



Company number: 3136052

Charity number: 1051711

Age UK Hillingdon, Harrow and Brent

Report and financial statements

For the year ended 31 March 2021

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For the year ended 31 March 2021

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Age UK Hillingdon, Harrow and Brent

Reference and administrative information

For the year ended 31 March 2021

Company number 3136052
Country of incorporation England & Wales

Charity number 1051711
Country of registration England & Wales

Registered office and operational address 2 Chapel Court
126 Church Road
HAYES
UB3 2LW

Age UK Hillingdon, Harrow and Brent also trades under the names: Age UK Hillingdon, Age UK Harrow and Age UK Brent.

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:

Neil Franklin	Chair
Roger Calverley	Treasurer
Derek Baker	(Resigned 27 January 2021)
Christine Beatty	
Tony Burch	
Heather Du Pille	
Ian Edwards	(Resigned 25 November 2020)
Tony Valentine	
Hiran Weeraratne	
Peter Slavid	(appointed 10 March 2021)
Carolina Castillo	(appointed 26 May 2021)
Ami Kotecha	(appointed 26 May 2021)
Natasha Spence	(appointed 26 May 2021)
Maryam Farooqi	(appointed 27 July 2021)
Gurpreet Mangat	(appointed 27 July 2021)

Honorary President The Mayor of Hillingdon

Key management personnel	Julian Lloyd	Chief Executive & Company Secretary
	Hannah Cinamon	Director of Resources
	Lesley Hart	Director of Finance (until 30 September 2020)
	Chris Speakman	Director of Finance (from 7 September 2020 to 30 June 2021)
	Clare Miles	Director of Finance (from 8 November 2021)
	Tina Smith	Director of Services (Commercial & Retail)
	Elizabeth Tack	Director of Services (Statutory and Trusts)

Reference and administrative information

For the year ended 31 March 2021

Bankers	CAF Bank Ltd 25 Kings Hill Avenue, West Malling Kent, ME19 4JO
	Santander UK plc Bridle Road Bootle, L30 4CB
Solicitors	IBB Law Capital Court, 30 Windsor Street Uxbridge, Middlesex UB8 1AB
Auditor	Sayer Vincent LLP Chartered Accountants and Statutory Auditor Invicta House 108-114 Golden Lane LONDON EC1Y 0TL

The trustees present their report and the audited financial statements for the year ended 31 March 2021.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association, the requirements of a directors' report as required under company law, and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

Objectives and activities

Purposes and aims

Our Mission, Vision, Values and Aims

Our Mission

To make later life better in Hillingdon, Harrow and Brent.

Our Vision

To create a community where everyone can love later life.

We want to be seen and acknowledged as:

- A quality and trusted provider of services;
- Innovative and responsive;
- Representative of and grounded in the community; and
- Accessible and proactive in the use of technology.

Our Values

- Caring about what we do, the needs of older people being representative and grounded in the community
- Respect for the choices of older people
- Valuing diversity of different ethnicities, gender, ages, experiences and cultural backgrounds
- Accessible, Responsive and Enabling in our approach
- Professional in our approach
- Accountable to all our stakeholders.

Our Aims

Empowering, Enabling and Supporting

Our aims for the older people in Hillingdon, Harrow and Brent are to:

- Increase the number of older people benefitting from our services
- Reduce isolation for older people and particularly older people living alone
- Improve the quality of life for older people using our services, as evidenced by reporting that they are better able to:
 - Look after their home and keep safe
 - Look after themselves and retain their independence

Trustees' annual report

For the year ended 31 March 2021

- Maintain their health and wellbeing
- Keep in touch with people and life
- Manage their money
- Increase our net contribution to Hillingdon, Harrow and Brent.

Strategic Objectives

To enable us to grow, have a sustainable future and achieve our aims we have set a number of strategic objectives.

These are to:

1. Provide Information and Advice services to all old people in our area.
2. Target services and interventions to the greatest need.
3. Improve efficiency by consolidating the merger and pursuing strategic alliances.
4. Diversify our income.
5. Promote the work of the charity.
6. Measure our performance.
7. Develop, support and value our staff and volunteers.

The five-year strategy set out above was developed and signed off by the board of Trustees during the financial year 2019/20 and is set to cover the period 2020–2025.

The trustees review the aims, objectives and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

ACTIVITIES:

1) Information, advice and outreach services

The provision of **impartial and free Information and Advice** is a core requirement of the Age UK Brand Partnership Agreement and the cornerstone service of Age UK Hillingdon, Harrow and Brent. Funded primarily by the three local authorities, we provide a general information, advice and casework drop-in service from 3 locations, along with casework surgeries from 5 locations, plus a national telephone helpline that is available 365 days a year. During 2020/21 face to face provision has been limited due to the pandemic and as a consequence through most of the year I&A delivery has been delivered over the phone and email.

Alongside our generalist Information and Advice service, our team provided a range of specialist casework services.

The **Welfare Benefits** and **Financial Health Check** services aim to make sure older people in Hillingdon, Harrow and Brent are claiming all the benefits to which they may be entitled. These services were provided predominantly over the phone and internet during 2020/21. Local and national processing centres adapted claim processes to enable us to support claimants remotely through accepting scans and photos of key documentation.

Our **Housing Advice** service provides information, advice and practical support to older people, who are thinking about moving or who just wished to remain independent in their own home.

In Harrow we provide **Care Act Advocacy** as part of a broader contract to provide statutory advocacy services to Harrow residents. We deliver this service in partnership with Community Connex.

In partnership with a number of local solicitors, we are able to provide a free **Will Writing Service** to those over the age of 55.

Gateway partnership

In December 2019 we were successful in a tendering opportunity to deliver services to Brent residents. As lead provider, along with our partners Community Connex and Capable Communities we provide a wide range of services for informal carers in Brent. These services support carers of all ages (including children) who have caring responsibilities. Age UK Hillingdon, Harrow and Brent staff focus on supporting older carers and those carers who are supporting older residents. Through this contract we also provide statutory advocacy services to Brent residents and a project that tackles social isolation.

Social Prescribing

Social prescribing is when health professionals refer patients to support in the community, in order to improve their health and wellbeing. We deliver social prescribing in partnership with other local charities in both Hillingdon (through H4all CIO) and Harrow (through Harrow

Trustees' annual report

For the year ended 31 March 2021

Community Action). In both boroughs our teams work very closely with GPs in primary care and support older people with a view to helping them deal with wider health determinants. This might mean finding initiatives that help to reduce isolation or support with practical issues such as benefits or housing advice.

In Hillingdon, our core wellbeing team provides social prescribing services for residents over the age of 18. In addition, the team provides:

- a) A high-intensity user service – by working intensively with the top 50 users of emergency health services, H4All is actively addressing all the many social and psychological issues that cause individuals to over-use A&E and 999 services. This cohort accounts for £7 million of the annual health and care spend so by providing alternative sources of support, H4All is reducing their usage of, and dependence on, more costly frontline services.
- b) Active case management to the next cohort of around 4,000 high consumers of health services. This group of the population account for around 50% of the annual health spend and, through close and careful active management, H4All is also promoting more appropriate use of these resources.

In Harrow we deliver a Social Prescribing Link worker service on behalf of the 5 new Primary Care Networks (PCNs). We are also funded via London Borough Harrow to provide management for the service and to commission a data management system that is compatible with primary care.

