



Company number: 3136052

Charity number: 1051711

Age UK Hillingdon, Harrow and Brent

Report and financial statements

For the year ended 31 March 2023

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Age UK Hillingdon, Harrow and Brent

Reference and administrative information

For the year ended 31 March 2023

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, Age UK Brent and Age UK North West London.

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
Christine Beatty	
Tony Burch	
Heather Du Pille	
Tony Valentine	(resigned 22 November 2022)
Hiran Weeraratne	(resigned 15 August 2022)
Peter Slavid	
Carolina Castillo	
Ami Kotecha	(resigned 30 August 2022)
Natasha Spence	
Kalpa Kharicha	(appointed 22 November 2022)
Gurpreet Mangat	(resigned 5 September 2022)
Christopher Jenner	(appointed 15 January 2023)

Honorary President The Mayor of Hillingdon

Key management personnel	Julian Lloyd	Chief Executive & Company Secretary
	Hannah Cinamon	Director of Resources (until 28 September 2022)
	Samantha MacKenzie	Director of Resources (from 1 September 2022)
	Clare Miles	Director of Finance (until 1 May 2023)
	Tina Smith	Director of Services (Commercial & Retail) (until 28 June 2023)
	Elizabeth Tack	Director of Services (Statutory and Trusts)

Reference and administrative information

For the year ended 31 March 2023

Bankers	CAF Bank Ltd, 25 Kings Hill Avenue, West Malling, Kent, ME19 4JO
	Santander Bank Bridle Road Bootle Merseyside, L30 4GB
Solicitors	Hunters Law LLP 9 New Square, Lincoln's Inn London WC2A 3QN
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 2023.

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

Trustees' annual report

For the year ended 31 March 2023

- Look after themselves and retain their independence
- 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. To pursue strategic alliances to develop service provision and improve efficiency
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 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 general information, advice and casework surgeries from 7 locations, along with a digital and phone-based service available 5 days a week, plus a national telephone helpline that is available 365 days a year.

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.

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

Gateway partnership

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 HHB 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/Wellbeing

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/wellbeing in partnership with other local charities in both Hillingdon (through H4all CIO) and Harrow (through Harrow Together). 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, through our H4All partnership, 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, in partnership with local charities, we deliver a Social Prescribing Link worker service on behalf of the 4 of the 5 Primary Care Networks (PCNs). We are also funded via London Borough Harrow to provide light touch oversight of the service along with a focus on developing community services for prescribers to access.

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 our 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 **Faile Irish Club** and our **Interactive Older Peoples club** which can have attendances of over 80 older people.

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. Post pandemic we are utilising volunteers to support those who have lost confidence to re-engage with services provided by Age UK HHB and others.

3) Practical Home Services

Hospital services

Age UK HHB has been providing support to older people in Hillingdon Hospital for the last 19 years. We provide support, information and advice to **older people in A&E** and, if they are not admitted to hospital, our support workers 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. We also have **Take Home and Settle Service** that supports older

Trustees' annual report

For the year ended 31 March 2023

people who are discharged from hospital. Our staff will accompany a patient home and take on any tasks necessary to ensure they are settled safely and best placed to complete recuperation.

We deliver a **discharge support service for Northwick Park Hospital**, in partnership with Harrow Carers, supporting residents of Harrow and Brent who are discharged home. The service was initially piloted during the winter of 2021/22, then extended and has recently been approved for ongoing funding

We also secured a contract in partnership with Age UK Buckinghamshire to provide a **Discharge Support Service to residents of Buckinghamshire**, from 1 April 2022. This service combines the discharge expertise of Age UK HHB with the local knowledge and integration of Age UK Bucks to better support the older residents of Buckinghamshire.

Through the Winter of 2022/23 we piloted a discharge support service from **Ealing Hospital** in partnership with Age UK Ealing. We are working with local commissioners to develop a case for longer term funding for this service.

The provision of discharge services across the wider geography ensures we can support older people across borough boundaries, a factor that traditionally challenges local service provision.

Hospitals are under unprecedented pressure post-pandemic and a very high proportion of hospital patients are older residents. As such we feel this is an important area of work where we are able to work in **partnership with the NHS** helping to reduce pressure on scarce resources whilst supporting good health outcomes for older residents.

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.

In Harrow we are running a project supporting older residents on **Orthopaedic Waiting Lists**. This programme aims to support older patients to liaise with surgical units, to maintain exercise and diet to be 'operation ready' and to support with admission and discharge logistics.

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.

Our **Trusted Traders Service** provide a wider range of professional services to older people across the region, at affordable prices, by local, reputable tradespeople. This service is an important mechanism to provide access to tradespeople who are vetted by Age UK HHB 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.

Age UK HHB provides paid for support to establish a **Lasting Power of Attorney**. This service is based upon a model developed by Age UK. We are operating the service in partnership with Age UK Ealing, Age UK Hammersmith and Fulham, Age UK Hounslow, Age UK Kensington and Chelsea and Age UK Westminster to support older residents of North West London to set up a Lasting Power of Attorney at an affordable price. The service is delivered at cost as we believe a Lasting Power of Attorney is in the best interests of older people. Any profits generated through this service will contribute towards the work of Age UK partners supporting older residents of North West London.

4) Income generation activities

We operate 2 charity shops in Hillingdon – one in Ruislip and one in Kings Hill. In 2021 we entered into partnership with Harlington Hospice and Michael Sobell Hospice to combine our retail operations with a view to consolidating our management costs and optimising income generation for the 3 charities through economies of scale. We now operate a group of 9 shops across the partnership and have seen improved performance for all 3 partners on post vs pre pandemic profitability.

