



Company number: 03136052

Charity number: 1051711

# Age UK Hillingdon, Harrow and Brent

Report and financial statements

For the year ended 31 March 2024

Contents

For the year ended 31 March 2024

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## Age UK Hillingdon, Harrow and Brent

### Reference and administrative information

For the year ended 31 March 2024

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Company number 03136052  
Country of incorporation England & Wales

Charity number 1051711  
Country of registration England & Wales

Registered office and  
operational address Unit 3 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
Carolina Castillo	Vice-chair
Roger Calverley	Treasurer
Christine Beatty	
Tony Burch	(Resigned 22 November 2023)
Heather Du Pille	
Peter Slavid	
Natasha Spence	
Kalpa Kharicha	
Christopher Jenner	

**Honorary President** The Mayor of Hillingdon

<b>Key management personnel</b>	Julian Lloyd	Chief Executive & Company Secretary
	Samantha MacKenzie	Director of Resources
	Elizabeth Tack	Director of Services (until 31 October 2024)

**Bankers** CAF Bank Ltd,  
25 Kings Hill Avenue, West Malling,  
Kent, ME19 4JO

Santander Bank  
Bridle Road  
Bootle  
Merseyside, L30 4GB

**Age UK Hillingdon, Harrow and Brent**

**Reference and administrative information**

**For the year ended 31 March 2024**

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**Solicitors**                      Hunters Law LLP  
9 New Square, Lincoln's Inn  
London  
WC2A 3QN

**Auditor**                         Sayer Vincent LLP  
Chartered Accountants and Statutory Auditor  
110 Golden Lane  
LONDON  
EC1Y 0TG

## Trustees' annual report

### For the year ended 31 March 2024

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The trustees present their report and the audited financial statements for the year ended 31 March 2024.

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

## Objectives and activities

### Purposes and aims

#### Our Mission, Vision, Values and Aims

##### Our Mission

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

##### Our Vision

*To create a community where everyone can love later life.*

We want to be seen and acknowledged as:

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

##### Our Values

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

##### Our Aims

Empowering, Enabling and Supporting

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

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

- Look after themselves and retain their independence
- 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. 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 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. We provide specific support for those in private rented accommodation who may have insecure tenancies or poor support from landlords.

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.

### 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 Third Sector Together NWL) 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 Third Sector Together NWL 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, Third Sector Together NWL 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, Third Sector Together NWL 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, Third Sector Together NWL 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 3 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 group ageing well and 1-1 support 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 **Faite 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 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 20 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 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.

We also work in partnership with Age UK Buckinghamshire to provide a **Discharge Support Service to residents of Buckinghamshire**. 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.

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, during 2023/24 we ran a project supporting older residents on **Orthopaedic Waiting Lists**. This programme supported older patients to liaise with surgical units, to maintain exercise and diet to be 'operation ready' and supported 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 operated in partnership with Two Generations <https://twogenerations.co.uk> 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.

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 2023/24 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. Highlights set out below:

#### **1) Information and advice services**

- We had a total of **16,036** 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 **£1,787,044** of additional income for older people.

#### **Social Prescribing Services**

- Our Harrow Social prescribing service (delivered in partnership through Harrow Together) received **1003** referrals during 2023/24

Main reasons for referrals were:

- Mental Health
- Social Isolation
- Carer
- Dealing with Chronic Illness
- Low Self-Esteem/Confidence
  
- Our Hillingdon Wellbeing and CCT services (we are a delivery partner within Third Sector Together NWL) supported **1,288** clients  
**16,816** 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 **82** older people were supported through our befriending service through the course of the year.
- **569 tasks** were carried out for older people through our good neighbour scheme
- We saw **438** people attending Failte, Interactive and Active Ageing groups. We recorded **7,348** attendances at groups.
- **263** people benefited from Cognitive Stimulation Therapy and Dementia Support

## 3) Practical Home Services

### Hospital Services

Hillingdon Hospital

- Our A&E team supported **10,274 older people** in the emergency department at Hillingdon
- Out Take Home and Settle team supported **2,955 older people** on hospital wards

And escorted/followed up at home **687 older people**

Northwick Park

- **1,182 older people** were supported/escorted home to either Harrow or Brent

Buckinghamshire (Stoke Mandeville and Wexham Park)

- **1,568 older people** were supported home following discharge

Hillingdon Falls

- Our Falls prevention team conducted 738 visits to **178** older people at risk of falling.