2) Social Contact

Community Services

One third of older people in Hillingdon, Harrow and Brent live alone, rising to over 50% of older people aged 80 and over. Our aim is to reduce loneliness and isolation by providing a range of services that offer friendship, access to services and support, as well as an opportunity to participate in new activities that can improve mental and physical well-being.

Our Social Wellbeing Team provides a range of befriending and ageing well services as well as activity sessions from the Townfield Community Centre.

Our range of **groups and clubs** provide a valuable opportunity for older people to socialise and take part in activities. We support group activities across all three boroughs, from small social or special interest groups (such as our **Cognitive Stimulation Therapy groups** for people living with dementia), through to more substantial groups such as our **Faite Irish Club** and our **Interactive Older Peoples club** which can have attendances of over 100 older people.

Through 2020/21 all face-to-face groups were suspended due to the pandemic, but phone support, WhatsApp social groups, online groups and mailouts were maintained to support group members.

Trustees' annual report

For the year ended 31 March 2021

Our **Community Support Service** volunteers help to reduce loneliness and promote independence by providing telephone befriending, a weekly home visiting service and our Good Neighbours project. This service provided vital support through the lockdowns ensuring older people had access to food and medicines.

3) Practical Home Services

Hospital services

When older people attend Hillingdon Hospital's Accident and Emergency department they are at their most vulnerable. The availability of an **Age UK Hillingdon A&E Support Worker** can provide comfort and support, as well as information and advice. Where an older person is not admitted to hospital, our support worker escort the patient home and ensure they are safe. This support aims to ensure elderly patients fully recover their confidence and independence to help avoid re-admissions to hospital.

Our **Take Home and Settle service** works with Hillingdon Hospital's 'Home Safe' team to support older people to return home following a stay in hospital. As well as escorting a patient home by cab, our staff member will, when required, shop, change the bed or do whatever is needed to settle the person back in their home.

To help prevent re-admission to hospital, patients that we have made contact with in hospital or were escorted home by our A&E and Take Home and Settle teams, are subsequently contacted by our **Home from Hospital service**. This service provides volunteer support for up to six weeks, and offers advice and referrals to other local services, in order to help them maintain their independence at home.

Our hospital services continued throughout the pandemic working very closely with our statutory colleagues through periods of heavy demand and pressure on NHS services.

Our free **Falls Prevention Service** is a key element of the Hillingdon Falls Prevention service. Members of our team visit people at home to carry out a risk assessment to identify any potential risks and offer advice on how to prevent further falls. Aids and adaptations are recommended and a programme of exercise is introduced and supported, in order to help build confidence.

Our Falls team continued to operate during the pandemic, providing support and advice over the phone during lockdown and providing face to face support when safe to do so.

Charged for services

Our **Help at Home** is a chargeable service that supports older people to live independently and safely in their home of choice by giving a hand with shopping (including internet shopping), housework, laundry and a variety of other small tasks.

This service has continued providing vital face to face support to older people throughout the pandemic.

Trustees' annual report

For the year ended 31 March 2021

Our **Trusted Traders Service** provide a wider range of professional services to older people in the borough, at affordable prices, by local, reputable tradespeople. This service is an important mechanism to provide access to tradespeople who are vetted by Age UK and helps us in the fight against Rogue Traders.

Our **Homeshare** service is designed to help reduce isolation and improve wellbeing. It enables two unrelated people to share a home for mutual benefit. An older person with a spare room (Householder) is carefully matched with a person who is in need of low cost accommodation (Sharer). In return for accommodation the Sharer gives the Householder 10 hours of their time each week as a combination of practical support and companionship.

4) Income generation activities

During 2020/21 we operated three **charity shops**, in Hayes, Ruislip and Harlesden. As well as raising funds to support our work, the shops help to raise our profile across the region by providing high street presence. Our retail shops were closed during lockdown periods and this provided an opportunity for us to review our retail strategy. This resulted in a decision to combine our retail operations with Harlington Hospice and Michael Sobell Hospice with a view to reducing back office costs and improving profitability. As part of this process, the decision was made to permanently close our Harlesden shop.

We employ a community fundraiser who has helped us to develop and sustain partnerships with local businesses such as DHL, Coca Cola, Cadburys etc. as well as running a wide range of fundraising events to generate funds to support our work.

Profits generated from these enterprises support our ability to deliver activities in line with our charitable objectives as detailed above.

ACHIEVEMENTS AND PERFORMANCE:

1) Information and advice services

- We had a total of **8,628** recorded client contacts for older people seeking information and advice
- Through welfare benefits and warm and well, we supported people with successful claims that generated **£1,115,374** of additional income for older people
- **73** older people were supported to write a will.

Gateway Partnership

Advocacy Services

- Independent Mental Capacity Advocacy (IMCA) and Paid Representative (RPPR) services supported 143 clients
- Independent Mental Health Advocacy (IMHA) service supported 197 clients
- Independent Care Act Advocacy (IMCAA) service supported 45 clients

Adult Carer Services

- 38 Awareness raising events were held with 183 attendees
- 92 Adult Carers were supported through information and advice, signposting or peer group support
- 166 Carers Needs Assessments were completed
- 7 Support Groups were held for carers

Young Carer Services

- 147 Young Carers (under the age of 18) were supported by our specialist partners
- 7 support groups and 1 peer forum were facilitated over the year
- 30 Activities were organised for young carers through the year

Social Isolation & Loneliness Prevention Service

- 236 referrals received to the service
- 7 people supported into work
- 48 people supported into volunteering
- 8 people supported in to education

Social Prescribing Services

- Our Harrow Social prescribing service (delivered in partnership through HCA) received 1,633 referrals during 2020/21
- Over 9,300 client contacts were made by Social Prescribing Link Workers
- Our Hillingdon Social prescribing service (delivered in partnership through H4all) supported 1,053 clients
- 11,754 client contacts were made by the wellbeing team
- We saw strong improvement in wellbeing through PAM and ONS outcome measure tools

2) Social Contact

Community Services

- We made 3,320 welfare calls to members of our groups during the year as our groups were unable to meet physically
- We provided weekly social activities online over WhatsApp and zoom
- We sent out 1,200 activity packs to group members

- **103** isolated older people continued to have regular support over the phone from our befriending volunteers
- **319** tasks were carried out for **257** older people through our good neighbour scheme
- **43** older people were provided with digital devices and trained to use them for connecting with family, friends and interests

3) Practical Home Services

Hospital Services

- Our A&E team supported **5,194** older people in the emergency department at Hillingdon
- Out Take Home and Settle team supported **6,186** older people on hospital wards and escorted **363** discharged patients home
- Our Home from Hospital Team followed up with **451** patients who were referred to the service
- Our Falls prevention team conducted an average of 6 home visits to **137** older people at risk of falling.

Charged for services

- Our Help at Home Service supported **239 older people**
- We undertook **13,306 jobs** through the course of the year delivering **18,850 hours** of service provision
- Our Homeshare service was launched in 2019/20 and received enquiries and interest from a number of older people and potential sharers. The Covid pandemic arrived just at the point we were hoping to initiate matches – as such the service remains suspended
- We had **24 local traders** registered with our Trusted Traders service and took **658 enquiries** from older people seeking support from a vetted local tradesperson.

PERFORMANCE AGAINST STRATEGIC OBJECTIVES:

1. Provide Information and Advice services to all old people in our area

As detailed above, information and advice is the cornerstone of our support for older people. Performance data demonstrates we have strong reach and impact in this area. We have greatest capacity through commissioned service provision in Hillingdon. We supplement Information and Advice funding in Harrow and Brent with fundraised income, but aim to develop capacity in these boroughs.