We employ a community fundraiser who has helped us to develop and sustain partnerships with local businesses such as DHL, Big Shots Golf, Coca Cola etc. as well as running a wide range of fundraising events to generate funds to support our work. In particular we would like to acknowledge the support of **Insight** who through their Uxbridge offices supported Age UK HHB as their nominated charity through 2022/23.

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

ACHIEVEMENTS AND PERFORMANCE:

The board reviews performance of service delivery against contractual and business planning targets. Detailed traffic light reports are reviewed on a quarterly basis any areas of underperformance are highlighted and remedial actions agreed. For the year 2022/23 there were only occasional dips in performance usually through staffing vacancies, but these dips smoothed through the course of the year and our target outcomes and outputs were met or exceeded. The one exception being carers assessment targets which were not met, though these were reframed in negotiation with commissioners and have subsequently been removed from the service specification. Highlights set out below:

1) Information and advice services

- We had a total of **9,036** 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 **£1,270,058** of additional income for older people.

Gateway Partnership

Advocacy Services

- Independent Mental Capacity Advocacy (IMCA) and Paid Representative (RPPR) services supported **201** clients
- Independent Mental Health Advocacy (IMHA) service supported **270** clients
- Independent Care Act Advocacy (IMCAA) service supported **157** clients

Adult Carer Services

- **503** newly registered carers
- **19** Awareness raising events were held with **343** attendees
- **248** Adult Carers were supported through information and advice, signposting or peer group support
- **218** Carers Needs Assessments were completed
- **195** Support Groups were held for carers

Young Carer Services

- **100** newly registered carers
- **53** support groups were facilitated over the year with **91** attendees
- **20** Activities were organised for young carers through the year with **84** attendees

Social Isolation & Loneliness Prevention Service

- **537** referrals received to the service
- **6** groups facilitated per week

Social Prescribing Services

- Our Harrow Social prescribing service (delivered in partnership through Harrow Together) received **500** referrals during 2022/23

Main reasons for referrals were:

- Mental Health
- Social Isolation
- Carer
- Dealing with Chronic Illness
- Low Self-Esteem/Confidence

- Our Hillingdon Social prescribing service (delivered in partnership through H4all) supported **958** clients
8,777 client contacts were made by the wellbeing team
- We saw strong improvement in wellbeing through MYCaW® and ONS 4 outcome measure tools

2) Social Contact

Community Services

- An average of **116** older people were supported through our befriending service through the course of the year.
- **577 tasks** were carried out for older people through our good neighbour scheme
- We saw **394** people attending Falte, Interactive and Active Ageing groups. We recorded **5,881** attendances at groups.
- **202** people benefited from Cognitive Stimulation Therapy and Dementia Support
- **92** older people were trained to use digital devices to help connect with family, friends and interests. We ran **44 training sessions** and trained **11 digital champions**.
- Our 2-year Lung Health programme came to a close in 2023, we provided health checks for **2,646** residents, 47% of these were offered **CT scans**. **79% of cancers found were at stage 1 or 2 compared to 32% from other routes**.

3) Practical Home Services

Hospital Services

Hillingdon Hospital

- Our A&E team supported **9,861 older people** in the emergency department at Hillingdon
- Out Take Home and Settle team supported **3,732 older people** on hospital wards

And escorted/followed up at home **514 older people**

Northwick Park

- **1,286 older people** were supported/escorted home to either Harrow or Brent

Buckinghamshire (Stoke Mandeville and Wexham Park)

- **998 older people** were supported home following discharge

Ealing Hospital (Winter pressures pilot)

- **212 older people** were supported home following discharge

Hillingdon Falls

- Our Falls prevention team conducted 688 visits to **172** older people at risk of falling.

Harrow Falls (Winter pressures pilot)

- **101 older people** were supported in strength and balance training

Charged for services

- Our Help at Home Service supported **290 older people**
- We undertook **13,510 jobs** through the course of the year delivering **a wide range of support from social contact through to practical tasks like cleaning and shopping or accompanying to appointments**
- Our Homeshare service was re-opened after the pandemic and we have been getting a steady stream of enquiries from sharers and householders. 3 successful shares were established during 2022/23 and in 2023 we went into partnership with 2 Generations with a view to scaling this service across our region
- We had **21 local traders** registered with our Trusted Traders service and took **834 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 contracted Information and Advice funding in Harrow and Brent with fundraised income, but aim to develop capacity in these boroughs. We are collaborating with Age UK Kensington and Chelsea + Age UK Hammersmith and Fulham to provide triage of I&A enquiries. This allows us collectively to offer the point of phone access 5 days per week.

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. To pursue strategic alliances to develop service provision and improve efficiency

We have been successful at nurturing and building on strategic alliances in all three boroughs. Age UK HHB continue to play a leading role within H4all (a third sector consortium based in Hillingdon that has seen continued growth in 2022/23). We successfully led the development of a collaborative social prescribing service in Harrow through our membership of Harrow Together (third sector consortium based in Harrow) which we built upon with the Discharge Support Service from Northwick Park Hospital. We are lead agent for the Gateway partnership along with 2 other third sector partners delivering a range of services in Brent. Age UK HHB 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. In 2021/22 we bid successfully in partnership with Age UK Buckinghamshire to deliver hospital discharge services in Buckinghamshire with the service starting from 1 April 2022. We have developed a Lasting Power of Attorney service with 5 Age UK partners, delivering a service across North West London.

