email inbox called `Get Help`. These are triaged and actioned by the Helpline call handlers on the day the enquiries are received.
- The Wellbeing Checking facilities have been expanded and offered to clients through all Helpline interaction and Wellbeing Check calls and casework. Our `Knowledge Articles` and `How to Guides` have been instrumental in the success of the Helpline service as they allow stored information to be made available to call handlers and clients.
- We have incorporated automated Quality Assurance Systems into the Wellbeing Checking calls which allow for immediate over-the-shoulder training and corrections to be conducted with the volunteers remotely.

Social Prescribing

The Primary Care Network Social Prescribing service was in its infancy in November 2019 as a project delivering support to patients referred directly from GP practices. A Specialist Navigator and a Case Worker from the Navigation team were seconded to develop the service due to their experience and knowledge of Islington GP practices.

The service was operational between December 2019 and February 2020 before going into the lockdown. In April, shortly after the first lockdown began, we recruited Social Prescribing Link Workers (SPLWs) using online interviews; three were recruited initially and a fourth added in June 2020.

The induction and project development posed challenges. Internally, as services were refocussed to deliver support remotely from staff homes, and secondly, in remotely accessing the necessary GP practices and the practice staff so that patients could access the support they needed. The SPLWs overcame these obstacles, and soon were attending practice meetings online, communicating and liaising with practice staff to develop the pathways and an understanding of the Social Prescribing offer.

During the year and of course as a result of the pandemic, the needs of clients changed. What emerged during the early stages, in Quarter 1, was the need for emotional support and befriending. This need highlighted the growing isolation and disconnectedness of vulnerable

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

people. During the middle of the year i.e. Quarter 2 and 3, the requests for emotional support remained high but also included support to access activities online. We also recognised an increasing number of people wanting to reconnect with community health services, including podiatry, dentistry and more. In the final quarter of the year the trend clearly highlighted the longer-term effects of the COVID-19 restrictions, with demand refocussed on counselling and talking therapies. The SPLWs worked with 1,977 cases during the year. This included 734 COVID-19 Wellbeing Checks as part of the AUKI service refocus, but also vulnerable patients identified by the GP practices within Central 1 and South Primary Care Networks.

The SPLW service has proven to be a huge success, particularly in the South where we exceeded the upper threshold target and have now recruited for an additional SPLW. Central 1 was more challenging, due to smaller GP practices and inactivity at the beginning of 2020, but numbers have increased steadily, and we have met the lower threshold target.

This is an example of how we supported a client:

Client B moved to the UK some years ago from Eastern Europe. Shortly after emigrating, Client B began working as a live-in carer for high-need clients with complex care requirements. Client B devoted herself entirely to her clients, regularly endured sleepless nights, and was emotionally and physically exhausted.

During Client B's free time, her thoughts were consumed with concern for her clients, and she struggled to disconnect from her work and take part in the interests that once brought her joy. This impacted her wellbeing, eroded her identity, and led to a dramatic deterioration in her mental health.

During the first lockdown in March 2020, Client B was living with a friend who was high-risk from COVID-19 and began to shield. Client B was forced to move out and subsequently secured temporary shared accommodation in Islington. For the first time in her life, Client B was reliant on Universal Credit. She grew further socially isolated, and her mental health continued to deteriorate. Completing basic tasks like showering and food shopping began to feel impossible and she had frequent suicidal thoughts. After speaking to her GP, Client B began to receive medical treatment for her depression and was referred to Age UK Islington. Client B started to attend Age UK Islington's online yoga classes, painting appreciation sessions, and the newly created Moving Forward Group.

At the first Moving Forward session, Client B was relieved by the natural and authentic feel of the group and enjoyed getting to know the other women; she also found it incredibly helpful that the sessions were online. Being part of the Moving Forward group and listening to others share their personal struggles, helped her recognise that she was not alone.

"Everybody has got their own problems and actually, it's easier when we can share them. It isn't so overwhelming when you're not alone."

After signing up to Age UK Islington's Kundalini Yoga class, Client B began to privately practice yoga daily and this played a key part in her recovery. In difficult moments, she is comforted when remembering that the next Moving Forward group is just around the corner.

Proactive Ageing Well Service (PAWS)

The current service seeks to identify patients who are aged 65+, who are moderately frail and have unmet needs. The screening lists are given by each Islington GP Practice, or those surgeries that are signed up to work with the service. Team members complete a Comprehensive Geriatric Assessment and with each client.

The Frailty Team works within an NHS multidisciplinary team (MDT) and has regular MDT meetings to discuss complex cases. The team also receives support from a Consultant Geriatrician. The team works proactively to identify patients with unmet needs; they can be signposted or referred onto services appropriately. The team also works in partnership with Whittington Health NHS Trust, the Islington GP Federation, Islington GP surgeries and the teams within AUKI.

The Proactive Ageing Well Service was initially suspended at the beginning of the pandemic, this included the NHS staff and the PAWS Navigator. The PAWS Navigator, like other AUKI client-facing staff redirected the focus of operations to carry out COVID-19 wellbeing checks with the most vulnerable clients. This was achieved alongside proactively contacting clients identified by NHS staff. During the year the PAWS Navigator worked with 298 cases, 94 last year, 233 of which were COVID-19 Wellbeing checks.

The PAWS team reconvened for a brief period during the lifting of lockdown restrictions but shortly after were again suspended. The PAWS Navigator was seconded to work within other AUKI services. Currently the team is operating again following the lifting of restrictions and is building referrals and conducting screening calls with a view to again offering home visits to those identified as moderately frail.

Future Matters/End of Life Support

The Future Matters service is a partnership between Age UK Islington and Gentle Dusk. This year brought great change within the service. Not only have we moved from using a paper-based Advance Care Plan to using MyCmC, the online NHS portal for urgent care planning, which involved retraining volunteers and updating our systems, but due to the COVID-19 restrictions in place for most of the year, we had to move from face-to-face appointments to telephone and virtual contact and then support volunteers with this new way of working.

In 2020/21, through its staff and dedicated volunteers, the Future Matters Service delivered 115 one-to-one appointments resulting in 80 plans being put in place: 56 Lasting Power of Attorneys (LPAs) and 24 MyCmC (Coordinate My Care) plans; this was an increase of 25% compared to 2019/20 with 50 plans as a target and 68 plans achieved.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

We held 14 events which reached 242 attendees. The target for event attendees has been exceeded by 120%. We overcame the challenges of lockdown by delivering all our events online. These online events covered wills and LPAs, Advance Care Planning and MyCMC and also virtual Death Cafés.

Here is a brief case history showing a client's journey with Future Matters:
Client C, a Future Matters client, attended a Gentle Dusk Death Café in November 2020. As a result of her involvement in discussions around death and dying and wishing to put her affairs in order, she requested an appointment with a Future Matters volunteer. Client C completed her MyCMC and also put an Advance Decision in place. She returned for an appointment to discuss an LPA and has completed both the LPAs for finance and property and for health and welfare. Client C commented, *"The best thing about the service is that it helped me finish off various processes I'd started, but somehow never quite finished"*.

Navigation

Despite the challenges of COVID-19 and lockdowns, we have managed and exceeded all expectations of being able to provide a service and the way we have worked with other services has nurtured a forward-thinking collaborative experience.

Examples of amended working were Islington Council housing teams accepting housing applications and enquiries on behalf of clients with electronically signed consent forms and the Resident Support Scheme grant team also adopting this approach so throughout the lockdown those most in need of either food or fuel vouchers or replacement of essential household items were still supported.

Integrated Network Coordination (INC) meetings were initially stopped and then recommenced online and have proved very effective and probably more convenient for all attendees. We have been able to continue discussing and then providing support to vulnerable clients.

The pandemic has seen an increase in the number of cases allocated to the Navigation team. The Navigators worked with 1,238 clients (1,038 in 2019/20) with 1,638 cases (1,103 in 2019/20) - 508 of these were COVID-19 Wellbeing Checks. Outcomes delivered a 151% increase from start to end score for 1,715 cases (this includes cases created outside the financial year).

There has been an upsurge in the complexities of clients referred to the Navigation service due to COVID-19, and the lack of face-to-face services; this has put additional strain on the navigation team's resources. Clients with mental health needs have struggled and navigators have had to source newly developed services in addition to current services for these clients and to support them in accessing these services through online groups or regular phone calls.