2.Target services and interventions to the greatest need

Eligibility criteria for all services ensure we are targeting those whose needs are greatest. Much of our community service provision is targeted at reducing isolation which impacts on a significant proportion of older people. Our hospital services are geared towards supporting those who are most frail and vulnerable and at risk of losing independence. Our social prescribing services are geared towards supporting older people living with long-term conditions, particularly targeting those who are not managing their conditions well. Our information and advice services are targeted towards those on low incomes or in poor housing with the objective of improving quality of life. Covid has shone a light on health inequalities and has exacerbated many of the underlying determinants of poor health and wellbeing. We have focussed our energies on supporting those older people in greatest need.

3.Improve efficiency by consolidating the merger and pursuing strategic alliances

The merger of Age UK Hillingdon with Age UK Brent and Age UK Harrow took place in July 2018. Our workplan allowed 2 years for consolidation of the merger. Successful completion of external audits in 2020 which included Advice Quality Standards, Investors in People, Age UK Quality Standards and the annual independent financial audit all provided strong validation that this process has been completed effectively.

We have been successful at nurturing and building on strategic alliances in all three boroughs. Age UK Hillingdon, Harrow and Brent continue to play a leading role within H4all (a third sector consortium based in Hillingdon that has seen considerable growth in 2020/21). We successfully led the development of a collaborative social prescribing service in Harrow through our membership of HCA (a third sector consortium based in Harrow). We were successful in tendering as lead for the Gateway partnership along with 2 other third sector partners to deliver a range of new services in Brent. Age UK Hillingdon, Harrow and Brent is working collaboratively with Age UK partners across North West London and is represented on the leadership of 3ST, a third sector collaborative that operates across the North West London region in line with new NHS commissioning frameworks. We have played a key role in relief efforts through the course of the pandemic working with local charities, local authorities and NHS providers.

4.Diversify our income

2020/21 has been a successful year for Age UK Hillingdon, Harrow and Brent. We have retained most of our income streams and been successful in securing a number of short-term grants from local authorities and trust funds to support our Covid relief efforts supporting older residents.

Our three main areas of income are NHS contracts, Local Authority contracts and grants and our paid for services. We have seen growth of income for Brent and Harrow improving the balance of services provided for older people across our geography.

The focus for our paid for services during 2020/21 was to build in efficiencies and improvements to our Help at Home model to ensure it adequately covers a proportion of our overhead costs. We identified a number of processes that could be streamlined and automated, so reducing on staff and administrative time. These have been implemented through the year and we hope to see the financial benefits post pandemic.

The board approved an investment in growing and diversifying our retail (Charity shop) operations across the three boroughs. Following a review of our retail operations, we took the decision to collaborate with Harlington Hospice and Michael Sobell Hospice, combining the management and back office administration of our retail operations across the three charities. Shops remained closed through much of the year due to government restrictions on trading. We accessed all government grants which helped to offset losses. We have consolidated our trading operations across the 3 charities and are now looking for opportunities to grow and diversify our retail operations.

Our fundraising provides an important and growing income stream for the charity. The pandemic forced us to refocus fundraising activities, and we secured a range of support, both in kind and in cash from corporate partners through the course of the year.

5. Promote the work of the charity

The restructure of SMT implemented at the beginning of 2020 allowed the CEO a greater proportion of time to work with external stakeholders. This has seen Age UK Hillingdon, Harrow and Brent profile grow to become recognised as the leading charity supporting older people across the region, particularly amongst decision makers within the local authorities, NHS and voluntary sector.

We have secured regular articles in the Local Authority newspapers which are distributed to every household. We have also stepped up our social media presence with regular Twitter feeds, an updated Facebook page and we have invested time in revamping and updating our website to promote the work of our organisation.

Through the pandemic Age UK Hillingdon, Harrow and Brent took on the role of 'thematic lead for older people' with Brent Council, featured centrally in a review commissioned by London Borough of Hillingdon on the role of the third sector during the pandemic and in Harrow took on the role of third sector representative for Harrow Community Action on the Integrated Care Partnership.

6. Measure our performance

We report regularly to grant officers and commissioners against all of our statutory and Trust funded services. Furthermore, we provide organisation wide reporting to our board of Trustees on a quarterly basis. We report on all services, operational, retail and fundraising activities, measuring performance trends against historic data. We have during the course of 2020/21 built in impact measures across the majority of our services in order to measure outcomes as well as

outputs, using externally verified tools. Having merged our 3 Charitylog databases, following our merger, we are now looking to invest in an upgraded Client Record system to be implemented in 2021/22.

7. Develop, support and value our staff and volunteers

All staff and volunteers receive a tailored induction programme when joining Age UK Hillingdon, Harrow and Brent. Every member of staff and volunteer has clear objectives and a development plan which are appraised annually and reviewed regularly through 1-1 supervision.

We provide regular team meetings for all staff and volunteers and on an annual basis provide larger events for staff and volunteers. We also produce a staff and volunteer bulletin 6 times per year which goes to all staff and volunteers.

Our staff and volunteers contributed to the development of our 5-year strategy which was developed during 2019/20 through a series of workshop and consultation exercises. We survey our staff and volunteers on an annual basis and develop an action plan based upon the findings.

In February 2020 we successfully completed our Investors in People audit. Our assessor commended Age UK Hillingdon, Harrow and Brent and recommended us for an Investors in People award.

At the end of March 2021 we had 116 staff and 269 volunteers. Our volunteers contributed an estimated 40,350 hours of their time during the year. Based on the London Living Wage, this equates to a value of £437,798 a vital contribution to delivering our services and achieving our goals.

Beneficiaries of our services

Age UK Hillingdon, Harrow and Brent supports older people living within the London boroughs of Hillingdon, Harrow, Brent and surrounding areas.

We also support informal carers and families of older people as this provides indirect benefit to their older relatives and friends.

We support older people generally from the age of 50 upwards. As a charity we are committed to supporting all older people, but we will prioritise those who are in greatest need.

It should be noted that some of our services are only available to older people above a certain age or whom meet particular eligibility criteria in line with contractual or grant specifications agreed with the funding body.

Financial review

Income

Total income was £3,317,479 (2020: £2,557,103) an increase of £760,376. Income from charitable activities was £2,617,706 (2020: £2,081,885) an increase of £535,82. The Charity received £454,271 (2020: £203,489) in legacy income in the year.

Expenditure

Total expenditure excluding loss on investments was £2,935,929 (2020: £2,579,330), an increase of £356,599.

Balances

Restricted balances carried forward for use in 2021/22 have increased from £75,211 to £84,404. Unrestricted balances carried forward for use in 2021/22, including designated funds, have increased from £1,026,357 to £1,404,847.

Net surplus for the year

In 2021 Age UK Hillingdon, Harrow and Brent generated a surplus of £387,683 for the year. When planning for financial year 2021/22 the Board has budgeted for a deficit to invest in –

- Expansion and diversification of retail operations
- A new Client Record System
- Consolidation and move to new charity headquarters
- A service supporting isolated Harrow residents through designation of legacy funds

The surplus generated in the year arose due to a range of pandemic related factors which reduced expenditure in some areas and allowed us to access income and spend funds in unplanned relief activities. Access to government support for retail operations helped to mitigate our retail losses. The receipt of exceptional legacies boosted our income and allowed us to create a designated investment fund.

Investment Policy

Funds that are awaiting designation may be invested at the Trustees' discretion. The trustees take a cautious approach to investments and hold a higher interest account with CAF Bank, which is classified as cash on the balance sheet and has instant access. Trustees believe this to be appropriate and risk free.