4. Diversify our income.

2022/23 has been a successful year for Age UK HHB. We have retained most of our income streams and been successful in securing a number of short-term grants and legacies

We have been successful in securing funding for 15 months to deliver discharge services to patients from Northwick Park Hospital, serving residents of Harrow and Brent. We also secured a 2-year contract to delivery discharge support services in Buckinghamshire in partnership with Age UK Bucks.

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 2022/23 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. We have recently outsourced management support to Age UK K&C, so sharing management costs across the 2 organisations.

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. We consolidated our trading operations across the 3 charities. Our shops have returned to full trading during 2022/23 and we 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. We developed a marketing strategy in 2022/23 which will be implemented in 2023/24 with a view to further building our profile locally and supporting our fundraising activity.

5. Promote the work of the charity.

Over recent years the profile of Age UK HHB has grown 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.

Age UK HHB is the lead third sector agent for older people with each of the 3 local authorities. We hold positions within each of the local care partnerships at borough level and also hold a seat on the leadership team of 3ST and have positions on key NHS boards representing the third sector across North West London.

Our work, particularly around collaboration, partnership and integration has been recognised by NHS England, Age UK and London partners, and we have presented at a range of national forums.

We have approved a marketing strategy and will invest in our marketing to further promote our work during 2023/24.

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 record impact measures across the majority of our services in order to measure outcomes as well as outputs, using externally validated tools.

In 2021/22 we moved from Charitylog to Salesforce as our primary client record system as part of a national programme sponsored by Age UK. This system is now fully embedded and enables us to capture data more systematically with significantly improved reporting functionality.

7. Develop, support and value our staff and volunteers.

All staff and volunteers receive a tailored induction programme when joining Age UK HHB. 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 2 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. Staff and volunteers contribute towards the annual review of our strategy and were engaged at our Staff and Volunteer away days during 2022/23. We survey our staff and volunteers on an annual basis and develop an action plan based upon the findings.

Through 2022/23 we successfully completed our Investors in People audit culminating in an upgraded Silver Award made in April 2023. Our assessor commended Age UK HHB and recommended us for an Investors in People award.

We undertook an independent pay review in 2022/23 to ensure a

We undertook an independent pay review in 2022/23 to ensure a fair pay structure that is in line with our sector and the board approved an inflationary uplift that was weighted towards those staff on lower salaries. We maintained our commitment to the London Living Wage.

At the end of March 2023, we had 114 staff and 184 volunteers. Our volunteers contributed an estimated 27,600 hours of their time during the year. Based on the London Living Wage, this equates to a value of £329,820 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 £3,907,527 (2022: £2,967,787) an increase of £939,740. The increase in income was primarily due to new services that commenced in 2022/23 and higher legacy income received in 2023 £140,387 (2022: £37,884). Income breaks down as follows:

Income	2022-23	2021-22	Change
	£	£	£
Information & Advice	1,042,037	909,866	132,171
Social Contact	487,265	430,341	56,924
Practical Home Services	1,927,922	1,328,073	599,849
Voluntary income	191,927	90,444	101,483
Trading income	258,376	209,064	49,312
Total	3,907,527	2,967,787	939,740

Expenditure

Total expenditure was £3,876,311 (2022: £3,129,657), an increase of £746,653. Expenditure breaks down as follows:

Expenditure	2022-23	2021-22	Change	Change
	£	£	£	%
Information & Advice	1,063,955	986,154	77,801	8%
Social Contact	506,592	444,006	62,586	14%
Practical Home Services	1,983,225	1,396,888	586,337	42%
Raising funds	322,539	302,609	19,930	7%
Total	3,876,311	3,129,657	746,653	24%

Reserves	2022-23	2021-22	Change	Change
	£	£	£	%
Restricted reserves	17,810	25,588	-7,778	-30%
Designated reserves	355,269	484,049	-128,780	-27%
General reserves	987,217	819,345	167,873	20%
Total reserves	1,360,296	1,328,982	31,315	2%

Net surplus for the year

The Charity reported a surplus of £31,314 for the year ended 31 March 2023 (2022: Deficit £160,269). The deficit in the year ended 31 March 2022 was a planned deficit.

Results	2022-23 £	2021-22 £	Change £	Change %
Reserves brought forward	1,328,982	1,489,251	-160,269	-12%
Result for the year	31,314	-160,269	191,585	
Reserves carried forward	1,360,296	1,328,982	31,316	2%

Investment Policy

Funds 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. This investment is low risk, but does not provide adequate protection against inflation.

The Board of Trustees is considering its options with regard to investments given the higher inflation environment at the time of writing this report.

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 2023/24 are focused on: dealing with the impact and legacy of the Covid pandemic. We are focussing on the medium to long term impact of prolonged isolation due to lockdown and Covid related restrictions on the health and wellbeing of older people. This has been compounded by cost-of-living pressures and significant numbers of older people impacted by fuel poverty. With the economic downturn, we are seeing pressures building on local authority and NHS budgets, fundraising income and our retail operations. A number of our larger statutory contracts are due for renewal which brings a risk of reduction or loss of funding. Our NHS funded services across all three boroughs are going out to procurement during 2024 – this is in line with the new NHS commissioning structure nationally. We are in a strong position to bid and retain these contracts. London Borough Hillingdon (our largest grant funder) are moving from grant

funding to a procurement model in line with other London local authorities. The transition is being phased through 2023–2025 and the local authority has stated a commitment to avoid destabilising the sector. As such, whilst we might anticipate changes to service provision, we are in a position to influence future funding priorities. We are scenario planning for contraction of the charity, but we have a strong track record in competitive processes, and where successful, contracted income will be secured for a number of years, so offering greater security going forward.