The pandemic has united all the services within Islington, including AUKI, to provide a more collaborative and seamless level of support for its residents. Staff of all services have recognised

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

the need for this so that all Islington people are cared for and supported in whatever way is needed. There has been a fantastic display of successful and effective partnership working throughout the borough.

One such example of coordinating support during this last year is Client D. Client D has MS which he manages, and has been living independently for 30 years, having his own business as a psychiatrist and living in his Islington home which is on several floors. Two years ago, however, Client D's mobility started to decline meaning he had to put strategies in place such as having adaptations made to his home and arranging a home office to meet with his clients. Client D funded a lift and wheelchair platform lift with a small grant from the local authority. Although this work was required, Client D did have concerns whether these adaptations would be damaging to his house value or if they could be removed when no longer required.

Client D had an episode where he was unable to move at all and was at home with no support in place. He called Age UK Islington late on a Friday afternoon quite distressed and frightened. He also mentioned he did not seem to have a constant GP and given his serious health condition he felt it would be useful to have a named GP who knew him and could support him when required. He was also concerned that there didn't seem to be a MS nurse in Islington and wanted to explore this.

Our Navigator immediately contacted the Access Team alerting them to Client D and at the INC Network discussed GP allocation and support from an MS Nurse. We discussed the adaptations with Client D as well as giving information on care options such as sharing his home or having bank staff from a care agency for when he required. We also provided emotional support and followed up on our referrals and signposting.

The Rapid Response team put in support the same day for Client D, and he now has a carer attend each morning to assist with dressing. He is now known to Adult Social Care and will have a full Care Needs Assessment in place. The client had a long conversation with his GP and offered to be his named GP. The Navigator was able to discuss lift installations and give personal experiences and assure how any works could be undone when and if required. Client D was reassured and work progressed. He was also contacted by an MS physiotherapist and an appointment was made. The client was also provided with information on Home Share and Share My Home, where professionals (i.e. trainee Social Worker) rent a room at a reduced rate and offer some care in return, and also information on agencies for carers where Client D could find someone local and have an arrangement for their care to be in place as and when required. Finally, the Navigator arranged for a Wellbeing Call to be set up to check in with him and see if additional support is required.

Islington Carers Hub

Despite the pandemic, the Islington Carers Hub has delivered impressive support to carers throughout the year. This has been partly due to the hard work by all staff but also the IT

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

infrastructure which has enabled us to work remotely without any compromise on the quantity or quality of support delivered to carers. We have far exceeded all our contractual KPIs which is significant for what has been a challenging year.

We have engaged with 2,211 carers (1,214 in 2019/20) through phone queries, face-to-face meetings and assessments and have identified and registered 289 new or hidden carers to bring our total registered carers to 3,327 (2,912 in 2019/20). We have also delivered more than a hundred carer-specific activities, training sessions and events. We have connected carers via signposts and referrals to 1,648 (1,356 in 2019/20) services operated by 164 (149 in 2019/20) different organisations and agencies. Measuring the impact of our support delivered to carers, 134% is the average gain in the combined main outcome areas for carers receiving support.

During the spring of 2020, we focused on carrying out Wellbeing Checks for the most vulnerable carers by delivering information and advice. This also included advice on how to stay safe and how to connect to community services such as the Mutual Aid Groups for shopping support. We began the year with a backlog of carers assessments waiting to be completed. This has now been tackled and waiting time is reduced to a minimum. We provided carers with support letters stating that they are registered carers to help facilitate priority access to supermarkets, etc.

Respite has always been an issue for carers, and this was further highlighted as most carers who live with the person they care for were not able to leave the house. Following completion of carers assessments, we have identified additional needs on the part of carers which have resulted in an increase in carers' Direct Payments.

We provided free Personal Protective Equipment, which was supplied to us by London Borough of Islington, to carers that provide personal care and do not live with the person they look after.

We delivered online events to mark and celebrate Carers Week and Carers Rights Day. These were well received by carers and feedback was that these were easier to attend than previous location-based events. Following the end of restrictions, it is our intention to offer a combination of both virtual and location-based events in the future.

We also conducted our usual Carers Support Groups, Carers Pathway Forums, First Aid Workshops, and other events online to ensure continuity and delivery of support to carers. Once again, carers indicated that online events are easier for them to attend, although some miss face-to-face contact.

We informed carers that they were eligible for their COVID-19 vaccinations earlier than their age groups would normally allow, as carers could be vaccinated with the vulnerable adults 18-65 age group. During the Christmas period we provided hampers which were sent to carers who were really struggling in their caring role.

Towards the end of 2020 we started working with Mobilise who offer online support to carers in order to start conversations and also work to identify hidden and hard-to-reach carers. We created a referral pathway to allow Mobilise to make onward referrals to our service when carers require support for complex needs and/or a statutory carers assessment. There has also been some collaboration with our marketing and promotion of activities with a view to reaching a much wider audience.

Activities and events

With the implementation of the first lockdown in England, all AUKI activities and events were suspended. That coincided with the appointment of a new activities coordinator who joined us on 1st May 2020.

Uncertain how long the lockdown would be, AUKI started looking at options to deliver activities differently. Zoom was identified as the platform to continue offering the service to clients and a series of actions were put into place to guarantee a digital audience.

The activities coordinator also supported the online delivery of support groups and events whose scope of work falls under other AUKI services: Let's Talk (Advice); Carers Support Group (Carers Hub); Moving Forward (Navigation); Carers Pathway Forum (Carers Hub – bi-monthly); Carers Week 2020 (Carers Hub); and Carers Rights Day 2020 (Carers Hub). Including all of the above, AUKI provided 200 online sessions of activities with a total attendance of more than 2,800 clients. All activities were free and open to adults aged 18+. Last year we ran 130 sessions with an attendance of approximately 1300 clients.

With the lifting of the first COVID-19 lockdown restrictions, AUKI looked at opportunities to offer activities in outdoor spaces, and successfully applied for the Parks for Health Pilot Activities by obtaining two grants to deliver free Tai Chi and Mindfulness and Yoga classes at Caledonian Park between September and November. Although the pilot was cut short due to the second lockdown, AUKI delivered 27 sessions with an attendance of 37 in total. It was observed that despite clients expressing a desire to restart face-to-face activities, the uptake of these activities delivered by all the organisations involved in the pilot, was lower than initially anticipated.

In order to help clients become more digitally included, AUKI delivered the following as part of its Activities offer:

- A set of guides made available on the AUKI website:
 - How to Get an Email Address – 2,273 printouts of this guide were sent out by post to clients along with a letter explaining the status of AUKI operations.
 - How to Get Connected to the Internet
 - How to Choose an Internet Provider
 - How to Join an online group using Zoom.
- 60 one-to-one IT support sessions over the phone were provided by a volunteer between May 2020 and March 2021.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

- A weekly online Get Together in which a group of volunteers from our corporate supporter, Okta, provided one-to-one IT support to clients using the breakout rooms functionality in Zoom. 23 sessions were delivered with a total attendance of 50 clients.

Considering all online and face-to-face activities as well as the digital inclusion efforts, 324 clients joined in at least one session.

The predominant group involved was carers, for whom online activities have become key considering that many of them could not leave their homes even before COVID-19 because their caring role is 24/7. AUKI plans to continue delivering activities online for a number of clients even after all COVID-19 related restrictions are lifted.

Volunteer involvement

In March 2020, as we went into lockdown, all volunteering was put on hold indefinitely. Over the course of the next few months, we phoned all our volunteers to make an impact assessment. The purpose of the impact assessment was to work out whether the volunteers would be able to return some time in the future, if they had any health concerns that would impact their ability to return, if they had the equipment needed at home to work remotely, and if they would be willing to call clients to check on them.

With the Wellbeing app in place, we were able to recruit and train new Wellbeing Callers. Most of the training was done over Zoom and this worked well. The Wellbeing app limits the access the volunteers have to our Customer Relationship Management (CRM) system. Recently a decision has been made to allow volunteers further access to the CRM system and this has hugely improved the number of volunteering roles we have to offer.

Despite the challenges of lockdown, we welcomed 24 new AUKI volunteers in the year. Of these, 19 are still active. As of end March 2021 we have 46 volunteers active in 50 different roles (some volunteers take on more than one role). Some of our volunteers are still waiting for their volunteering roles to restart after the pandemic restrictions come to an end. They are mostly activity tutors and many of them remain in regular contact with us. We also have a number of volunteers in roles that are currently inactive, and we are hoping that some of these will come back once we restart face-to-face volunteering.