### Charged for services

- Our Help at Home Service supported **365 older people**
- We undertook **13,688 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 is delivered in partnership with Two Generations we have been getting a steady stream of enquiries from sharers and householders. 5 successful shares were supported through 2023/24
- We had **20 local traders** registered with our Trusted Traders service and took **888 enquiries** from older people seeking support from a vetted local tradesperson
- We supported **99 older people** to complete **Lasting Powers of Attorney**, ensuring they are well prepared for any change in circumstances
- **123 older people** were supported to write a **Will** through provision of a free or subsidised Will writing service.

### 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 fully integrated with the Age UK National Helpline which provides additional capacity, enabling us to offer support for extended hours across all three boroughs.

#### 2. Target services and interventions to the greatest need.

Eligibility criteria for all services ensure we are targeting those whose needs are greatest. Much of our community service provision is targeted at reducing isolation which impacts on a significant proportion of older people. Our hospital services are geared towards supporting those who are most frail and vulnerable and at risk of losing independence. Our social prescribing services support older people living with long-term conditions, particularly targeting those who are not managing their conditions well. Our information and advice services prioritise those on low incomes or in poor housing with the objective of improving quality of life. We are working proactively with NHS and Local Authorities to reduce health inequalities deprivation which are often exacerbated by many of the underlying determinants of poor health and wellbeing. We continue to focus 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 Third Sector Together NWL (a third sector partnership based in Hillingdon). We are on the board of Harrow Together (a third sector consortium in Harrow) and through this partnership we deliver a number of services including Information and Advice (through the SWISH partnership), Social Prescribing (with 2 VCS partners), we delivered a pilot project to support people on NHS waiting lists in partnership with Young Harrow Foundation. In partnership with Harrow Carers we provide a Discharge Support Service from Northwick Park Hospital that supports older residents in Harrow and 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. We work in partnership with Age UK Buckinghamshire to deliver hospital discharge services in Buckinghamshire. 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.**

2023/24 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

Our three main areas of income are NHS contracts, Local Authority contracts and grants and our paid for services. We lost the Brent Gateway contract due to a change of commissioning emphasis in the borough, but have been successful in other ventures that have balanced this loss and improved our diversification.

Our Hillingdon grant remains our largest single source of statutory income – 2023/24 is the last year of grant funding before Hillingdon moves to a procurement model. We will be prioritising efforts to secure funding through the new process to enable us to continue to provide strong levels of support to Hillingdon residents.

There remains much uncertainty with much of our contractual income being extended for short-term periods without inflationary uplifts. Our levels of contract risk are higher than in previous years, but the spread of income offers a level of mitigation to this uncertainty.

The focus for our paid for services during 2023/24 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 and administrative costs across the 2 organisations. As such, despite increased salary costs, we have been able to maintain a break even financial position for this service offering excellent value for money to older residents.

## Trustees' annual report

For the year ended 31 March 2024

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Performance of Charity retail remains strong, though we have leases that are coming up for renewal in the next financial year. We continue to explore opportunities to grow and diversify our retail operations.

This year we developed a marketing strategy and began to implement this 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 X feeds, an updated Facebook page and we have invested time in revamping and updating our website to promote the work of our organisation.

We are proactive in outreach, attending public events across all three boroughs, providing talks, presentations, stalls etc

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 2024/25.

### **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.

We use Salesforce as our primary client record system as part of a national programme sponsored by Age UK. This system is fully embedded and enables us to capture data more systematically with high quality and granular 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 staff and volunteer bulletins on a regular basis.

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 2023/24. We survey our staff and volunteers on an annual basis and develop an action plan based upon the findings.

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 fair pay structure that is in line with our sector and salaries are reviewed on an annual basis by the board of Trustees who endeavour to ensure salaries keep pace with inflation. We maintain our commitment to the London Living Wage.

At the end of March 2024 we had 97 staff and 184 volunteers. Our volunteers contributed an estimated 28,600 hours of their time during the year. Based on the London Living Wage, this equates to a value of £376,090 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.