Reserves policy and going concern

For the purposes of determining the level of reserves calculations have been done to reflect:

- the costs that would arise from the shutdown of Age UK Hillingdon, Harrow and Brent as a going concern with an orderly wind down;
- possible loss of income arising from lower demand for paid for services;
- planned investment in infrastructure projects held as designated funds.

The following elements have been evaluated to calculate the minimum reserves calculation for Age UK Hillingdon Harrow and Brent:

1. Statutory redundancy costs for employees in services where grants or contracts will be up for renewal in 2023–2025, 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 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, Harrow and Brent.
4. A fund to cover potential loss of income from charity shop trading, fundraising events and donations.
5. A fund to cover potential loss of income from Help at Home clients, to cover essential staff costs at risk if demand declines.
6. Designated legacy and grant funds.

This calculation results in a total target reserves position of £1,272,986. Total reserves, excluding restricted reserves, at 31 March 2023 are £1,342,486. Total restricted funds at 31 March 2023 are £17,810.

Trustees feel the required reserves calculation is reasonable, and that actual reserves are sufficient to ensure the organisation can meet planned service delivery obligations in 2023/24 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.

The Trustees believe that Age UK Hillingdon, Harrow and Brent is well placed to manage its financing and other operational risks satisfactorily and have a reasonable expectation that Age UK HHB will have adequate resources to continue in operation for the foreseeable future and meet its liabilities as they fall due. They therefore consider it appropriate to adopt the going concern basis of accounting in preparing the financial statements.

COVID

There are legacies of the pandemic that affect older people.

- Many remain anxious about catching Covid
- Behaviours have become entrenched for some which has reduced independence
- Some have lost confidence and are not leaving their home
- Some have reduced activity and have consequently lost strength and mobility
- Some older people have not been vaccinated
- Many older people are isolated as a result of factors above

We have taken learning from the pandemic. Whilst all services have reopened, we have modified the way that we deliver services to ensure we target resources most effectively and to those most in need. For example, we are able to provide more Information and Advice over the phone and internet, but still provide face to face appointments for those who are only able to be supported in this way.

Our workforce is also working in a more flexible way. We have introduced hybrid working policies for staff and we are reviewing our use of premises in line with the new ways of working.

Fundraising

Age UK HHB is committed to responsible fundraising and is a member of, and registered with, the fundraising regulator and adheres to its policies. Age UK HHB 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.

Age UK HHB have committed to good fundraising practice and have committed to follow the code of fundraising practice. No complaints were received during the year in relation to fundraising practice.

Key activities included our Big Knit campaign, support for Age UK raffles and drives for stock for our retail shops. We continued to nurture and develop corporate partnerships in the boroughs. We received support from Insight who named us as their charity of the year. We received in kind support from staff volunteering their time and energy from Heathrow Airport, CISCO and Giff Gaff.

Plans for the future

Our focus for the year ahead will be 'recovery'. As a result of the pandemic, a much higher proportion of older people are experiencing isolation and are in greater need of our support. This has been compounded by cost of living and fuel poverty which are impacting those older residents who are in greatest need. As such we are experiencing high demand and capacity pressures. We are focussing on securing sufficient resource to meet demand.

Trustees' annual report

For the year ended 31 March 2023

Our board undertook annual reviews and refocus of our 5-year strategy in July 2022 and November 2023. This has helped us to review our priorities for recovery, but we are not proposing any significant changes to our broad strategic direction.

Age UK and the wider network are developing a shared strategy and renewing our network agreements. Review and renewal of our strategy will be informed by the development of this contextual framework from our federation of charities.

Key priorities for us are going to be ensuring we can deliver on our strategy through the current economic recession. We anticipate that the longer-term impacts of Covid on the physical and mental health as well as the broader wellbeing of older people will continue to place pressure on our finite resources.

Pressure on Local Authority and NHS budgets place risks on current services and future opportunities and much of our current statutory funding is at risk and due for retender/renegotiation.

Most of our income streams are unlikely to rise in line with the inflationary pressures on our costs. As such we are putting in place plans to further reduce overheads and back-office costs to ensure we minimise any impact on service delivery. Alongside these mitigating actions, we will continue to build out, looking for further opportunities to grow and diversify our income streams, in partnership wherever possible.

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. The articles of association were updated in 2018 following the merger of Age UK Hillingdon with Age UK Brent and Age UK Harrow.

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 an Annual General 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 in person with 5 shorter online meetings 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

Whilst trustees are elected at the Annual General Meeting, they 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.

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. The Board is able to co-opt members between Annual Meetings.

Trustee induction and training

All trustees attend an Age UK HHB induction day alongside new staff and volunteers to support basic orientation within the charity. Trustees are provided with a comprehensive Trustee Induction programme.

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. 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 2022/23 CEO of Age UK HHB represented London partners on the Age England Association as a Director of the Company.

Trustees' annual report

For the year ended 31 March 2023

During 2022/23, 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 an associate member of **Harrow Together (HT)**, 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 HHB CEO was appointed to the board of Trustees. Age UK HHB is lead delivery partner for the Harrow Social Prescribing partnership, Lead partner for delivery of Northwick Park Discharge Support Service and a delivery partner for SWISH (information and advice). Age UK HHB CEO is a representative for HT on the local Integrated Care Partnership Executive.

Age UK HHB lead a successful partnership delivering the **Brent Gateway** services. Partners who subcontract to Age UK HHB in this partnership are Community Connex and Capable Communities.