Principal risks and uncertainties

The Trustees maintain a register of key risks and supporting mitigation plans that are regularly reviewed at Board meetings. Policies, systems and procedures are established to mitigate those risks identified in the risk register and implement procedures to minimise and manage any potential impact on the charity should those risks materialise.

Risk management priorities for 2021/22 are focused on: dealing with the impact of the Covid pandemic. We are focussing on the medium to long term impact of prolonged isolation due to lockdown and related restrictions on the health and wellbeing of older people. We are focussing on our partnerships with statutory and voluntary sector providers ensuring relief efforts are co-ordinated and effective. As we look ahead we are putting in place plans to mitigate the risk of income streams being impacted by an economic downturn which could see pressure placed on local authority and NHS budgets, fundraising income and our retail operations.

Reserves policy and going concern

For the purposes of determining the level of reserves the following assumptions have been used: A calculation of the likely shutdown costs of Age UK Hillingdon, Harrow and Brent as a going concern with an orderly wind down; to manage the potential risk from the COVID-19 pandemic; and to cover existing liabilities. The target reserves calculation assesses the reserves requirement across the following categories:

1. Statutory redundancy costs for employees in services where grants or contracts will be up for renewal in 2020/21, based on age and length of service of actual staff.
2. Remaining terms of leases until first opportunity to break, less their estimated resale market value. A more cautious approach has been taken this year given the current situation with the retail property market.
3. Pension liability for defined benefit schemes becoming due in the event of closure of Age UK Hillingdon.
4. A fund to cover potential loss of income from charity shop trading, fundraising events and donations due to the COVID-19 pandemic.
5. A fund to cover potential loss of income from Help at Home clients, to cover essential staff costs at risk to continue the service.
6. Designated legacy and grant funds.

This calculation results in a total target retained reserves position of £1,484,483. Total funds at 31 March 2021 are £1,489,251. Total restricted funds at 31 March 2021 are £84,404. Unrestricted reserves at 31 March 2021, including designated funds of £500,000, are £1,404,847. Designated funds represent the balance of sums allocated by trustees for direct investment in community services and investment in the charity infrastructure to support future growth.

Trustees feel the reserves position above is sufficient to ensure the organisation can meet planned service delivery obligations in 2021/22 and all liabilities in the event key funded services need to be wound down.

Trustees acknowledge that the sum required needs to be reviewed on an annual basis to recalculate the liabilities.

COVID-19

Since March 2020 there have been significant changes to the ways in which the Charity delivers its services, due to the COVID-19 pandemic. Safeguarding and infection control measures meant face-to-face services needed to be withdrawn, whilst the vulnerability of our client base meant different support and services became essential.

The Social Contact teams set up befriending contact by telephone and undertook needs assessments for the most vulnerable clients. Food parcel delivery and collection of medicines became a priority in the early stages of the pandemic.

Help at Home, a paid-for service, has lost a significant number of clients due to the pandemic, some who have passed away and some who have chosen to suspend services. Some staff were furloughed during lockdowns. The service continued delivering vital face to face support to vulnerable older residents throughout the year.

There was some disruption to our Hospital Services during the first few months, with staff unable to go into wards and the Emergency Department at The Hillingdon Hospital. Hospital teams have continued to play a vital role supporting the hospital which has been under significant pressure throughout the pandemic.

Income from charity shops and our community fundraiser have been affected by the pandemic and the Charity was fortunate to benefit from the Local Authority COVID-19 retail scheme in Hillingdon and Harrow. Shops staff have been furloughed during lockdowns.

The Charity's funders have been sympathetic to the changes made to services and have at times been active in working with us to ensure the needs of the most vulnerable older people have been met.

Fundraising

Age UK Hillingdon, Harrow and Brent is committed to responsible fundraising and is a member of the fundraising regulator and adheres to its policies. Age UK Hillingdon, Harrow and Brent employs a full-time fundraiser to engage with the local community and companies as well as seeking funds from, and partnerships with national organisations to promote and support the various activities of the charity.

Key activities included our Big Knit campaign, support for Age UK Hillingdon, Harrow and Brent raffles and drives for stock for our retail shops. We also ran a local Covid appeal fund. We continued to nurture and develop corporate partnerships in the boroughs. We secured in kind support from DHL who painted our offices and overhauled our garden at Townfield Community Centre. We received support from CISCO for our digital inclusion project through provision of skilled volunteers. We received financial support from the Co-op and were voted charity of the year by Insight who will be supporting us for the next 2 years.

Plans for the future

Due to the high risk of infection and severity of symptoms in older people, we have seen the older residents of West London largely confined to their homes since March 2020. As such we are seeing adverse effects on the physical, mental and emotional wellbeing of older people through prolonged isolation and increasingly sedentary lifestyles.

The roll out of the vaccination programme has helped to reduce some of the risks of severe illness for our residents, but older people are still exercising caution whilst infection rates remain high across London.

We will resume face to face, group and social activities for older people at the earliest opportunity. We recognise though that many people will have lost skills and confidence and will need encouragement and support to engage in social activities again.

Our focus for the future will be 'recovery'. We anticipate the impact of the pandemic will see a much higher proportion of older people who are experiencing isolation and are in greater need of our support. As such we are likely to experience capacity pressures and will need to focus on securing sufficient resource to meet demand.

Our board undertook a review and refocus of our 5-year strategy in July 2021. This has helped us to review our priorities for recovery, but we are not proposing any significant changes to our broad strategic direction.

Structure, governance and management

Age UK Hillingdon, Harrow and Brent is a Charitable Company limited by guarantee, not having share capital. The company was incorporated on 8 December 1995 and registered as a charity on 4 January 1996.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

Trustees have agreed to contribute £1 in the event of the charity winding up.

The Board of Trustees

The Board of Trustees comprises

- Honorary Officers of the charity: Chair and Treasurer
- Persons elected by the members at a Board Meeting

Honorary Officers serve for a period of 3 years from the date of their election and are eligible for re-election.

The Board of Trustees normally meet 6 times a year, with additional virtual meetings as agreed, and is responsible for managing the affairs of Age UK Hillingdon, Harrow and Brent. Whilst decisions on policy and strategy are made by the Board, day to day management and decision making are delegated to the Chief Executive who works closely with members of the Senior Management Team.

Appointment of trustees

Trustees are elected by the board and are subject to the Organisation's policy and procedures of recruitment, induction and training.

Trustees are recruited from a wide variety of sources including open advertisement and personal recommendation. There is considerable endeavour to ensure that there is a balance of skills, gender and cultural background represented, and that Trustees are representative of older people in Hillingdon, Harrow and Brent generally.

After a shortlisting process, potential trustees are interviewed by the Trustee recruitment panel and by a staff panel to ensure they meet the requirements of the role and support the values of our charity.

Potential trustees are invited to visit the administrative office for an informal discussion with the Chief Executive (and/or Chair) and are offered the opportunity to attend a Board Meeting as an observer.

Trustee induction and training

All trustees attend an Age UK Hillingdon, Harrow and Brent induction day alongside new staff and volunteers to support basic orientation within the charity.

All new trustees are encouraged to take charge of their own training programme tailored to their own needs and having particular regard to the responsibilities of charity trustees.