Each year Voluntary Action Islington organises awards to recognise the achievements of people volunteering and the positive differences they make in the borough. In December 2020 one of AUKI's volunteers won the award for 26 to 60-year-olds. Our volunteer won it for having worked tirelessly as an IT tutor, helping clients connect over Zoom and teach them how to use internet shopping etc. – skills that have become incredibly important as huge numbers of people have had to shield and stay indoors.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

In mid-December AUKI, together with Help on Your Doorstep (HOYD) and Manor Gardens Welfare Trust (MGWT), was asked by the Islington GP Federation to help support two COVID-19 vaccination clinics in Hanley and Bingfield Primary Care Centres. Within a few days we were successful in finding volunteer stewards for the clinics, volunteering on shifts from 8.00am to 8.00pm seven days a week. Many of the AUKI volunteers are still volunteering at the clinics. From mid December when the clinics opened, until the end of January, three of AUKI's most active volunteers clocked up 264 hours of stewarding between them, or the equivalent of 33 full workdays.

Later on, Voluntary Action Islington (VAI) got involved and the work was split between all the organisations and Islington Council. VAI recruited volunteers, checked references and completed DBS checks, and AUKI together with HOYD and MGWT held inductions, filled the rota and kept in touch with the volunteers, supported throughout by two Islington Council employees. AUKI has continued to hold weekly inductions of new volunteers as well as attend regular meetings, keeping in touch with volunteers, giving feedback and providing weekend cover when necessary.

Partnership working

Due to the COVID-19 restrictions at the very beginning of the financial year it became obvious that AUKI had to work closely, and in partnership, with other organisations and service providers. This was to ensure that maximum effort and support could be delivered to clients who were finding it almost impossible to lead normal lives. Helping clients with shopping, medication deliveries and untangling the multitude of information being provided by the Government, Public Health and the NHS was essential in supporting clients. Working closely with the statutory organisations such as Islington Council and Islington GP Federation was needed to ensure local initiatives were promoted to our community.

Working with the newly formed community groups such as the Mutual Aid Groups was instrumental in offering the most vulnerable clients the provision of shopping support and medication deliveries. AUKI attended regular meetings which brought together various service providers to learn and understand service availability and gaps in provision for clients. The partnership working on the vaccination programme at Bingfield and Hanley Primary Care Centres described above, is an example of our successful partnership working - in this case with the London Borough of Islington, the Islington GP Federation, HOYD, MGWT and VAI.

We worked in partnership with the London Borough of Islington Adult Social Care team on delivering Carers Training for social work teams. This specific Care Act Compliant Carers Assessment training was organised by the Social Work Practice Development Team who also requested that we contribute to this training.

We were also asked by London Borough of Islington's Adult Social Care to trial a new Carers Assessment form prior to it going live. This involved staff carrying out some Carers Assessments using the new template whilst making suggestions and recommendations to the Islington Digital

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

Services team at the Council. This work is now complete, and the new forms have been implemented.

We continue to work closely with the Locality Teams in the borough and regularly attend the Leadership Team meetings in the North, South and Central locations. These meetings bring together both statutory and non-statutory organisations to help deliver localised services. The following partnerships have been instrumental in the delivery of some of the activities and events during this period (a few others are in the planning stage).

| Partner | Activities & Events | Partner's Role |
|---|--|---|
| Camden and Islington councils and Camden and Islington Public Health | Mindfulness and Yoga – Caledonian Park Tai Chi – Caledonian Park | Parks for Health Programme Manager |
| The Guru Ram Das Project (GRDP) | Yoga and Meditation – online | Provider of a free of charge instructor |
| Okta | Tech Break – online | Provider of volunteers to give one-to-one IT support and host of Zoom sessions |
| Healthy Generations | Music Appreciation | Upon AUKI delivering a set of taster sessions, Music Appreciation has continued under this partnership. Healthy Generations covers the cost of the host, manages the bookings and hosts the Zoom sessions |
| The Charterhouse | Talking Heads Workshop – Online (special event to mark Silver Sunday 2020) | Workshop lead |

We've worked with partners to develop the content of selected campaigns and help them to share it with their own client audiences using their available communication channels.

For Carers Week, we put a lot of energy into reaching out to partners to help us to share information about the week with their clients and networks. Our key partners during this week included Islington Council, North Central London Clinical Commissioning Group (NCL CCG), VAI, Camden & Islington NHS Foundation Trust, Whittington Health NHS Trust, and University College London Hospitals NHS Foundation Trust. These organisations were able to share information about Carers Week via blogs and dedicated event pages on their websites, client and staff newsletters, and social media.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

We regularly share our monthly newsletters and monthly activities flyers with NCL CCG for the GP Bulletin, Voluntary Action Islington, Camden and Islington NHS Foundation Trust and hospital partners.

We are regular attendees at Islington Council working groups including the Equalities, Diversity and Inclusion Group and the Dementia Friendly Islington Group. We have arranged presentations to social care and housing teams, to share updates about our services and to let new team members know about our services. In the future, we intend to put together an engagement plan including regular webinars, recorded content and further in-person presentations to statutory and health partners, practitioners and voluntary and community sector partners in the borough.

Communications and marketing

We have continued to implement a comprehensive digital client and partner/practitioner communications programme to reach wider into the community and local systems of support in order to increase awareness of ways AUKI can help and support.

As part of our programme of regular client communications, we have switched to a less frequent, monthly newsletter. In addition to sharing information about upcoming events and useful information about a range of wellbeing topics, the newsletter now also features regular stories to showcase issues clients are experiencing and how they have benefitted from the support of AUKI and Islington Carers Hub.

We are also using the newsletter and regular digital mailings as a tool to share with professionals and voluntary and community sector partners, to provide an update and insight into our role within the borough and how we can help.

We have developed themed activities and presentations within support groups to link in with particular campaigns and, in turn, connect up with partners to share details of the campaign with their client audiences. Examples are Mental Health Awareness Week (Good Thinking NHS approved service); Dying Matters Week (Gentle Dusk); and Loneliness Awareness Week (Islington Council).

Plans for the future

AUKI has adopted a new strategy for 2021–24 following consultation with clients and key stakeholders. This strategy is taking the organisation in a different direction from the previous strategy of 2017–2021. With an excellent infrastructure and established contracts, there is an opportunity to take advantage of this strong foundation and use the experience and tool set that has been developed to support the organisation both in sustaining the current contracts, and in applying for new contracts and developing other services. We will be developing specialist services which will offer additional support to clients already in a relationship with AUKI and enable us to support new clients.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

The organisation has a history of being contract-led and whilst the contracts offer very good quality support, it is clear that we can add strings to our bow and support clients in more varied ways supported by fundraised income. These new services will support and complement the offer from our contract delivery.

Following our consultation process involving clients, staff, trustees and professionals, plus an appraisal of the external environment and the challenges we face, we have developed the following five strategic objectives for the period 2021 to 2024:

1. Increase the client wellbeing offer and meet unmet need
2. Maintain a viable organisation and operate robust and effective contracted services
3. Diversify and generate new sources of income
4. Extend the reach and increase awareness of the organisation
5. Strengthen the organisational infrastructure.

We have a current project for reviewing our website, with planned stages of development to:

- Give clearer information about the detail of our services and not just 'how' we can help, but also 'what' we can help with
- Make the website visually more representative of our client group including adults of all ages
- Incorporate regular news articles and case studies to bring to life our services using stories about our beneficiaries
- Prepare for the autumn rollout of the Age UK National Brand Partner Portal that is introducing new templates to enable Age UK National's helpline to search for services, activities and community signposts for all local Age UKs.

We intend to increase the amount of input volunteers have in our organisation and will be creating a range of new roles to support and complement both our service delivery and our communications and marketing. In our efforts to improve our support for volunteers, line managers will hold regular review meetings with their volunteers, another effort on our part to give volunteers a voice within the organisation.

From June 2021 we will start using Tempo Time Credits. These work as a recognition tool; volunteers put in time into volunteering and are rewarded with time credits. The time credits can be exchanged for an experience, a product, a day out or a study course. We have been really impressed by the numbers and variety of things the credits can be exchanged for and hope this will prove popular amongst our volunteers.