Age UK HHB led a successful bid in partnership with Age UK Buckinghamshire to provide hospital discharge services in Buckinghamshire. These services commenced on 1 April 2022.

During the course of 2021/22 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 HHB CEO is one of the 10 members on the leadership team for **3ST**. During 2023, at the time of writing this report, H4All has reconstituted to become 3ST and CEO and one Trustee of Age UK HHB are Trustees on the board.

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.

During 2022/23 we undertook an independent pay review benchmarking all staff salaries externally and internally. We addressed anomalies, introduced a new salary scale structure and also approved an inflationary uplift implemented from 1 April 2023 weighted to support those on lower salaries.

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 HHB 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 of each local authority.

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

We regularly engage with our wider stakeholders through our Community Fundraiser. During 2021/22 we developed a marketing strategy to improve supporter engagement across all communication channels. This strategy will be implemented through the course of 2022/23.

Service users

Receive regular feedback opportunities and consultation exercises. 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 HHB or on behalf of our statutory partners.

Statement of responsibilities of the trustees

The trustees (who are also directors of Age UK Hillingdon, Harrow & 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

Trustees' annual report

For the year ended 31 March 2023

- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and 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 2023 was 10 (2022: 13). 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 re-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 22 November 2023 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 & Brent (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 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.

Other Information

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

We have nothing to report in this regard.

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; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

Independent auditor's report

To the members of

Age UK Hillingdon, Harrow and Brent

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, and the finance committee, 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.
- 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.

Independent auditor's report

To the members of

Age UK Hillingdon, Harrow and Brent

- 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)

8 December 2023

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

Age UK Hillingdon, Harrow and Brent
Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

		Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
	Note						
Income from:							
Donations and legacies	2	191,927	–	191,927	90,444	–	90,444
Charitable activities							
Advice & Information	3	1,007,177	34,860	1,042,037	828,618	81,248	909,866
Social Contact	3	338,317	148,948	487,265	324,318	106,023	430,341
Practical Home Support	3	1,891,595	36,327	1,927,922	1,328,073	–	1,328,073
Other trading activities	4	239,614	18,762	258,376	209,064	–	209,064
Total income		3,668,630	238,897	3,907,527	2,780,516	187,271	2,967,787
Expenditure on:							
Raising funds	5a	303,777	18,762	322,539	302,609	–	302,609
Charitable activities							
Advice & Information	5a	1,027,999	35,956	1,063,955	888,192	97,962	986,154
Social contact	5a	350,962	155,630	506,592	295,881	148,125	444,006
Practical Home support	5a	1,946,898	36,327	1,983,225	1,396,888	–	1,396,888
Total expenditure		3,629,636	246,675	3,876,311	2,883,570	246,087	3,129,657
Net income / (expenditure) before net gains / (losses) on investments		38,994	(7,778)	31,216	(103,054)	(58,816)	(161,870)
Net gains / (losses) on investments		98	–	98	1,601	–	1,601
Net income / (expenditure) for the year	6	39,092	(7,778)	31,314	(101,453)	(58,816)	(160,269)
Transfers between funds		–	–	–	–	–	–
Net movement in funds		39,092	(7,778)	31,314	(101,453)	(58,816)	(160,269)
Reconciliation of funds:							
Total funds brought forward		1,303,394	25,588	1,328,982	1,404,847	84,404	1,489,251
Total funds carried forward		1,342,486	17,810	1,360,296	1,303,394	25,588	1,328,982

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 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	11		40,220		42,914
Investments	12		26,811		26,713
			<u>67,031</u>		<u>69,628</u>
Current assets:					
Debtors	13	713,771		299,191	414,580
Cash at bank and in hand		1,353,733		1,502,093	
		<u>2,067,504</u>		<u>1,801,284</u>	
Liabilities:					
Creditors: amounts falling due within one year	14	774,239		541,930	232,309
				<u></u>	
Net current assets			<u>1,293,265</u>		<u>1,259,354</u>
Total net assets			<u><u>1,360,296</u></u>		<u><u>1,328,982</u></u>
The funds of the charity:	17a				
Restricted income funds			17,810		25,588
Unrestricted income funds:					
Designated funds		355,269		484,049	
General funds		987,217		819,345	
		<u></u>		<u></u>	
Total unrestricted funds			<u>1,342,486</u>		<u>1,303,394</u>
Total charity funds			<u><u>1,360,296</u></u>		<u><u>1,328,982</u></u>

Approved by the trustees on 22 November 2023 and signed on their behalf by

Neil Franklin
Chair of the Board of Trustees

Statement of cash flows

For the year ended 31 March 2023

	Note	2023 £	£	2022 £	£
Cash flows from operating activities					
Net (expenditure)/ income for the reporting period (as per the statement of financial activities)		31,314		(160,269)	
Depreciation charges		3,734		7,696	
(Gains)/losses on investments		(98)		(1,601)	
(Profit)/loss on the disposal of fixed assets		–		–	
(Increase)/decrease in debtors		(414,580)		174,252	
Increase/(decrease) in creditors		232,309		187,211	
Net cash (used in)/ provided by operating activities			(147,321)		207,289
Cash flows from investing activities:					
Purchase of fixed assets		(1,040)		–	
(Increase)/decrease in stocks		–		1,905	
Net cash (used in) /provided by investing activities			(1,040)		1,905
Change in cash and cash equivalents in the year			(148,361)		209,194
Cash and cash equivalents at the beginning of the year		1,502,093		1,292,899	
Change in cash and cash equivalents due to exchange rate movements			–		–
Cash and cash equivalents at the end of the year		1,353,733		1,502,093	

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.