Trustees' annual report

For the year ended 31 March 2024

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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 £3,665,781 (2023: £3,907,527) a decrease of £241,746 (6%) on previous year. The reduction in income was primarily due to end of I&A Brent Gateway project and lower Social Contact services funding. On the contrary, the donations and legacies income received in 2024 was £270,213 (2023: £191,927), higher by £78,286 on previous year. Income breaks down as follows:

Income	2023-24	2022-23	Change
	£	£	£
Information & Advice	745,154	1,042,037	(296,883)
Social Contact	408,213	487,265	(79,052)
Practical Home Services	1,969,285	1,927,922	41,363
Voluntary income	270,213	191,927	78,286
Trading income	272,916	258,376	14,540
<b>Total</b>	<b>3,665,781</b>	<b>3,907,527</b>	<b>(241,746)</b>

### Expenditure

Total expenditure was £3,510,600 (2023: £3,876,311), a decrease of £365,711 (9%). Expenditure breaks down as follows:

Expenditure	2023-24	2022-23	Change	Change
	£	£	£	%
Information & Advice	763,786	1,063,955	300,169	-28%
Social Contact	440,244	506,592	66,348	-13%
Practical Home Services	2,044,799	1,983,225	61,574	3%
Raising funds	261,771	322,539	60,768	-19%
<b>Total</b>	<b>3,510,600</b>	<b>3,876,311</b>	<b>365,711</b>	<b>-9%</b>



Trustees' annual report

For the year ended 31 March 2024

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Total reserves have increased from £1,360,297 to £1,527,988. Reserves are analysed as follows:

Reserves	2023-24	2022-23	Change	Change
	£	£	£	%
Restricted reserves	14,515	17,810	-3,295	-19%
Designated reserves	274,487	355,269	-80,782	-23%
Free reserves	1,238,987	987,218	251,769	26%
<b>Total reserves</b>	<b>1,527,988</b>	<b>1,360,297</b>	<b>167,691</b>	<b>12%</b>

**Net surplus for the year**

The Charity reported a surplus of £167,692 for the year ended 31 March 2024 (2023: Surplus £31,314).

Results	2023-24	2022-23	Change	Change
		£	£	%
Reserves brought forward	1,360,296	1,328,982	31,314	2%
Result for the year	167,692	31,314	136,378	
<b>Reserves carried forward</b>	<b>1,527,988</b>	<b>1,360,296</b>	<b>167,692</b>	<b>12%</b>

**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.

During 2023/24, the Board of Trustees resolved and invested £500k of reserves into a managed fund portfolio.

**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 2024/25 are focused on the re-procurement of Hillingdon services, securing extensions to other contracted services and managing rising costs within finite contractual envelopes. Cost-of-living pressures and significant numbers of older people impacted by fuel poverty alongside growing health inequalities are leading to increased demands on all our services. With the economic climate, 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. 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 2024–2025.
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 £980,470. Total reserves at 31 March 2024 are £1,527,988, that includes restricted funds of £14,515 and designated funds of £274,487 (social contact and development fund).

## Trustees' annual report

For the year ended 31 March 2024

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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 2024/25 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 returned to business as usual, 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. We continue to engage with 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.

### Trustees' annual report

For the year ended 31 March 2024

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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 Big Shot Golf who named us as their charity of the year. We received in kind support from staff volunteering their time and energy from Big Shot Golf, Giff Gaff, Cisco.

### Plans for the future

Our focus for the year ahead will be securing existing and new funds to enable us to meet the growing demand for our services. We continue to see very high numbers of older people who 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.

Our current 5 year strategy ends in 2025. Our board will be gathering views from staff, volunteers and older residents to help formulate our new 5 year strategy with a view to launch this in 2025.

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 which is due to be published and agreed by the end of 2024.

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.

## **Trustees' annual report**

**For the year ended 31 March 2024**

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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, Vice 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 2023/24, Age UK Hillingdon, Harrow and Brent continued to work with 4 other Hillingdon based charities to manage Third Sector Together NWL, a Charitable Incorporated Organisation (CIO). The aim of this CIO is to secure and deliver contracts for Wellbeing Services that will be delivered by Third Sector Together NWL member organisations. To support this activity, **Third Sector Together NWL** 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 a delivery partner for the Harrow Social Prescribing partnership 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 led is lead partner along with Age UK Bucks for delivery of hospital discharge services in Buckinghamshire.

Age UK HHB is lead partner along with Harrow Carers for delivery of hospital discharge services across Harrow and Brent.

Age UK HHB CEO is one of the 10 members on the leadership team for **3ST** a collaboration of third sector organisations formed to engage with the NHS North West London Integrated Care System. During 2023 H4All reconstituted to become 3ST and CEO and one Trustee of Age UK HHB are Trustees on the board. H4All is no longer a legal entity, but describes the voluntary sector partnership based in Hillingdon.

## 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.

## 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, Hillingdon and Brent. 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

During 2023/24 we developed a marketing strategy to improve supporter engagement across all communication channels. This strategy will be implemented through the course of 2024/25.