We aim to reach more prospective clients and further increase sign-up to our newsletter amongst new clients. We will be looking to test paid advertising on social media to extend the reach of our content, particularly with a view to targeting more unpaid carers. We intend to further develop relationships with communications partners and to hone the way that we coordinate campaigns to support one another, for example in the Dementia awareness campaign in September.

For the duration of the COVID-19 pandemic, we have been reliant on digital media to promote AUKI services and activities. With the reopening of community venues, we are looking to develop a new set of physical marketing collateral (posters and flyers) that can promote our services and activities.

We plan to raise awareness of what we do amongst practitioners and partners through an engagement plan that includes webinars, recorded content and in-person presentations to statutory partners, practitioners and voluntary and community sector partners in the borough. We will work with integrated teams and GP surgeries to raise awareness of the carers support that is available in the borough and to further identify unpaid carers. As part of this we will identify further prospective Islington communication partners with whom we can plan coordinated campaigns, events and activities.

Equality, diversity and inclusion

AUKI is committed to promoting equality of opportunity, celebrating and valuing diversity, eliminating unlawful discrimination, harassment and victimisation, including cyber or e-bullying and harassment and promoting good relations.

AUKI is committed to equal opportunities in employment and service delivery and will take every possible step to ensure that no person working for the organisation or seeking employment with us, or anyone using our services, will receive less favourable treatment or will be disadvantaged by requirements or conditions that cannot be shown to be justifiable on the grounds of their age, disability (including mental health), gender, gender reassignment, ethnicity, faith or religion, sexual orientation, marital or civil partnership status, socio-economic status or family status.

Our aim is to:

- work towards the elimination of discrimination
- create a positive culture where diversity, inclusion and respect are core values are at the centre of all our activities
- encourage positive action to overcome disadvantage and discrimination
- ensure the highest possible standards are achieved in the delivery of our services
- ensure equality, diversity and inclusion is promoted through our work, both internally and externally.

Financial Review 2020-21

After a year operating in the shadow of the COVID-19 pandemic, the Trustees are pleased to report a positive financial result for AUKI. It was considered important to build AUKI's reserve base to mitigate against the ongoing financial risks associated with the pandemic and the uncertain economic environment. That objective was achieved and the general funds, those funds

considered to be the free reserves, grew to a level that the trustees believe provides a satisfactory level of medium-term financial security for the charity.

Annual income decreased by £53,950 from £1,557,821 in 2019–20 to £1,503,871 in 2020–21, but we were able to more than make that good by reducing annual expenditure from £1,527,408 to £1,335,580. As a result, a surplus of £168,291 (2020: £30,413) was generated before gains on investments.

Investments gained £26,956 in value, having incurred a loss of £11,049 in 2019–20. When those gains are accounted for, the annual surplus becomes £195,247 (2020: 19,364) of which £180,744 (2020: £19,364) contributed to unrestricted funds.

At the end of the year all funds totalled £723,288 (2019–20: £528,041) of which £700,669 (2020: £519,925) were unrestricted. After agreed designations, general funds amounted to £695,576 (2020: £503,185) (see reserves policy below).

Clearly 2020–21 was an exceptional year with the challenges presented by COVID–19 and, specifically to AUKI, the new operational structure still being bedded–in. It is in that context that the expenditure reductions were achieved, and they will not be sustained in the future. However, having achieved them in 2020–21 we continued to deliver all of our charitable services from the previous year, with the sole exception of the Drovers Centre which had closed in January 2020, and met or surpassed all required contractual outputs.

A scaling down of our subsidiary trading company, Islington Age Concern Trading Company, was agreed as part of the reorganisation begun in 2019–20. That was completed in 2020–21 and the directors of the company agreed to cease trading and place the company in dormancy on 31 March 2021.

Structure, Governance and Management

Age UK Islington (AUKI) is the operating name for Age Concern Islington, a company limited by guarantee and a registered charity founded in February 1963. Its governing instrument is its current Memorandum and Articles of Association, approved by the AGM in November 2006.

AUKI has a diverse Board of Trustees, 50% of whose membership is made up of local older people and 20% from a Black and Minority Ethnic background.

We currently have an equal number of male and female members (currently five male and five female). The charity's governing body is the Board of Trustees, whose members are trustees under charity law and directors for the purposes of the Companies Acts. Trustees and Honorary Officers are elected by the members of the charity at the Annual General Meeting for a period of three years and may be co-opted in between AGMs.

Members of the Board of Trustees of the charitable company each guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2021 was 10 (2020: eight). Members of the Board of Trustees have no beneficial interest in the group or charitable company. Any potential conflicts of interest are recorded annually, and updated at every Board meeting, so that these can be monitored and managed as necessary.

Senior Management Remuneration

The senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating it on a day-to-day basis. Currently these personnel include the CEO.

The pay of the senior staff is reviewed annually. In view of the nature of the charity, the Trustees benchmark against pay levels in other charities of a similar size, taking advice from recruitment consultants where these are used, for example in the recruitment to the CEO position. The remuneration benchmark is the mid-point of the range paid for similar roles adjusted for a weighting of up to 30% for any additional responsibilities. If recruitment has proven difficult in the recent past a market addition is also paid.

Trustee Recruitment and Training

Trustees are recruited by various means. We contact local voluntary groups and companies from time to time setting out our needs and inviting applications. We also use recruitment consultancy services, online recruitment systems and sometimes interested parties approach us directly. We seek to cover a specified range of expertise and backgrounds on the Board of Trustees.

Normally the Chair or members of the Governance Committee will meet a prospective trustee to discuss their application. A trustee may be co-opted by the Board of Trustees before the AGM. Any appointment is put to the subsequent Annual General Meeting for Members to vote on.

We added two new trustees in the course of the year – Joanie Speers and Lexi Sears. Joanie, a volunteer with the Future Matters service, joined the board following letters sent to all AUKI volunteers. Lexi responded to an advertisement placed online. Their backgrounds are summarised on the AUKI website.

Each new trustee is inducted by both the Chair and the CEO. The topics covered are the organisational structure, an overview of services delivered, contracts and funding information, the governance structure, the annual report and accounts and the organisational strategy. Trustees also receive a Trustee Handbook and relevant policies such as the Trustee Code of Conduct, Conflict of Interest and Confidentiality. Other documents provided are previous Board of Trustees meeting minutes, Articles and Memorandum of Association and data protection information.

Trustees have also attended staff meetings to introduce themselves and talk about their role and they have taken part in joint awaydays with the staff team.

Statement of responsibilities of the trustees

The trustees (who are also directors of Age Concern Islington for the purposes of company law) are responsible for preparing the report of the trustees 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 group and of the incoming resources and application of resources, including the income and expenditure, of the group 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 adequate 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 group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- 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 auditor is aware of that information.

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.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. In reaching that conclusion, the trustees have considered the impact of the COVID-19 pandemic on future activities and cash flows. Funding is secure in the medium term and the service delivery model has been, and will continue to be, adapted to ensure the charity meets both the needs of its clients and the expectations of its funders. With the additional security offered by its balance of free reserves the trustees remain confident in the charitable company's ability to continue operating for the next 12 months.

Principal sources of funding

AUKI is very grateful to all of the funders, donors, trusts and grant makers who have supported our work this year.

In line with the charity's present strategy, the principal source of funding consists of commissioned service contracts from statutory bodies. During 2020-21 statutory funders included the London Borough of Islington and the North Central London Clinical Commissioning Group (NCL CCG). We also undertook subcontracted service provision with the Islington GP Federation.

Other sources of funding include grant-making bodies and corporate donations. During 2020-21 the following grant-making trusts and corporate donors contributed funding to support our work:

- Anthony and Rachel Williams Charitable Trust
- Capital One UK
- Human Made Machine
- Okta For Good Fund, a fund of Tides Foundation

During 2020-21 the charity received £4,067 as unsolicited donations from individuals. We are deeply grateful to all those who provide funding to help us support the wellbeing of local people.

In carrying out funding-related activities we ensure that the charity is compliant with fundraising codes, specifically the updated Code issued by the Fundraising Regulator in October 2019.

Age UK Islington does not engage in public fundraising and does not use professional fundraisers or commercial participators. Age UK Islington nevertheless observes and complies with the relevant fundraising regulations and codes. During the year there was no non-compliance of these regulations and codes and Age UK Islington received no complaints relating to its fundraising practice.