Related parties and relationships with other organisations

Age UK Hillingdon, Harrow and Brent is an independent charity, responsible for its own policy, direction and funding. We are a subscribing member of a network of charities sharing similar objectives called the Age England Association. To be accepted for membership of this Association the Charity has to sign up to a Brand Partnership Agreement that describes the obligations of Association members, and it also has to comply with the Association's Charity Commission accredited standards of service delivery known as the Age UK Organisational Quality Standards.

Trustees' annual report

For the year ended 31 March 2021

Age UK Hillingdon, Harrow and Brent contributes to the Association in a number of ways, including participating in regional meetings and networks, raising policy issues that may benefit from work at national level and sharing best practice.

During 2020/21, Age UK Hillingdon, Harrow and Brent continued to work with 4 other Hillingdon based charities to manage H4All, a Charitable Incorporated Organisation (CIO). The aim of this CIO is to secure and deliver contracts for Wellbeing Services that will be delivered by H4All member organisations. To support this activity, **H4All CIO** has also developed shared back-office services that help reduce costs and improve H4All members' efficiency. Age UK Hillingdon, Harrow and Brent is represented on the Board of Trustees of the H4All CIO by a Trustee nominated by the Age UK Hillingdon, Harrow and Brent Board of Trustees and by the CEO who is also a Trustee.

Age UK Hillingdon, Harrow and Brent are a member of **Harrow Community Action (HCA)**, a Charity based in Harrow whose aim is to secure and deliver contracts for the third sector in the borough. In October 2019, Age UK Hillingdon, Harrow and Brent CEO was appointed to the board of Trustees. Age UK Hillingdon, Harrow and Brent is lead delivery partner for the Harrow Social Prescribing partnership and is a representative for HCA on the local Integrated Care Partnership Executive.

During 2019/20 Age UK Hillingdon, Harrow and Brent headed up a successful partnership bid to deliver the **Brent Gateway** service. Partners who subcontract to Age UK Hillingdon, Harrow and Brent in this partnership are Harrow Mencap and Capable Communities.

During the course of 2020/21 a collaboration of third sector organisations formed to engage with the new NHS regional Integrated Care System which covers the 8 London boroughs of North West London. Age UK Hillingdon, Harrow and Brent CEO is one of the 10 members on the leadership team for **3ST**.

Remuneration policy for key management personnel

When advertising for key management posts, pay and remuneration levels are benchmarked against existing staff and with relation to comparable roles advertised across the Age UK London network. Any changes to pay and remuneration for existing key management personnel are consistent with those offered to other staff in Age UK Hillingdon, Harrow and Brent. All pay decisions for key management are considered and signed off by the Board of Trustees.

Relationships with stakeholders

The Directors delegate responsibility for managing stakeholder relations to the CEO who provides regular update reports to the board.

Key stakeholders include:

Local Authorities of Hillingdon, Harrow and Brent

Age UK Hillingdon, Harrow and Brent is represented on key strategic groups in all three boroughs. We are recognised as the leading local charity supporting older people in all three boroughs and have supporters both within the members and the executive teams.

NHS

We are engaged in the integration and transformation of NHS services across the three boroughs and have positioned ourselves to effectively influence emerging new NHS commissioning structures. We have services that work alongside GP practises as well as our hospital-based services. We are a member of the Integrated Care Partnerships in Harrow and Hillingdon. We have played a key role in mobilising the third sector to secure representation on the new Integrated Care System covering North West London.

Supporters

Are engaged through our 'friends of Age UK' initiative. We provide two newsletters per year and provided a zoom meeting for friends during 2020/21. We used these medium to update stakeholders on our work and advise our supporters on the various ways in which they can support our work. Our supporter offer is currently under review.

Service users

Receive regular feedback opportunities and consultation exercises. In 2019/20 these included workshops and groups to contribute to developing our new 5-year strategy. We also run consultation exercises when considering new service developments for Age UK Hillingdon, Harrow and Brent or on behalf of our statutory partners. Consultation during 2020/21 has understandably been via phone and email.

Statement of responsibilities of the trustees

The trustees (who are also directors of Age UK Hillingdon, Harrow and Brent for the purposes of company law) are responsible for preparing the trustees' annual report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent

Trustees' annual report

For the year ended 31 March 2021

- 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 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.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2021 was 11 (2019: 11). The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Auditor

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

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

The trustees' annual report has been approved by the trustees on 14 December 2021 and signed on their behalf by



Neil Franklin
Chair of the Board of Trustees

Independent auditor's report

To the members of

Age UK Hillingdon, Harrow and Brent

Opinion

We have audited the financial statements of Age UK Hillingdon Harrow and Brent (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 a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of 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 UK Hillingdon Harrow & Brent'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 UK Hillingdon, Harrow and Brent

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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements
- 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.

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 UK Hillingdon, Harrow and Brent

- 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)

Date: 14 December 2021

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

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	2	533,860	5,000	538,860	294,790	100	294,890
Charitable activities							
Advice & Information	3	758,907	62,614	821,521	526,434	37,025	563,459
Social Contact	3	342,657	173,273	515,930	351,329	39,317	390,646
Practical Home Support	3	1,280,255	–	1,280,255	1,127,780	–	1,127,780
Other trading activities	4	160,913	–	160,913	180,328	–	180,328
Total income		3,076,592	240,887	3,317,479	2,480,661	76,442	2,557,103
Expenditure on:							
Raising funds – charity shops	5	224,737	–	224,737	235,697	–	235,697
Raising funds – community fundraising	5	59,478	–	59,478	36,477	–	36,477
Charitable activities							
Advice & Information	5	838,226	61,514	899,740	645,194	37,498	682,692
Social contact	5	317,707	170,180	487,887	380,207	38,057	418,264
Practical Home support	5	1,264,087	–	1,264,087	1,195,555	10,645	1,206,200
Total expenditure		2,704,235	231,694	2,935,929	2,493,130	86,200	2,579,330
Net income / (expenditure) before net gains / (losses) on investments		372,357	9,193	381,550	(12,469)	(9,758)	(22,227)
Net gains / (losses) on investments		6,133	–	6,133	(5,314)	–	(5,314)
Net income / (expenditure) for the year	6	378,490	9,193	387,683	(17,783)	(9,758)	(27,541)
Transfers between funds		–	–	–	–	–	–
Net movement in funds		378,490	9,193	387,683	(17,783)	(9,758)	(27,541)
Reconciliation of funds:							
Total funds brought forward		1,026,357	75,211	1,101,568	1,044,140	84,969	1,129,109
Total funds carried forward		1,404,847	84,404	1,489,251	1,026,357	75,211	1,101,568

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 18a to the financial statements.