As at the date of writing this report, the principal identified financial risks relate to the sustainability of certain significant funding streams, following changes to local government and NHSB procurement processes. The potential increase in costs due to high inflation continues to impact the charity's services. In the light of these considerations, the trustees have reviewed financial projections to March 2025 and are confident that the charity can manage these risks and can continue to trade as a going concern.

The charity has taken account of the risks that may affect its service delivery and its financial outlook 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.

Notes to the financial statements

For the year ended 31 March 2023

1 Accounting policies (continued)

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.

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 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 £1,000 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 2023

1 Accounting policies (continued)

m) 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.

n) 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.

o) 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.

p) 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.

q) 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 20 to these accounts.

r) Pensions: Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Donations	31,198	–	31,198	18,560	–	18,560
Legacies	140,387	–	140,387	37,884	–	37,884
Age UK Partnership	10,000	–	10,000	10,000	–	10,000
Age UK London (Lottery)	–	–	–	20,142	–	20,142
Gift Aid	1,068	–	1,068	601	–	601
Other	9,274	–	9,274	3,257	–	3,257
	<u>191,927</u>	<u>–</u>	<u>191,927</u>	<u>90,444</u>	<u>–</u>	<u>90,444</u>

Notes to the financial statements

For the year ended 31 March 2023

3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Information & Advice						
Citizens Advice Bureau Brent	19,495	–	19,495	–	28,000	28,000
H4All CIO	10,439	–	10,439	12,332	–	12,332
Harrow Together	60,789	–	60,789	104,127	22,915	127,042
Harrow Collaborative Network	19,979	–	19,979	–	–	–
Harrow Mencap	5,500	–	5,500	22,000	–	22,000
London Borough of Brent	519,252	–	519,252	454,377	–	454,377
London Borough of Hillingdon	308,838	–	308,838	234,404	–	234,404
Age UK Warm Homes Funding	13,400	–	13,400	–	–	–
Royal Brompton and Harefield Hospital	49,485	–	49,485	–	18,633	18,633
Mercers	–	34,860	34,860	–	11,700	11,700
	–	–	–	1,378	–	1,378
Sub-total for Advice & Information	1,007,177	34,860	1,042,037	828,618	81,248	909,866
Social Contact						
Age UK Partnership – Digital Programme	2,043	11,461	13,504	–	14,774	14,774
Good Things Foundation (Census)	–	–	–	13,804	–	13,804
City Bridge Trust	–	21,145	21,145	–	31,641	31,641
H4All C.I.O.	27,223	–	27,223	43,817	–	43,817
Embassy of Ireland	–	9,342	9,342	–	6,908	6,908
A P Taylor	–	2,000	2,000	–	2,000	2,000
London Borough of Brent	–	–	–	–	12,000	12,000
London Borough of Harrow	–	–	–	6,000	–	6,000
London Borough of Hillingdon	273,558	105,000	378,558	230,988	38,700	269,688
London Borough of Hillingdon (COVID-19)	–	–	–	9,200	–	9,200
Room Hire	14,799	–	14,799	6,565	–	6,565
Clubs income	11,323	–	11,323	5,979	–	5,979
Home Share Fees	9,371	–	9,371	7,923	–	7,923
Donations	–	–	–	42	–	42
Sub-total for Social Contact	338,317	148,948	487,265	324,318	106,023	430,341
Practical Home Services						
Charges	463,850	–	463,850	419,163	–	419,163
Harrow Community Action	312,557	–	312,557	52,500	–	52,500
H4All C.I.O.	361,724	–	361,724	396,616	–	396,616
NHS NWL ICB	414,890	–	414,890	306,222	–	306,222
Buckinghamshire Council	284,431	–	284,431	–	–	–
London Borough of Hillingdon	29,000	–	29,000	146,000	–	146,000
London Borough of Ealing	22,500	–	22,500	–	–	–
Nationwide Building Society	–	–	–	6,249	–	6,249
Donation	–	36,327	36,327	–	–	–
Other	2,643	–	2,643	1,323	–	1,323
Sub-total for Practical Home Services	1,891,595	36,327	1,927,922	1,328,073	–	1,328,073
Total income from charitable activities	3,237,089	220,135	3,457,224	2,481,009	187,271	2,668,280

Total government funding from Grants and Contracts in 2023 was £1,973,382 (2022: £1,456,524).

4 Income from other trading activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Charity Shops	239,614	–	239,614	195,662	–	195,662
London Borough of Hillingdon (COVID-19)	–	–	–	8,930	–	8,930
Kick start grant	–	18,762	18,762	–	–	–
Donations	–	–	–	1,544	–	1,544
Gift Aid	–	–	–	2,927	–	2,927
	239,614	18,762	258,376	209,063	–	209,063

5a Analysis of expenditure (current year)