Reserves Policy

Unrestricted reserves comprise both designated and free reserves. The balance of free reserves is assigned to meet the requirements of the charity's reserves policy. The amount of free reserves held by AUKI on 31 March 2021 is £695,576.

The aim of the reserves policy is to retain sufficient resources to ensure the sustainability of our charitable activities for the benefit of beneficiaries who depend on us for support for a range of situations and circumstances. The charity must be reasonably able to cope with the considerable variations in income and expenditure that can easily affect charities.

The AUKI policy is to maintain sufficient reserves to ensure operating activities continue for a period of between three and six months if there was ever to be a sudden cut in, or loss of, income received previously. This is seen as a suitable length of time, within which the charity could find new sources of income and/or make appropriate cost reductions.

Based on the current year budget, the target range for reserves is between £355,000 and £710,000 (based on three and six months annual expenditure). The free reserves at 31 March 2021 are within this range at £695,576.

The Board of Trustees plans to provide for the needs of future beneficiaries by utilising a portion of the free reserves for investment in service improvement and development. The main uncertainties and possible future expenditure items against which the charity needs to hold reserves include the following:

- Service development in general areas or for specific projects
- Late receipt of income from funders
- Interim financial cover
- Premises and equipment items
- Planning for staff changes
- Planning for any future pandemic
- Staff contingencies
- Occasional, irregular expenditure.

Risk management

AUKI has a Finance Committee which is chaired by the charity's Treasurer and meets six times a year. The major risks facing the charity are reviewed by this committee at least twice a year and are also reviewed by the Board of Trustees twice a year, so there is substantial consideration of the risks faced.

Each risk is identified, assessed and scored for its likelihood of occurring and the level of impact should the risk event occur. Part of this process ensures mitigating measures are identified and

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

agreed in order to reduce the higher risks to a level that is comfortable for the organisation and acceptable to the Board of Trustees. It is recognised that it is not possible to exist without any risk, but with the analysis and risk register in place, the Board of Trustees is comfortable that the range of measures and controls put in place means that we operate at an acceptable risk level.

The principal risks currently faced by AUKI are as follows:

1. Reliance on contract income from the London Borough of Islington, the North Central London Clinical Commissioning Group and the Islington GP Federation plus the potential impact of COVID-19 on statutory budgets, leading to potential cuts in funding and/or changing priorities of commissioners.

To mitigate this, we ensure that the contracts continue the current high-performance levels as well as meeting and surpassing our targets and we continually strive to secure contracts. Continued high performance on delivering on our contracts is the most effective control against targeted cuts. We also review priorities, trends and needs of our client group in conversation with our commissioners and have considered these when forming our new organisational strategy. Alongside these efforts, we will be developing alternative income streams as part of our new strategy and will be recruiting a fundraiser who will develop a fundraising strategy for AUKI to take us through the next three to five years in order to raise the level of income received from grants, trusts and foundations.

2. Reserves are at an historically high level but are in line with our reserves policy at present and this may be seen as a barrier to funding by grant-funding organisations.

To mitigate this, we formed an expenditure plan resulting from the 2021/24 strategy plan to fund service development by using a percentage of our reserves to develop additional and complementary service provision and also to fund organisational development posts to support the organisational infrastructure and continuing development. The role of marketing and communications are highlighted in the new strategic plans and priorities.

3. The impact of the COVID-19 pandemic on the workforce.

We have mitigated the potential negative impact of working through a pandemic and supporting staff throughout by a range of measures. We are working to safeguard the continued wellbeing of staff by creating a COVID-19 specific business continuity plan and carrying out an office risk assessment and individual risk assessments for all staff members. We ensure regular supervision sessions take place together with staff meetings to keep staff updated on organisational plans and responses. The office has been made into a COVID-19-secure working environment and we are ensuring staff are taking their annual leave and getting the most out of a hybrid style of working – being home-based and working remotely, together with time spent in our office.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2021

| |
|----------------|
| Auditor |
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Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The report of the trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies regime.

Approved by the trustees on 20 September 2021 and signed on their behalf by

Howard Sharman
Chair

Independent auditor's report

To the members of

Age Concern Islington

Opinion

We have audited the financial statements of Age Concern Islington (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Age Concern Islington'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.

Independent auditor's report

To the members of

Age Concern Islington

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

Independent auditor's report

To the members of

Age Concern Islington

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Capability of the audit in detecting irregularities

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

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.

Independent auditor's report

To the members of

Age Concern Islington

- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

A further description of our responsibilities is available 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.

Joanna Pittman (Senior statutory auditor)

25 October 2021

for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Age Concern Islington

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2021

| | Note | Unrestricted £ | Restricted £ | 2021 Total £ | Unrestricted £ | Restricted £ | 2020 Total £ |
|--|------|-------------------|-----------------|--------------------|-------------------|-----------------|--------------------|
| Income from: | | | | | | | |
| Donations and legacies | | 55,926 | 25,000 | 80,926 | 24,794 | 5,000 | 29,794 |
| Charitable activities | | | | | | | |
| Information, Advice and Support planning | 3 | 430,956 | 1,473 | 432,429 | 443,283 | (3,137) | 440,146 |
| Enabling independence | 3 | 933,287 | - | 933,287 | 877,951 | - | 877,951 |
| Activities and Well-being | 3 | 42,453 | - | 42,453 | 154,405 | 5,236 | 159,641 |
| Capacity building | 3 | 11,500 | - | 11,500 | 46,000 | - | 46,000 |
| Investments | | 3,276 | - | 3,276 | 4,289 | - | 4,289 |
| Total income | | 1,477,398 | 26,473 | 1,503,871 | 1,550,722 | 7,099 | 1,557,821 |
| Expenditure on: | | | | | | | |
| Raising funds | 4a | 2,944 | - | 2,944 | 4,958 | - | 4,958 |
| Charitable activities | | | | | | | |
| Information, Advice and Support planning | 4a | 409,524 | 1,473 | 410,997 | 489,911 | 4,354 | 494,265 |
| Enabling independence | 4a | 775,507 | 10,497 | 786,004 | 719,041 | 4,433 | 723,474 |
| Activities and Well-being | 4a | 99,323 | - | 99,323 | 167,247 | 17,287 | 184,534 |
| Capacity building | 4a | 36,312 | - | 36,312 | 120,177 | - | 120,177 |
| Total expenditure | | 1,323,610 | 11,970 | 1,335,580 | 1,501,334 | 26,074 | 1,527,408 |
| Net income / (expenditure) before net gains / (losses) on investments | | 153,788 | 14,503 | 168,291 | 49,388 | (18,975) | 30,413 |
| Net gains / (losses) on investments | | 26,956 | - | 26,956 | (11,049) | - | (11,049) |
| Net income / (expenditure) for the year and net movement in funds | 5 | 180,744 | 14,503 | 195,247 | 38,339 | (18,975) | 19,364 |
| Reconciliation of funds: | | | | | | | |
| Total funds brought forward | | 519,925 | 8,116 | 528,041 | 481,586 | 27,091 | 508,677 |
| Total funds carried forward | | 700,669 | 22,619 | 723,288 | 519,925 | 8,116 | 528,041 |

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

Age Concern Islington

Balance sheet

Company no. 3039668

As at 31 March 2021

| | Note | 2021 £ | 2020 £ |
|--|------|----------------|----------------|
| Fixed assets: | | | |
| Tangible assets | 10 | – | – |
| Investments | 11 | 216,742 | 89,786 |
| | | <u>216,742</u> | <u>89,786</u> |
| Current assets: | | | |
| Debtors | 12 | 74,577 | 48,329 |
| Cash at bank and in hand | 17 | 516,584 | 472,252 |
| | | <u>591,161</u> | <u>520,581</u> |
| Liabilities: | | | |
| Creditors: amounts falling due within one year | 13 | (84,615) | (82,326) |
| | | <u>506,546</u> | <u>438,255</u> |
| Net current assets | | | |
| | | <u>506,546</u> | <u>438,255</u> |
| Total net assets | 15a | <u>723,288</u> | <u>528,041</u> |
| The funds of the charity: | 16a | | |
| Restricted income funds | | 22,619 | 8,116 |
| Unrestricted income funds: | | | |
| Designated funds | | 5,093 | 16,740 |
| General funds | | 695,576 | 503,185 |
| | | <u>700,669</u> | <u>519,925</u> |
| Total unrestricted funds | | <u>700,669</u> | <u>519,925</u> |
| Total charity funds | | <u>723,288</u> | <u>528,041</u> |