Balance sheet

Company no. 3136052

As at 31 March 2021

	Note	£	2021 £	£	2020 £
Fixed assets:					
Tangible assets	11		50,610		78,111
Investments	12		25,114		18,980
			<u>75,724</u>		<u>97,091</u>
Current assets:					
Stock	13	1,905		1,477	
Debtors	14	473,443		504,653	
Cash at bank and in hand		1,292,898		798,742	
			<u>1,768,246</u>	<u>1,304,872</u>	
Liabilities:					
Creditors: amounts falling due within one year	15	354,719		(300,395)	
				<u></u>	
Net current assets			<u>1,413,527</u>		<u>1,004,477</u>
			<u></u>		<u></u>
Total net assets			<u><u>1,489,251</u></u>		<u><u>1,101,568</u></u>
The funds of the charity:	18a				
Restricted income funds			84,404		75,211
Unrestricted income funds:					
Designated funds		500,000		12,773	
General funds		904,847		1,013,584	
			<u>1,404,847</u>	<u></u>	
Total unrestricted funds			<u>1,404,847</u>		<u>1,026,357</u>
Total charity funds			<u><u>1,489,251</u></u>		<u><u>1,101,568</u></u>

Approved by the trustees on 14 December 2021 and signed on their behalf by


Neil Franklin
Chair of the Board

Statement of cash flows

For the year ended 31 March 2021

	Note	2021 £	£	2020 £	£
Cash flows from operating activities					
Net (expenditure)/ income for the reporting period (as per the statement of financial activities)		387,683		(27,541)	
Depreciation charges		27,501		19,352	
(Gains)/losses on investments		(6,133)		5,314	
(Profit)/loss on the disposal of fixed assets		–		–	
(Increase)/decrease in debtors		31,210		(289,344)	
Increase/(decrease) in creditors		54,324		168,070	
Net cash (used in)/ provided by operating activities		494,585		(124,149)	
Cash flows from investing activities:					
Purchase of fixed assets		–		(21,062)	
(Increase)/decrease in stocks		(428)		–	
Net cash (used in) /provided by investing activities			(428)		(21,062)
Change in cash and cash equivalents in the year			494,157		(145,211)
Cash and cash equivalents at the beginning of the year			798,742		943,953
Change in cash and cash equivalents due to exchange rate movements			–		–
Cash and cash equivalents at the end of the year			1,292,898		798,742

1 Accounting policies

a) Statutory information

Age UK Hillingdon, Harrow and Brent is a charitable company limited by guarantee and is incorporated in England and Wales. The charity's working name is Age UK HHB.

The registered office address is 2 Chapel Court, 126 Church Road, Hayes, UB3 2LW.

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.

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.

c) Public benefit entity

The charity 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 charity's ability to continue as a going concern.

Despite the COVID-19 pandemic in 2021 the charity has continued to provide services, albeit with changes to the ways in which a number of services have been delivered. Funding bodies have been sympathetic to these changes and the charity's major funding streams have been unaffected. Reductions in donations and fundraising income have in part been met through Local Authority and HMRC furlough grants.

The charity has taken account of the risks arising from potential on-going disruption to services arising from the pandemic and has made provision through its Reserves calculation to ensure that these risks can be managed.

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.

e) Income

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

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Interest receivable

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

g) Fund accounting

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.

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.

Notes to the financial statements

For the year ended 31 March 2021

1 Accounting policies (continued)**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 charity by its Charity Shops and the costs of a Community Fundraiser.
- Expenditure on charitable activities includes the costs of delivering 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.

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 are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

● Advice and Information	26%
● Social Contact	14%
● Practical Home Support	36%
● Other Trading activity (Charity shops & Fundraising)	9%
● Support costs	14%
● Governance costs	1%

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.

● Advice and Information	30%
● Social Contact	19%
● Practical Home Support	45%
● Other Trading activity (Charity shops & Fundraising)	6%

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

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

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500 and the asset is expected to be productive for more than 12 months. 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:

● Motor Vehicles	4 years
● Fixtures and fittings	4 years
● Computer equipment	4 years
● Leasehold improvements	25 years or the life of the lease

l) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Notes to the financial statements

For the year ended 31 March 2021

1 Accounting policies (continued)

m) Stocks

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation.

n) 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.

o) 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.

p) 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.

q) Financial instruments

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

r) Pensions: Defined benefit plan

Age UK Hillingdon, Harrow and Brent participates in The Pensions Trust – Growth Plan scheme, a multi-employer scheme which provides benefits to some 1,300 non-associated participating employers. The scheme is no longer available for current employees. The scheme is a defined benefit scheme in the UK. Due to the way the scheme is set up, it is not possible for the company to obtain sufficient information to enable it to account for its liabilities under the scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

Further information about the scheme, with details of the actuarial valuation and the potential liability for Age UK Hillingdon Harrow and Brent is provided in note 21 to these accounts.

s) Pensions: Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Donations	18,757	–	18,757	36,919	100	37,019
Legacies	454,271	–	454,271	203,489	–	203,489
Age UK Partnership	15,000	–	15,000	32,800	–	32,800
Age UK Partnership (COVID)	20,000	–	20,000	–	–	–
Age UK London (Lottery)	9,209	–	9,209	–	–	–
Age UK London (Big Knit)	614	–	614	–	–	–
City Bridge Trust	–	5,000	5,000	–	–	–
Jean & Derek King Foundation	10,000	–	10,000	–	–	–
Garfield Weston – merger support	–	–	–	15,000	–	15,000
Gift Aid	2,982	–	2,982	5,360	–	5,360
Other	3,027	–	3,027	1,222	–	1,222
	533,860	5,000	538,860	294,790	100	294,890

At 31 March 2021 the charity was the sole beneficiary of a legacy comprising a property. The value of the legacy (£435,979) was realised in late 2020, and its use has been designated for the benefit of Harrow residents.

Notes to the financial statements

For the year ended 31 March 2021

3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Information & Advice						
Citizens Advice Bureau Brent	10,416	28,000	38,416	-	37,025	37,025
Harrow Community Action	83,888	32,314	116,202	31,947	-	31,947
Harrow Community Action	-	-	-	20,715	-	20,715
Harrow Mencap	22,000	-	22,000	22,000	-	22,000
London Borough of Brent	391,606	-	391,606	212,948	-	212,948
London Borough of Hillingdon	234,477	-	234,477	238,824	-	238,824
London Borough of Hillingdon (COVID-19)	10,000	-	10,000	-	-	-
Harrow MIND	-	2,300	2,300	-	-	-
Donations	6,520	-	6,520	-	-	-
Sub-total for Advice & Information	758,907	62,614	821,521	526,434	37,025	563,459
Social Contact						
Age UK Partnership – Digital Programme	-	48,208	48,208	1,520	9,125	10,645
Good Things Foundation (Census)	10,183	-	10,183	-	-	-
City Bridge Trust	-	37,690	37,690	32,741	-	32,741
H4All C.I.O.	20,111	-	20,111	-	-	-
Embassy of Ireland	-	9,996	9,996	-	9,998	9,998
London Borough of Harrow	30,000	-	30,000	30,000	-	30,000
London Borough of Hillingdon	269,673	-	269,673	266,021	-	266,021
London Borough of Hillingdon (COVID-19)	10,000	-	10,000	-	-	-
London Community Response Fund	-	77,379	77,379	-	-	-
Room Hire	170	-	170	12,041	-	12,041
Clubs income	35	-	35	-	9,867	9,867
Donations	2,485	-	2,485	9,006	10,327	19,333
Sub-total for Social Contact	342,657	173,273	515,930	351,329	39,317	390,646
Practical Home Services						
Charges	399,553	-	399,553	440,720	-	440,720
HMRC – furlough	11,226	-	11,226	-	-	-
H4All C.I.O.	379,821	-	379,821	240,421	-	240,421
NHS Hillingdon CCG	313,529	-	313,529	293,104	-	293,104
London Borough of Hillingdon	145,957	-	145,957	134,787	-	134,787
Nationwide Building Society	24,996	-	24,996	18,748	-	18,748
The Hillingdon Hospital NHS Trust	3,808	-	3,808	-	-	-
Other	1,365	-	1,365	-	-	-
Sub-total for Practical Home Services	1,280,255	-	1,280,255	1,127,780	-	1,127,780
Total income from charitable activities	2,381,819	235,887	2,617,706	2,005,543	76,342	2,081,885

Total government funding from Grants and Contracts in 2021 was £1,996,406 (2020: £1,206,397).