	Charitable activities						2023 Total £	2022 Total £
	Raising funds £	Advice & Information £	Social Contact £	Practical Home Services £	Governance costs £	Support costs £		
Staff costs (Note 7)	114,536	467,938	291,340	1,238,100	-	306,669	2,418,583	2,266,440
Other staff costs	753	3,095	5,895	7,065	-	6,154	22,962	28,484
Premises	91,502	28,709	22,260	9,039	-	29,916	181,426	168,225
Direct costs of service delivery	16,085	357,738	52,268	428,278	-	3,378	857,747	319,601
Shared costs of service delivery	53,457	17,457	13,612	25,580	-	40,989	151,095	131,165
Operating costs	6,033	19,986	14,188	21,049	-	74,299	135,555	118,623
Marketing	-	-	-	-	-	-	-	3,949
Shops purchases	3,306	-	-	159	-	-	3,465	3,897
Strategic development	-	-	-	-	5,900	-	5,900	1,100
Audit & Accountancy	-	-	-	-	12,100	-	12,100	13,552
AGM & Trustee meetings	-	-	-	-	232	-	232	1,500
Irrecoverable VAT	-	-	-	-	-	54,608	54,608	27,934
Bank charges & penalties	3,071	54	10	489	-	3,831	7,455	5,722
Legal Costs	-	-	-	-	6,192	-	6,192	4,863
Sundry expenses	-	-	-	-	-	-	-	7,677
Other governance costs	-	-	-	-	15,257	-	15,257	19,230
Depreciation	-	-	-	-	-	3,734	3,734	7,696
	288,743	894,977	399,573	1,729,759	39,681	523,578	3,876,311	3,129,657
Support costs	31,415	157,073	99,480	235,610	-	(523,578)	-	-
Governance costs	2,381	11,905	7,539	17,856	(39,681)	-	-	-
Total expenditure 2023	322,539	1,063,955	506,592	1,983,225	-	-	3,876,311	
Total expenditure 2022	302,609	986,154	444,006	1,396,888	-	-		3,129,657

Age UK Hillingdon, Harrow and Brent

Notes to the financial statements

For the year ended 31 March 2023

5b Analysis of expenditure (prior year)

	Charitable activities						
	Raising funds £	Advice & Information £	Social Contact £	Practical Home Services £	Governance costs £	Support costs £	2022 Total £
Staff costs (Note 7)	103,591	489,097	299,442	1,074,454	-	299,856	2,266,440
Other staff costs	282	791	2,626	20,731	-	4,054	28,484
Premises	80,400	29,819	20,194	16,860	-	20,953	168,225
Direct costs of service delivery	866	296,163	4,618	17,117	-	838	319,601
Shared costs of service delivery	73,269	37	625	10,980	-	46,254	131,165
Operating costs	7,772	30,806	27,321	43,612	-	9,111	118,623
Marketing	-	-	-	199	-	3,750	3,949
Shops purchases	3,869	-	-	28	-	-	3,897
Strategic development	-	-	-	-	-	1,100	1,100
Other costs	-	-	-	-	-	-	-
Audit & Accountancy	-	-	-	-	13,552	-	13,552
AGM & Trustee meetings	-	-	-	-	1500	-	1,500
Irrecoverable VAT	-	-	-	-	-	27,934	27,934
Bank charges & penalties	2,428	-	-	446	-	2,848	5,722
Legal Costs	360	-	-	2,920	1,583	-	4,863
Sundry expenses	1,975	463	1,159	1,073	-	3,005	7,677
Other governance costs	-	-	-	-	19,230	-	19,230
Depreciation	-	-	-	-	-	7,696	7,696
	274,814	847,175	355,986	1,188,420	35,864	427,398	3,129,657
Support costs	25,644	128,219	81,206	192,329	-	(427,398)	-
Governance costs	2,152	10,759	6,814	16,139	(35,864)	-	()
Total expenditure 2022	302,609	986,154	444,006	1,396,888	-		3,129,657

Notes to the financial statements

For the year ended 31 March 2023

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2023 £	2022 £
Depreciation	3,734	7,696
Operating lease rentals payable: Property	96,400	96,400
Auditor's remuneration for audit work (excluding VAT):	12,100	10,500
Auditor's remuneration for audit work under accrual for previous year	–	2,000
Auditor's remuneration for tax return	1,200	1,050
	<u>1,200</u>	<u>1,050</u>

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

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	2,137,832	2,007,931
Redundancy and termination costs	5,626	14,000
Social security costs	174,741	156,248
Defined contribution pension schemes	92,438	81,247
Other forms of employee benefits	7,946	7,014
	<u>2,418,583</u>	<u>2,266,440</u>

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2023 No.	2022 No.
£60,000 – £69,999	–	1
£70,000 – £79,999	<u>1</u>	<u>–</u>

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £233,893 (2022: £205,250).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 117 (2022: 113).

	2023 No.	2022 No.
Chief Officer	1	1
Administration and support	9	10
Advice and information	17	19
Social Contact	9	9
Practical Home support	73	67
Charity shops and other services	8	8
	<u>117</u>	<u>113</u>

9 Related party transactions

There are no related party transactions to disclose for 2023 (2022: 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 2023 was £731,906 (2022:£699,095).

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	–	–	1,040	–	1,040
At the end of the year	114,284	4,668	68,432	29,870	217,254
Depreciation					
At the start of the year	71,370	4,668	67,392	29,870	173,300
Charge for the year	3,474	–	260	–	3,734
At the end of the year	74,844	4,668	67,652	29,870	177,034
Net book value					
At the end of the year	39,440	–	780	–	40,220
At the start of the year	42,914	–	–	–	42,914

All of the above assets are used for charitable purposes.

12 Listed investments

	2023 £	2022 £
Fair value at the start of the year	26,713	25,113
Net gain / (loss) on change in fair value	98	1,600
Fair value at the end of the year	26,811	26,713
Investments comprise:		
	2023 £	2022 £
Shares listed on the London Stock Exchange	26,811	26,713
Shares held in subsidiary	–	–
	26,811	26,713

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

13 Debtors

	2023 £	2022 £
Trade debtors	317,960	
Other debtors	8,182	140,804
Prepayments	33,978	8,100
Accrued income	352,419	38,794
VAT recoverable	1,232	111,493
	-	-
	713,771	299,191

14 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	232,066	88,768
Taxation and social security	39,143	45,565
Other creditors	868	4,466
Accruals	170,895	95,765
Deferred income (note 15)	313,421	293,641
Pension Fund	17,846	13,725
	774,239	541,930

15 Deferred income

Deferred income comprises income received in advance of delivery.