Approved by the trustees on 20 September 2021 and signed on their behalf by

Howard Sharman
Chair

Age Concern Islington

Statement of cash flows

For the year ended 31 March 2021

Reconciliation of net income to net cash flow from operating activities

| | 2021 £ | 2020 £ |
|---|-----------------|-----------|
| Net income for the reporting period (as per the statement of financial activities) | 195,247 | 19,364 |
| Depreciation charges | – | 257 |
| Dividends, interest and rent from investments | (3,276) | (4,289) |
| (Gains) / losses on investments | (26,956) | 11,049 |
| (increase)/decrease in debtors | (26,248) | 24,220 |
| Increase/(decrease) in creditors | 2,289 | (56,421) |
| Net cash provided by operating activities | 141,056 | (5,820) |

| | Note | 2021 £ | £ | 2020 £ | £ |
|---|------|------------------|-----------------|-----------|---------|
| Cash flows from operating activities | | | | | |
| Net cash provided by operating activities | | | 141,056 | | (5,820) |
| Cash flows from investing activities: | | | | | |
| Dividends, interest and rents from investments | | 3,276 | | 4,289 | |
| Purchase of investments | | (100,000) | | – | |
| Net cash provided used in investing activities | | | (96,724) | | 4,289 |
| Change in cash and cash equivalents in the year | | | 44,332 | | (1,531) |
| Cash and cash equivalents at the beginning of the year | | | 472,252 | | 473,783 |
| Cash and cash equivalents at the end of the year | 17 | | 516,584 | | 472,252 |

1 Accounting policies

a) Statutory information

Age Concern Islington is a charitable company limited by guarantee and is incorporated in the United Kingdom.

The registered office address is 6–9 Manor Gardens, London, N7 6LA.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

The charitable company is the parent entity of a wholly-owned subsidiary, Islington Age Concern Trading Company Ltd. These accounts do not consolidate the income and expenditure or assets and liabilities of the trading subsidiary as these are not material to the accounts.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. 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. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

No key judgements have been required to be made by the charitable company which have a significant effect on the accounts.

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.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. In reaching that conclusion, the trustees have considered the impact of the COVID –19 pandemic on future activities and cash flows. Funding is secure in the medium term and the service delivery model has been, and will continue to be, adapted to ensure the charity meets both the needs of its clients and the expectations of its funders. With the additional security offered by its balance of free reserves the trustees remain confident in the charitable company's ability to continue operating for the next 12 months from when these accounts are approved.

1 Accounting policies (continued)

e) Income

Income, including 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 income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Grants are credited to incoming resources when they are receivable as the charity's own money, unless they are for activities that relate to a specific future period, in which case they are deferred to that period.

Income received under contracts for services is recognised in the financial statements in proportion to the percentage of completion of the contract.

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.

f) Investment income

Distributions from listed investments are included when receivable and the amount can be measured reliably by the charity; this is normally the date on which the holding is first quoted ex dividend or the end date of the period for which it is accrued as notified by the fund manager.

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

g) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

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

h) Expenditure and irrecoverable VAT

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

- Costs of raising funds relate to the costs incurred by the charitable company in encouraging 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 information and advice, independence enablement, activity and wellbeing and capacity building services 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.

1 Accounting policies (continued)

i) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which is an estimate, based on staff time, of the amount attributable to each activity.

| | |
|--|-----|
| ▪ Costs of raising funds | 0% |
| ▪ Information, Advice and Support planning | 27% |
| ▪ Enabling independence | 55% |
| ▪ Activities and Well-being | 6% |
| ▪ Capacity building | 3% |
| ▪ Support costs | 9% |
| ▪ Governance costs | 0% |

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity:

| | |
|--|-----|
| ▪ Costs of raising funds | 0% |
| ▪ Information, Advice and Support planning | 34% |
| ▪ Enabling independence | 49% |
| ▪ Activities and Well-being | 14% |
| ▪ Capacity building | 3% |

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

j) Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the length of the lease.

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £2,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

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:

| | |
|-------------------------|---------|
| ▪ Office equipment | 4 years |
| ▪ IT infrastructure | 3 years |
| ▪ Fixtures and fittings | 4 years |

l) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1 Accounting policies (continued)

n) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

o) Investments

Investments in subsidiaries are at cost.

Listed investments are included in the balance sheet at bid price. Realised gains and losses on disposals in the year and unrealised gains and losses on investments at the balance sheet date are included in the Statement of Financial Activities for the relevant underlying funds.

p) Pensions

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund. The charity has no liability under the scheme other than for the payment of those contributions.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2021

2 Income from donations and legacies

| | Unrestricted £ | Restricted £ | 2021 Total £ | Unrestricted £ | Restricted £ | 2020 Total £ |
|------------------------|-------------------|-----------------|----------------------|-------------------|-----------------|--------------------|
| Age UK | 43,357 | - | 43,357 | 15,000 | - | 15,000 |
| Trusts and foundations | 5,000 | 25,000 | 30,000 | 5,000 | 5,000 | 10,000 |
| Other donations | 7,569 | - | 7,569 | 4,794 | - | 4,794 |
| | <u>55,926</u> | <u>25,000</u> | <u>80,926</u> | <u>24,794</u> | <u>5,000</u> | <u>29,794</u> |

3 Income from charitable activities

| | Unrestricted £ | Restricted £ | 2021 Total £ | Unrestricted £ | Restricted £ | 2020 Total £ |
|---|-------------------------|---------------------|--------------------------------|-------------------------|---------------------|-------------------------|
| London Borough of Islington: | | | | | | |
| Information and Signposting | 90,856 | - | 90,856 | 98,532 | - | 98,532 |
| Islington Carers Hub | 320,000 | 1,473 | 321,473 | 320,000 | (3,137) | 316,863 |
| End of Life Care: Future Matters | 20,100 | - | 20,100 | 20,100 | - | 20,100 |
| Fees and other income | - | - | - | 4,651 | - | 4,651 |
| Sub-total for information, advice and support planning activities | <u>430,956</u> | <u>1,473</u> | <u>432,429</u> | <u>443,283</u> | <u>(3,137)</u> | <u>440,146</u> |
| London Borough of Islington: | | | | | | |
| Hospital discharge post | 14,326 | - | 14,326 | 32,390 | - | 32,390 |
| Voluntary Sector Enablement | 359,135 | - | 359,135 | 355,104 | - | 355,104 |
| Islington CCG: | | | | | | |
| Local service navigator services | 372,366 | - | 372,366 | 445,626 | - | 445,626 |
| Islington GP Group Ltd | | | | | | |
| Proactive Ageing Well Service | 46,620 | - | 46,620 | - | - | - |
| Social prescribing service | 140,840 | - | 140,840 | 32,693 | - | 32,693 |
| Fees and other income | - | - | - | 12,138 | - | 12,138 |
| Sub-total for enabling independence activities | <u>933,287</u> | <u>-</u> | <u>933,287</u> | <u>877,951</u> | <u>-</u> | <u>877,951</u> |
| London Borough of Islington: | | | | | | |
| Drovers day centre | - | - | - | 114,167 | - | 114,167 |
| Activities service | 40,453 | - | 40,453 | 40,000 | - | 40,000 |
| Donations | 2,000 | - | 2,000 | 238 | 5,236 | 5,474 |
| Sub-total for activities and well-being activities | <u>42,453</u> | <u>-</u> | <u>42,453</u> | <u>154,405</u> | <u>5,236</u> | <u>159,641</u> |
| London Borough of Islington: | | | | | | |
| Volunteering | 11,500 | - | 11,500 | 46,000 | - | 46,000 |
| Sub-total for capacity building activities | <u>11,500</u> | <u>-</u> | <u>11,500</u> | <u>46,000</u> | <u>-</u> | <u>46,000</u> |
| Total income from charitable activities | <u><u>1,418,196</u></u> | <u><u>1,473</u></u> | <u><u>1,419,669</u></u> | <u><u>1,521,639</u></u> | <u><u>2,099</u></u> | <u><u>1,523,738</u></u> |