Service users

Receive regular feedback opportunities and consultation exercises. These included workshops and groups to contribute to developing our 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
- 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 2024 was 9 (2023: 10). 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 27 November 2024 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

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### Opinion

We have audited the financial statements of Age UK Hillingdon, Harrow & Brent (the 'charitable company') for the year ended 31 March 2024 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 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

### Basis for opinion

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

### Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Age UK Hillingdon, Harrow & Brent's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## Independent auditor's report

To the members of

Age UK Hillingdon, Harrow and Brent

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### 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 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.

## Independent auditor's report

### To the members of

#### Age UK Hillingdon, Harrow and Brent

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

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities) This description forms part of our auditor's report.

### Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joanna Pittman (Senior statutory auditor)

Date: 18 December 2024

for and on behalf of Sayer Vincent LLP, Statutory Auditor, 110 Golden Lane, LONDON, EC1Y 0TG

# Age UK Hillingdon, Harrow and Brent

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

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
<b>Income from:</b>							
Donations and legacies	2	265,460	4,753	<b>270,213</b>	191,927	–	191,927
Charitable activities							
Advice & Information	3	695,254	49,901	<b>745,154</b>	1,007,177	34,860	1,042,037
Social Contact	3	357,913	50,300	<b>408,213</b>	338,317	148,948	487,265
Practical Home Support	3	1,933,140	36,145	<b>1,969,285</b>	1,891,595	36,327	1,927,922
Other trading activities	4	272,916	–	<b>272,916</b>	239,614	18,762	258,376
<b>Total income</b>		<b>3,524,683</b>	<b>141,098</b>	<b>3,665,781</b>	<b>3,668,630</b>	<b>238,897</b>	<b>3,907,527</b>
<b>Expenditure on:</b>							
Raising funds	5a	261,771	–	<b>261,771</b>	303,777	18,762	322,539
Charitable activities							
Advice & Information	5a	713,885	49,901	<b>763,786</b>	1,027,999	35,956	1,063,955
Social contact	5a	380,813	59,431	<b>440,244</b>	350,962	155,630	506,592
Practical Home support	5a	2,009,737	35,062	<b>2,044,799</b>	1,946,898	36,327	1,983,225
<b>Total expenditure</b>		<b>3,366,206</b>	<b>144,394</b>	<b>3,510,600</b>	<b>3,629,636</b>	<b>246,675</b>	<b>3,876,311</b>
<b>Net income / (expenditure) before net gains / (losses) on investments</b>		<b>158,477</b>	<b>(3,296)</b>	<b>155,181</b>	<b>38,994</b>	<b>(7,778)</b>	<b>31,216</b>
Net gains / (losses) on investments		12,511	–	<b>12,511</b>	98	–	98
<b>Net income / (expenditure) for the year</b>	6	<b>170,988</b>	<b>(3,296)</b>	<b>167,692</b>	<b>39,092</b>	<b>(7,778)</b>	<b>31,314</b>
Transfers between funds		–	–	–	–	–	–
<b>Net movement in funds</b>		<b>170,988</b>	<b>(3,296)</b>	<b>167,692</b>	<b>39,092</b>	<b>(7,778)</b>	<b>31,314</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		1,342,486	17,810	<b>1,360,296</b>	1,303,394	25,588	1,328,982
<b>Total funds carried forward</b>		<b>1,513,474</b>	<b>14,514</b>	<b>1,527,988</b>	<b>1,342,486</b>	<b>17,810</b>	<b>1,360,296</b>

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 2024

	Note	£	2024 £	£	2023 £
<b>Fixed assets:</b>					
Tangible assets	11		36,486		40,220
Investments	12		624,322		26,811
			<u>660,809</u>		<u>67,031</u>
<b>Current assets:</b>					
Debtors	13	227,953		713,771	
Cash at bank and in hand		1,022,878		1,353,733	
		<u>1,250,831</u>		<u>2,067,504</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	383,651		774,239	
				<u>774,239</u>	
<b>Net current assets</b>			<u>867,179</u>		<u>1,293,265</u>
<b>Total net assets</b>			<u><u>1,527,988</u></u>		<u><u>1,360,296</u></u>
<b>The funds of the charity:</b>	17a				
Restricted income funds			14,515		17,810
Unrestricted income funds:					
Designated funds		274,487		355,269	
General funds		1,238,987		987,217	
		<u></u>		<u></u>	
Total unrestricted funds			<u>1,513,474</u>		<u>1,342,486</u>
<b>Total charity funds</b>			<u><u>1,527,988</u></u>		<u><u>1,360,296</u></u>