£20,715 received from Harrow Community Action was mislabelled as LB Harrow in the 2020 accounts and revised in this table.

4 Income from other trading activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Charity Shops	70,726	-	70,726	180,328	-	180,328
HMRC – furlough	64,043	-	64,043	-	-	-
London Borough of Hillingdon (COVID-19)	14,334	-	14,334	-	-	-
London Borough of Brent (COVID-19)	10,000	-	10,000	-	-	-
Donations	1,210	-	1,210	-	-	-
Gift Aid	600	-	600	-	-	-
	160,913	-	160,913	180,328	-	180,328

5a Analysis of expenditure (current year)

	Charitable activities						2021	2020
	Raising funds £	Advice & Information £	Social Contact £	Practical Home Services £	Governance costs £	Support costs £	Total £	Total £
Staff costs (Note 7)	138,101	440,110	329,309	1,001,767	–	316,872	2,226,159	1,858,902
Other staff costs	216	2,074	2,384	5,453	–	3,752	13,879	64,725
Premises	65,730	36,404	11,816	–	–	927	114,877	216,101
Direct costs of service delivery	30,932	239,087	1,502	21,245	–	1,784	294,550	151,652
Shared costs of service delivery	623	27,578	31,084	23,193	–	38,526	121,004	–
Premises costs	18,097	21,134	19,823	6,539	–	8,450	74,043	115,137
Marketing	–	–	–	60	–	–	60	7,824
Shops purchases	1,440	–	81	8	–	–	1,529	4,023
Equipment hire	140	–	210	–	–	–	350	3,190
Strategic development	–	–	–	–	–	–	–	8,225
Other costs	148	135	26	1,183	–	819	2,311	64,059
Audit & Accountancy	–	–	–	–	14,790	–	14,790	13,698
AGM & Trustee meetings	142	29	155	–	–	66	392	340
Irrecoverable VAT	–	–	–	–	–	10,152	10,152	34,643
Bank charges & penalties	–	–	–	448	2,131	–	2,579	4,076
Legal Costs	294	–	–	–	–	–	294	4,506
Sundry expenses	3,312	165	148	1,728	7,416	–	12,769	3,730
Other governance costs	590	–	7,120	527	10,453	–	18,690	5,147
Depreciation	–	–	–	–	–	27,501	27,501	19,352
	259,765	766,716	403,658	1,062,151	34,790	408,849	2,935,929	2,579,330
Support costs	22,533	122,592	77,624	186,100	–	(408,849)	–	–
Governance costs	1,917	10,432	6,605	15,836	(34,790)	–	–	–
Total expenditure 2021	284,215	899,740	487,887	1,264,087	–	–	2,935,929	
Total expenditure 2020	272,174	682,692	418,264	1,206,200	–	–		2,579,330

Notes to the financial statements

For the year ended 31 March 2021

5b Analysis of expenditure (prior year)

	Charitable activities						2020 Total £
	Raising funds £	Advice & Information £	Social Contact £	Practical Home Services £	Governance costs £	Support costs £	
Staff costs (Note 7)	132,617	334,798	217,793	867,182	–	306,512	1,858,902
Other staff costs	2,106	6,426	4,910	38,398	–	12,885	64,725
Premises costs	73,401	37,487	24,387	36	–	80,790	216,101
Direct costs of service delivery	–	109,482	39,599	685	–	1,887	151,653
Premises costs	5,057	18,352	15,348	8,013	–	68,367	115,137
Marketing	568	116	714	2,612	–	3,814	7,824
Shops purchases	3,839	–	–	184	–	–	4,023
Equipment hire	–	–	280	–	–	2,910	3,190
Strategic development	–	–	–	–	8,225	–	8,225
Other costs	–	10,123	–	2,199	–	51,737	64,059
Audit & Accountancy	–	–	–	–	13,698	–	13,698
AGM & Trustee meetings	–	–	–	–	340	–	340
Irrecoverable VAT	–	–	–	–	34,643	–	34,643
Bank charges & penalties	–	–	–	63	4,013	–	4,076
Legal Costs	–	3,396	–	–	1,110	–	4,506
Sundry expenses	1,243	408	757	462	860	–	3,730
Other governance costs	436	2,513	–	312	1,886	–	5,147
Depreciation	–	–	–	–	–	19,352	19,352
	219,267	523,101	303,788	920,146	64,775	548,254	2,579,331
Support costs	47,317	142,728	102,381	255,828	–	(548,254)	–
Governance costs	5,590	16,863	12,096	30,226	(64,775)	–	–
Total expenditure 2020	272,174	682,692	418,265	1,206,200	–	–	2,579,331

Notes to the financial statements

For the year ended 31 March 2021

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2021 £	2020 £
Depreciation	27,501	19,352
Operating lease rentals payable:		
Property	96,833	123,700
Other	-	2,608
Auditor's remuneration (excluding VAT):		
Audit 2021	10,000	9,750
Audit 2020 – under-accrual	1,789	3,948
	<u>2,226,159</u>	<u>1,858,902</u>

7 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	1,983,485	1,652,239
Redundancy and termination costs	1,176	20,986
Social security costs	152,542	117,110
Operating costs of defined contribution pension schemes	81,958	63,735
Other forms of employee benefits	6,998	4,832
	<u>2,226,159</u>	<u>1,858,902</u>

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

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

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £217,601 (2020: £159,098).

The charity trustees were neither paid nor 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).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 112 (2020: 107).

	2021 No.	2020 No.
Chief Officer	1	1
Administration and support	12	11
Advice and information	22	17
Social Contact	8	10
Practical Home support	62	59
Charity shops and other services	7	9
	<u>112</u>	<u>107</u>

9 Related party transactions

There are no related party transactions to disclose for 2021 (2020: none).

Mr Roger Calverley, trustee, and Mr Julian Lloyd, CEO, are also trustees for H4All C.I.O. Any work for H4All is on an arm's length basis.

Income received from H4All C.I.O. covered the cost of staff seconded to the charity to support the broader Health & Wellbeing aims of Age UK Hillingdon, Harrow & Brent, along with the costs of services provided to H4All. Services provided include the costs of finance and procurement support. The total income received from H4All in 2020 was £665,685 (2020: 240,421).

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

10 Taxation

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

11 Tangible fixed assets

Cost	Leasehold Improvements & Townfield £	Fixtures and fittings £	Computer equipment £	Motor vehicles £	Total £
At the start of the year	114,284	4,668	67,392	29,870	216,214
Additions in year	–	–	–	–	–
At the end of the year	<u>114,284</u>	<u>4,668</u>	<u>67,392</u>	<u>29,870</u>	<u>216,214</u>
Depreciation					
At the start of the year	58,134	3,426	46,673	29,870	138,103
Charge for the year	9,765	888	16,848	–	27,501
At the end of the year	<u>67,899</u>	<u>4,314</u>	<u>63,521</u>	<u>29,870</u>	<u>165,604</u>
Net book value					
At the end of the year	<u>46,385</u>	<u>354</u>	<u>3,871</u>	<u>–</u>	<u>50,610</u>
At the start of the year	<u>56,150</u>	<u>1,242</u>	<u>20,719</u>	<u>–</u>	<u>78,111</u>

All of the above assets are used for charitable purposes.