4a Analysis of expenditure (current year)

| | Charitable activities | | | | | | | 2021 Total £ | 2020 Total £ |
|--------------------------------------|-----------------------|--|-------------------------------|-------------------------------------|---------------------------|--------------------------|-----------------------|--------------------|--------------------|
| | Fundraising £ | Information, Advice and Support planning £ | Enabling independence £ | Activities and Wellbeing £ | Capacity building £ | Governance costs £ | Support costs £ | | |
| Staff costs (Note 6) | - | 262,894 | 518,093 | 58,282 | 24,248 | 5,769 | 133,487 | 1,002,773 | 1,122,092 |
| Other staff costs | - | 7,950 | 17,097 | 923 | 423 | 51 | 33,695 | 60,139 | 97,107 |
| Direct activity costs | 1,852 | 6,357 | 17,689 | 1,797 | 518 | 2 | 6,434 | 34,649 | 57,090 |
| Welfare payments | - | 1,473 | 450 | - | - | - | - | 1,923 | 5,534 |
| Premises | - | 32,449 | 57,030 | 4,891 | 2,410 | 298 | 8,149 | 105,227 | 103,907 |
| Office, communications and equipment | 1,092 | 27,135 | 70,159 | 5,459 | 2,645 | 327 | 9,033 | 115,850 | 125,047 |
| Depreciation | - | - | - | - | - | - | - | - | 257 |
| Compliance, legal etc. | - | 1,282 | 2,562 | 262 | 129 | 10,347 | 437 | 15,019 | 16,374 |
| | 2,944 | 339,540 | 683,080 | 71,614 | 30,373 | 16,794 | 191,235 | 1,335,580 | 1,527,408 |
| Support costs | - | 65,747 | 94,695 | 25,358 | 5,435 | - | (191,235) | - | - |
| Governance costs | - | 5,710 | 8,229 | 2,351 | 504 | (16,794) | - | - | - |
| Total expenditure 2021 | 2,944 | 410,997 | 786,004 | 99,323 | 36,312 | - | - | 1,335,580 | 1,527,408 |
| Total expenditure 2020 | 4,958 | 494,265 | 723,474 | 184,534 | 120,177 | | | | |

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2021

4b Analysis of expenditure (prior year)

| | Charitable activities | | | | | | | 2020 Total £ | 2019 Total £ |
|--------------------------------------|-----------------------|--|-------------------------------|-------------------------------------|---------------------------|--------------------------|-----------------------|--------------------|--------------------|
| | Fundraising £ | Information, Advice and Support planning £ | Enabling independence £ | Activities and Wellbeing £ | Capacity building £ | Governance costs £ | Support costs £ | | |
| Staff costs (Note 6) | 4,472 | 364,305 | 491,222 | 128,209 | 98,634 | 7,373 | 27,877 | 1,122,092 | 1,173,105 |
| Other staff costs | 24 | 5,055 | 65,956 | 2,775 | 980 | 65 | 22,252 | 97,107 | 116,376 |
| Direct activity costs | 8 | 27,998 | 19,373 | 7,145 | 333 | 23 | 2,210 | 57,090 | 55,519 |
| Welfare payments | - | 1,534 | 4,000 | - | - | - | - | 5,534 | 8,993 |
| Premises | 166 | 34,101 | 44,284 | 16,921 | 6,358 | 458 | 1,619 | 103,907 | 106,073 |
| Office, communications and equipment | 200 | 36,911 | 56,887 | 16,939 | 7,936 | 550 | 5,624 | 125,047 | 107,291 |
| Depreciation | - | 129 | 128 | - | - | - | - | 257 | 1,321 |
| Compliance, legal etc. | 10 | 1,756 | 3,054 | 784 | 367 | 9,779 | 624 | 16,374 | 16,112 |
| | 4,880 | 471,789 | 684,904 | 172,773 | 114,608 | 18,248 | 60,206 | 1,527,408 | 1,584,790 |
| Support costs | 60 | 17,249 | 29,598 | 9,025 | 4,274 | - | (60,206) | - | - |
| Governance costs | 18 | 5,227 | 8,972 | 2,736 | 1,295 | (18,248) | - | - | - |
| Total expenditure 2020 | 4,958 | 494,265 | 723,474 | 184,534 | 120,177 | - | - | 1,527,408 | 1,584,790 |
| Total expenditure 2019 | 8,052 | 424,579 | 799,336 | 235,825 | 116,998 | | | | |

5 Net income for the year

This is stated after charging / (crediting):

| | 2021 £ | 2020 £ |
|---|-------------------|-------------------|
| Depreciation | – | 257 |
| Operating lease rentals: | | |
| Property | 92,139 | 90,331 |
| Other | 1,642 | 1,642 |
| Auditor's remuneration (excluding VAT): | | |
| Audit | 8,260 | 8,100 |
| Other services | – | 400 |
| | <u> </u> | <u> </u> |

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

Staff costs were as follows:

| | 2021 £ | 2020 £ |
|---|------------------|------------------|
| Salaries and wages | 893,843 | 953,608 |
| Redundancy and termination costs | – | 45,633 |
| Social security costs | 72,551 | 82,180 |
| Employer's contribution to defined contribution pension schemes | 36,379 | 40,671 |
| | <u>1,002,773</u> | <u>1,122,092</u> |
| Agency costs | 18,201 | 57,215 |
| | <u>1,020,974</u> | <u>1,179,307</u> |

The redundancy and termination costs were settled and paid at the balance sheet date.

The following number of employees received employee benefits (excluding employer pension) during the year between:

| | 2021 No. | 2020 No. |
|-------------------|-------------------|-------------------|
| £60,000 – £69,999 | – | 1 |
| | <u> </u> | <u> </u> |

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £75,480 (2020: £78,245).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 29 (2020: 34). Agency staff were engaged to provide short-term service provision cover and, in addition, the services of a freelance specialist were used for accountancy support.

8 Related party transactions

There were no donations from related parties outside the normal course of business and no restricted donations from related parties in the year. One Trustee donated £359 (2020: £nil).

During the year the charity paid for £1,996 of costs on behalf of its subsidiary, Age Concern Trading Company Ltd (2020: £3,028) and charged £1,486 of costs to the subsidiary (2020: £nil). The year end balance owed by the subsidiary was £4,658 (2020: £5,606).

9 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary Islington Age Concern Trading Company Ltd gift aids available profits to the parent charity.

10 Tangible fixed assets

| | Office equipment £ | IT infrastructure £ | Fixtures & fittings £ | Total £ |
|-------------------------------|--------------------------|---------------------------|-----------------------------|---------------|
| Cost or valuation | | | | |
| At the start of the year | 1,027 | 64,767 | - | 65,794 |
| Additions in year | - | - | - | - |
| At the end of the year | 1,027 | 64,767 | - | 65,794 |
| Depreciation | | | | |
| At the start of the year | 1,027 | 64,767 | - | 65,794 |
| Charge for the year | - | - | - | - |
| At the end of the year | 1,027 | 64,767 | - | 65,794 |
| Net book value | | | | |
| At the end of the year | - | - | - | - |
| At the start of the year | - | - | - | - |

All of the above assets are used for charitable purposes.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2021

11a Listed investments

| | 2021 £ | 2020 £ |
|--|----------------|---------------|
| Fair value at the start of the year | 89,784 | 100,833 |
| Additions at cost | 100,000 | - |
| Net (loss) / gain change in fair value | 26,956 | (11,049) |
| Fair value at the end of the year | <u>216,740</u> | <u>89,784</u> |
| Investments comprise: | | |
| | 2021 £ | 2020 £ |
| UK Common investment funds | <u>216,740</u> | <u>89,784</u> |
| | <u>216,740</u> | <u>89,784</u> |

11b Investments – subsidiary company

The charitable company owns the whole of the issued ordinary share capital of Islington Age Concern Trading Company Limited, a company registered in England, trading under the name Outcomes Plus, Company number 03001195. The subsidiary is used for non-primary purpose trading activities and is registered at 6 – 9 Manor Gardens, London, N7 6LA. The activities of the subsidiary have not been consolidated in the statement of financial activities on the basis of materiality. Available profits are gifted to the charitable company under a deed of covenant. Two of the trustees of Age Concern Islington are also directors of the subsidiary. A summary of the results of the subsidiary is shown below:

| | 2021 £ | 2020 £ |
|--|------------|--------------|
| Turnover | 878 | 4,979 |
| Cost of sales | - | - |
| Gross profit | <u>878</u> | <u>4,979</u> |
| Administrative expenses | (878) | (2,401) |
| Management charge payable to parent undertaking | - | - |
| Profit on ordinary activities | <u>-</u> | <u>2,578</u> |
| Distribution of profits to parent undertaking under deed of covenant | - | (2,578) |
| Profit / (loss) for the financial year | <u>-</u> | <u>-</u> |
| The aggregate of the assets, liabilities and funds was: | | |
| Assets | 5,528 | 5,606 |
| Liabilities | (5,526) | (5,604) |
| Funds | <u>2</u> | <u>2</u> |