	2023 £	2022 £
Balance at the beginning of the year	293,641	165,547
Amount released to income in the year	(293,641)	(164,077)
Net value of income deferred in the year	313,421	292,171
Balance at the end of the year	313,421	293,641

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	40,220	-	-	40,220
Investments	26,811	-	-	26,811
Net current assets	920,186	355,269	17,810	1,293,265
Net assets at 31 March 2023	987,217	355,269	17,810	1,360,296

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	42,914	–	–	42,914
Investments	26,713	–	–	26,713
Net current assets	749,717	484,049	25,588	1,259,355
Net assets at 31 March 2022	819,344	484,049	25,588	1,328,982

17a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
Raising funds	–	18,762	(18,762)	–	–
Charitable activities					
Advice & Information	1,096	34,860	(35,956)	–	–
Social contact	24,492	148,948	(155,630)	–	17,810
Practical Home support	–	36,327	(36,327)	–	–
Total restricted funds	25,588	238,897	(246,675)	–	17,810
Unrestricted funds:					
Designated funds:					
Social contact	253,361	–	(51,500)	–	201,861
Development Fund	230,688	–	(77,280)	–	153,408
Total designated funds	484,049	–	(128,780)	–	355,269
General funds	819,345	3,668,728	(3,500,856)	–	987,217
Total unrestricted funds	1,303,394	3,668,728	(3,629,636)	–	1,342,486
Total funds	1,328,982	3,907,625	(3,876,311)	–	1,360,296

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

17b Movements in funds (prior year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
Advice & Information	17,810	81,248	(97,962)	–	1,096
Social contact	66,594	106,023	(148,125)	–	24,492
Total restricted funds	84,404	187,271	(246,087)	–	25,588
Unrestricted funds:					
Designated funds:					
Advice & Information	–	–	–	–	–
Social contact	250,000	8,559	(5,198)	–	253,361
Development Fund	250,000	37,884	(57,196)	–	230,688
Total designated funds	500,000	46,443	(62,394)	–	484,049
General funds	904,847	2,735,674	(2,821,176)	–	819,345
Total unrestricted funds	1,404,847	2,782,117	(2,883,570)	–	1,303,394
Total funds	1,489,251	2,969,388	(3,129,657)	–	1,328,982

Purposes of restricted funds**Raising funds**

Small donations were received, restricted to supporting projects related to dementia and warm homes.
A **Kickstarter** grant was awarded to the charity to support the appointment of staff in the charity's shops.

Advice and Information

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

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.

The Harrow Collaborative Network To support social prescribing in Harrow.

Royal Brompton and Harefield Hospital: To support the lung health project among Hillingdon residents.

The Mercers' Company: To provide housing advice to vulnerable older renters in Brent and Harrow.

Social Contact:

The Embassy of Ireland, Department of Foreign Affairs and Trade: Failte project (Irish Elders) To provide social facilities for Irish Nationals in Hillingdon.

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

London Borough of Hillingdon: Funding to provide social facilities for Hillingdon residents.

London Borough of Brent: Digital Inclusion project – Digital Cafes and Digital Champion recruitment.

Age UK: To support the use of digital resources among older residents in Hillingdon Harrow and Brent.

City Bridge Foundation: to support work with Londoners living with dementia.

Practical Home support:

The £36,327 restricted income is a contribution of participating North West London partners to the first-year costs of Lasting Power of Attorney service (service that will enable Older People to access the support required to develop and register their own LPA).

Purposes of designated funds

Social Contact:

A significant legacy was received from a Harrow resident, and was 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. Each year, legacies received by the charity are credited to this fund.

18 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 2023 £	2022 £
Less than one year	67,500	67,500
One to five years	106,875	174,375
	174,375	241,875

19 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 2023 in respect of clients' funds totals £1,760 owed to clients (2022: £2,284 owed to clients).

During the year £18,944 (2022: £11,399) was received by the charity from clients and money paid out was £18,420 (2022: £31,678).

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

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 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 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. 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 30 September 2025: £11,243,000 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.

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.

	2023	2022	2021
	£	£	£
Present value of provision	65	103	380

20 Pensions (continued)**RECONCILIATION OF OPENING AND CLOSING PROVISIONS**

	Period Ending 2023 £	Period Ending 2022 £
Provision at start of period	103	380
Unwinding of the discount factor (interest expense)	1	2
Deficit contribution paid	(37)	(96)
Remeasurements – impact of any change in assumptions	(2)	(2)
Remeasurements – amendments to the contribution schedule	–	(181)
Provision at end of period	65	103

INCOME AND EXPENDITURE IMPACT

	Period Ending 2023 £	Period Ending 2022 £
Interest expense	1	2
Remeasurements – impact of any change in assumptions	(2)	(2)
Remeasurements – amendments to the contribution schedule	–	(181)

ASSUMPTIONS

	2023 % per annum	2022 % per annum	2021 % per annum
Rate of discount	5.52	2.35	0.66

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.

DEFICIT CONTRIBUTIONS SCHEDULE

Year ending	2023 £	2022 £	2021 £
Year 1	37	37	96
Year 2	31	37	99
Year 3	–	31	102
Year 4	–	–	87
Year 5	–	–	–
Year 6	–	–	–

The company recognises 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.

21 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.