12 Listed investments

	2021 £	2020 £
Fair value at the start of the year	18,980	24,294
Additions at cost	–	–
Net gain / (loss) on change in fair value	6,133	(5,314)
Fair value at the end of the year	<u>25,113</u>	<u>18,980</u>
Investments comprise:		
	2021 £	2020 £
Shares listed on the London Stock Exchange	25,113	18,979
Shares held in subsidiary	1	1
	<u>25,114</u>	<u>18,980</u>

Age UK Hillingdon, Harrow and Brent has a dormant trading subsidiary, Age UK Hillingdon Services Ltd, company number 07472681.

Notes to the financial statements

For the year ended 31 March 2021

13 Stock*

	2021 £	2020 £
Finished goods	1,905	1,477
	<u>1,905</u>	<u>1,477</u>

* Minor stock balance written off after 31 March 2021.

14 Debtors

	2021 £	2020 £
Trade debtors	397,082	419,120
Other debtors	9,245	9,038
Prepayments	41,274	52,545
Accrued income	25,416	21,749
VAT recoverable	426	2,201
	<u>473,443</u>	<u>504,653</u>

15 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	65,823	56,737
Taxation and social security	41,703	32,397
Other creditors	4,660	7,000
Accruals	71,611	142,769
Deferred income (note 16)	165,547	44,969
Pension Fund	5,375	16,523
	<u>354,719</u>	<u>300,395</u>

16 Deferred income

Deferred income comprises of income received in advance of delivery.

	2021 £	2020 £
Balance at the beginning of the year	44,969	19,020
Amount released to income in the year	(44,969)	(19,020)
Net value of income deferred in the year	<u>165,547</u>	<u>44,969</u>
Balance at the end of the year	<u>165,547</u>	<u>44,969</u>

17a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	50,610	–	–	50,610
Investments	25,114	–	–	25,114
Net current assets	829,123	500,000	84,404	1,413,527
Net assets at 31 March 2021	<u>904,847</u>	<u>500,000</u>	<u>84,404</u>	<u>1,489,251</u>

17b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	78,111	–	–	78,111
Investments	18,980	–	–	18,980
Net current assets	916,493	12,773	75,211	1,004,477
Net assets at 31 March 2020	1,013,584	12,773	75,211	1,101,568

18a Movements in funds (current year)

	At 1 April 2020 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2021 £
Restricted funds:					
Advice & Information	16,710	62,614	(61,514)	–	17,810
Social contact	58,501	178,273	(170,180)	–	66,594
Total restricted funds	75,211	240,887	(231,694)	–	84,404
Unrestricted funds:					
Designated funds:					
Advice & Information	4,677	–	(4,677)	–	–
Social contact	8,096	250,000	(8,096)	–	250,000
Development Fund	–	250,000	–	–	250,000
Total designated funds	12,773	500,000	(12,773)	–	500,000
General funds	1,013,584	2,582,725	(2,691,462)	–	904,847
Total unrestricted funds	1,026,357	3,082,725	(2,704,235)	–	1,404,847
Total funds	1,101,568	3,323,612	(2,935,929)	–	1,489,251

The narrative to explain the purpose of each fund is given at the foot of the note below.

Notes to the financial statements

For the year ended 31 March 2021

18b Movements in funds (prior year)

	At 1 April 2019 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2020 £
Restricted funds:					
Advice & Information	17,083	37,125	(37,498)	-	16,710
Social contact	66,366	39,317	(47,182)	-	58,501
Practical Home support	1,520	-	(1,520)	-	-
Total restricted funds	84,969	76,442	(86,200)	-	75,211
Unrestricted funds:					
Designated funds:					
Advice & Information	15,786	20,750	(31,859)	-	4,677
Social contact	8,096	-	-	-	8,096
Practical Home support	-	-	-	-	-
Total designated funds	23,882	20,750	(31,859)	-	12,773
General funds	1,020,258	2,576,592	(2,466,585)	-	1,130,265
Total unrestricted funds	1,044,140	2,597,342	(2,498,444)	-	1,143,038
Total funds	1,129,109	2,673,784	(2,584,644)	-	1,218,249

Purposes of restricted funds

Information & Advice:

Citizens Advice Bureau Brent: To provide Information & Advice services to elderly residents in the London Borough of Brent.

Social Contact:

Embassy of Ireland, Department of Foreign Affairs and Trade: The Emigrant Support Programme provided a grant of £10,000 for the year 1 July 2020 to 30 June 2021. These funds were restricted for the Failte (Irish Elders) project.

A P Taylor Trust: To support the Failte (Irish Elders) project.

Harrow Community Action: Two contracts: 1) For the recruitment and coordination of volunteers in the London Borough of Harrow. 2) To provide Social Prescribing resources for residents in the London Borough of Harrow.

London Community Response Fund: A fund to develop a Care Calling programme for vulnerable elderly residents, facing social isolation.

Purposes of designated funds

Social Contact:

A significant legacy was received from a Harrow resident, and has been designated for the five year development of a befriending programme in Harrow.

Development Fund:

The balance of the above legacy to be used to support the capacity and capability of the Charity to support its expansion over the next five years.

Notes to the financial statements

For the year ended 31 March 2021

19 Operating lease commitments payable as a lessee

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

	Property 2021 £	2020 £	Equipment 2021 £	2020 £
Less than one year	96,833	123,700	–	2,608
One to five years	241,875	298,208	–	–
Over five years	–	40,500	–	–
	338,708	462,408	–	2,608

20 Clients' money

The charity acts as agents for clients to hold money on their behalf to spend on shopping and the use of the services the charity offers to the public. All expenditure carried out is requested by the client or authorised persons.

The balance held as at the 31 March 21 in respect of clients totals £745 owed from clients (2020 – £988 owed by clients).

During the year £29,563 (2020: £23,415) was received into the account and expenditure paid out was £30,345 (2020: £22,966).

21 Pensions**SCHEME: TPT Retirement Solutions – The Growth Plan**

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025: £11,243,000 per annum
(payable monthly and increasing by 3% each on 1st April)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Notes to the financial statements

For the year ended 31 March 2021

21 Pensions (continued)

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum
(payable monthly and increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 per annum
(payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities. The deficit contributions paid by Age UK Hillingdon Harrow and Brent in the year ended 31 March 2021 were £93 (2020: £91).

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

	31-Mar-21 (£s)	31-Mar-20 (£s)	31-Mar-19 (£s)
Present value of provision	380	450	546

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

	Period Ending 31-Mar-21 (£s)	Period Ending 31-Mar-20 (£s)
Provision at start of period	450	546
Unwinding of the discount factor (interest expense)	10	7
Deficit contribution paid	(93)	(91)
Remeasurements – impact of any change in assumptions	13	(12)
Remeasurements – amendments to the contribution schedule	–	–
Provision at end of period	380	450

INCOME AND EXPENDITURE IMPACT

	Period Ending 31-Mar-21 (£s)	Period Ending 31-Mar-20 (£s)
Interest expense	10	7
Remeasurements – impact of any change in assumptions	13	(12)
Remeasurements – amendments to the contribution schedule	–	–
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

ASSUMPTIONS

	31-Mar-21 % per annum	31-Mar-20 % per annum	31-Mar-19 % per annum
Rate of discount	0.66	2.53	1.39

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

21 Pensions (continued)**DEFICIT CONTRIBUTIONS SCHEDULE**

Year ending	31-Mar-21 (£s)	31-Mar-20 (£s)	31-Mar-19 (£s)
Year 1	96	93	91
Year 2	99	96	93
Year 3	102	99	96
Year 4	87	102	99
Year 5	-	87	102
Year 6	-	-	87

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

Based on the valuation completed on 30 September 2020, The employer debt on withdrawal would be £21,088.28.

22 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.