In 2021 the directors of Islington Age Concern Trading Company Limited took the decision to suspend trading from 31st March 2021 on the grounds that financial returns no longer justify the staff time and attention required for a trading operation. The company will therefore not trade in the year ending 31st March 2022.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2021

12 Debtors

| | 2021 £ | 2020 £ |
|----------------------------|---------------|---------------|
| Trade debtors | 8,274 | 5,707 |
| Owed by trading subsidiary | 4,658 | 5,606 |
| Grant and contract debtors | 51,459 | 20,692 |
| Prepayments | 3,355 | 1,163 |
| Accrued income | 6,831 | 15,161 |
| | <u>74,577</u> | <u>48,329</u> |

13 Creditors: amounts falling due within one year

| | 2021 £ | 2020 £ |
|------------------------------|---------------|---------------|
| Taxation and social security | 23,219 | 19,645 |
| Other creditors | 30,054 | 34,335 |
| Accruals | 31,342 | 12,520 |
| Deferred income (note 14) | - | 15,826 |
| | <u>84,615</u> | <u>82,326</u> |

14 Deferred income

Deferred income comprises two partially delivered service contracts.

| | 2021 £ | 2020 £ |
|---------------------------------------|-----------|---------------|
| Balance at the beginning of the year | 15,826 | 21,496 |
| Amount released to income in the year | (15,826) | (21,496) |
| Amount deferred in the year | - | 15,826 |
| Balance at the end of the year | <u>-</u> | <u>15,826</u> |

15a Analysis of net assets between funds (current year)

| | General unrestricted £ | Designated £ | Restricted £ | Total funds £ |
|------------------------------------|------------------------------|-----------------|-----------------|------------------|
| Investments | 216,742 | – | – | 216,742 |
| Net current assets | 478,834 | 5,093 | 22,619 | 506,546 |
| Net assets at 31 March 2021 | 695,576 | 5,093 | 22,619 | 723,288 |

15b Analysis of net assets between funds (prior year)

| | General unrestricted £ | Designated £ | Restricted £ | Total funds £ |
|------------------------------------|------------------------------|-----------------|-----------------|------------------|
| Investments | 89,786 | – | – | 89,786 |
| Net current assets | 413,399 | 16,740 | 8,116 | 438,255 |
| Net assets at 31 March 2020 | 503,185 | 16,740 | 8,116 | 528,041 |

16a Movements in funds (current year)

| | At 1 April 2020 £ | Incoming & gains £ | Expenditure & losses £ | Transfers £ | At 31 March 2021 |
|--|-------------------------|--------------------------|------------------------------|----------------|---------------------|
| Restricted funds: | | | | | |
| Carers Hub flexible breaks and palliative care | – | 1,473 | (1,473) | – | – |
| COVID-19 pandemic support | – | 10,000 | (10,000) | – | – |
| Drovers Activity Centre | 1,000 | – | – | – | 1,000 |
| Post lockdown activity | – | 15,000 | – | – | 15,000 |
| Welfare and Winter Warmth | 7,116 | – | (497) | – | 6,619 |
| Total restricted funds | 8,116 | 26,473 | (11,970) | – | 22,619 |
| Unrestricted funds: | | | | | |
| Designated funds: | | | | | |
| COVID-19 vaccination support | – | – | – | 5,093 | 5,093 |
| Organisational development | 16,740 | – | (16,740) | – | – |
| Total designated funds | 16,740 | – | (16,740) | 5,093 | 5,093 |
| General funds | 503,185 | 1,504,354 | (1,306,870) | (5,093) | 695,576 |
| Total unrestricted funds | 519,925 | 1,504,354 | (1,323,610) | – | 700,669 |
| Total funds | 528,041 | 1,530,827 | (1,335,580) | – | 723,288 |

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2021

16b Movements in funds (prior year)

| | At 1 April 2019 £ | Incoming & gains £ | Expenditure & losses £ | Transfers £ | At 31 March 2020 |
|--|-------------------------|--------------------------|------------------------------|----------------|---------------------|
| Restricted funds: | | | | | |
| Carers Hub flexible breaks and palliative care | 7,491 | (3,137) | (4,354) | - | - |
| Community activities development | 11,812 | - | (11,812) | - | - |
| Drovers Activity Centre | (30) | 5,236 | (4,206) | - | 1,000 |
| Heritage project | 1,269 | - | (1,269) | - | - |
| Welfare and Winter Warmth | 6,549 | 5,000 | (4,433) | - | 7,116 |
| Total restricted funds | 27,091 | 7,099 | (26,074) | - | 8,116 |
| Unrestricted funds: | | | | | |
| Designated funds: | | | | | |
| Capital equipment depreciation | 257 | - | (257) | - | - |
| Organisational development | 30,000 | - | (13,260) | - | 16,740 |
| Personalised support – continuation | 20,000 | - | (20,000) | - | - |
| Total designated funds | 50,257 | - | (33,517) | - | 16,740 |
| General funds | 431,329 | 1,550,722 | (1,478,866) | - | 503,185 |
| Total unrestricted funds | 481,586 | 1,550,722 | (1,512,383) | - | 519,925 |
| Total funds | 508,677 | 1,557,821 | (1,538,457) | - | 528,041 |

Purpose of restricted funds

| | |
|--|--|
| Carers Hub flexible breaks and palliative care | A fund to provide respite type breaks for unpaid carers of people in Islington. A reimbursement of unspent funds totalling £15,137 (net £3,137) was made to London Borough of Islington (the funder) in 2019–20. |
| Community activities development | To develop and provide services to help older people set up, run and maintain self-run groups and clubs. |
| COVID-19 pandemic support | Grants received towards the costs of supporting clients through the pandemic. |
| Drovers Activity Centre | To support the activities and services at Drovers Activities Centre. |
| Heritage project | A grant from the Heritage Lottery Fund for project exploring and recording the industrial and trade heritage of the London Borough of Islington. |
| Post lockdown activity | A grant towards community activities that will bring people together out of COVID-19 lockdown. |
| Welfare and Winter Warmth | To provide grants to individuals in great need, to improve their quality of life, when no other source is available. This includes enabling people to keep warm in winter, and to promote the need for older people to keep adequately warm during cold weather. |

16 Movements in funds (continued)**Purpose of designated funds**

| | |
|--------------------------------|---|
| Capital equipment depreciation | To cover future depreciation on major equipment items already purchased from unrestricted funds. It does not provide for the future purchase of equipment. |
| COVID-19 vaccination support | To continue funding a taxi service for local residents to access the COVID-19 vaccination clinics. Local taxi companies are used to enable residents to travel to and from the clinics in comfort and safety. |
| Organisational development | For continued development of the new operating and business model. |

Transfers

A transfer was made from general funds to the designated COVID-19 vaccination support fund to establish the balance required for expenditure planned for 2021-22.

17 Analysis of cash and cash equivalents

| | At 1 April 2020 £ | Cash flows £ | At 31 March 2021 £ |
|--|-------------------------|-----------------|--------------------------|
| Cash at bank and in hand | 369,324 | 44,272 | 413,596 |
| Notice deposits (less than three months) | 102,928 | 60 | 102,988 |
| Total cash and cash equivalents | 472,252 | 44,332 | 516,584 |

18 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases for each of the following periods are as follows:

| | Equipment | | Property | |
|--------------------|------------|--------------|-----------|---------------|
| | 2021 £ | 2020 £ | 2021 £ | 2020 £ |
| Less than one year | 792 | 1,593 | - | 64,668 |
| One to five years | 115 | 858 | - | - |
| | 907 | 2,451 | - | 64,668 |

Since the year end, it has been agreed to renew the lease on the property, with one part being handed back on 31/3/22.

19 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.