Approved by the trustees on 27 November 2024 and signed on their behalf by

Neil Franklin  
Chair of the Board of Trustees

## Statement of cash flows

For the year ended 31 March 2024

	Note	2024 £	£	2023 £	£
<b>Cash flows from operating activities</b>					
Net (expenditure)/ income for the reporting period (as per the statement of financial activities)		167,692		31,314	
Depreciation charges		3,734		3,734	
Investing activities		–			
(Gains)/losses on investments		(12,511)		(98)	
(Profit)/loss on the disposal of fixed assets		–		–	
(Increase)/decrease in debtors		485,818		(414,580)	
Increase/(decrease) in creditors		(390,588)		232,309	
<b>Net cash (used in)/ provided by operating activities</b>		<b>254,145</b>		<b>(147,321)</b>	
<b>Cash flows from investing activities:</b>					
Investing activities		(585,000)		(1,040)	
(Increase)/decrease in stocks		–		–	
<b>Net cash (used in) /provided by investing activities</b>		<b>(585,000)</b>		<b>(1,040)</b>	
<b>Change in cash and cash equivalents in the year</b>		<b>(330,855)</b>		<b>(148,361)</b>	
Cash and cash equivalents at the beginning of the year		1,353,733		1,502,093	
Change in cash and cash equivalents due to exchange rate movements		–		–	
<b>Cash and cash equivalents at the end of the year</b>		<b>1,022,878</b>		<b>1,353,733</b>	



**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 Unit 3 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 2026 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.

**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.

**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 £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Donations	14,297	–	<b>14,297</b>	31,198	–	31,198
Legacies	207,960	4,753	<b>212,713</b>	140,387	–	140,387
Age UK Partnership	10,000	–	<b>10,000</b>	10,000	–	10,000
Age UK London (Lottery)	3,616	–	<b>3,616</b>	–	–	–
Gift Aid	968	–	<b>968</b>	1,068	–	1,068
Other	28,619	–	<b>28,619</b>	9,274	–	9,274
	<b>265,460</b>	<b>4,753</b>	<b>270,213</b>	<b>191,927</b>	<b>–</b>	<b>191,927</b>

## 3 Income from charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
<b>Information &amp; Advice</b>						
Citizens Advice Bureau Brent	-	-	-	19,495	-	19,495
Third Sector Together NWL- Safely Homes Pri	36,348	-	36,348	10,439	-	10,439
Harrow Together	20,715	-	20,715	60,789	-	60,789
Harrow Collaborative Network	36,192	-	36,192	19,979	-	19,979
Harrow Mencap	-	-	-	5,500	-	5,500
London Borough of Brent	217,623	-	217,623	519,252	-	519,252
London Borough of Hillingdon	300,124	-	300,124	308,838	-	308,838
Age UK Warm Homes Funding	13,400	-	13,400	13,400	-	13,400
Royal Brompton and Harefield Hospital	30,852	-	30,852	49,485	-	49,485
The Charity of Sir Richard Whittington (The Mercer)s	-	37,401	37,401	-	34,860	34,860
Age UK- Emanuel Hospital Foundation	-	12,500	12,500	-	-	-
Age UK - Cost of Living	40,000	-	40,000	-	-	-
Sub-total for Advice & Information	695,254	49,901	745,154	1,007,177	34,860	1,042,037
<b>Social Contact</b>						
Age UK Partnership - Digital Programme	-	-	-	2,043	11,461	13,504
City Bridge Foundation	-	36,125	36,125	-	21,145	21,145
Third Sector Together NWL- Safely Homes Pri	17,951	-	17,951	27,223	-	27,223
Embassy of Ireland	-	14,175	14,175	-	9,342	9,342
A P Taylor	-	-	-	-	2,000	2,000
London Borough of Hillingdon	299,876	-	299,876	273,558	105,000	378,558
Room Hire	14,208	-	14,208	14,799	-	14,799
Clubs income	14,085	-	14,085	11,323	-	11,323
Home Share Fees	804	-	804	9,371	-	9,371
OpenAge- Brent Digital	8,450	-	8,450	-	-	-
Other	2,540	-	2,540	-	-	-
Sub-total for Social Contact	357,913	50,300	408,213	338,317	148,948	487,265
<b>Practical Home Services</b>						
Charges	554,576	-	554,576	463,850	-	463,850
Harrow Community Action	36,968	-	36,968	312,557	-	312,557
Third Sector Together NWL	318,286	-	318,286	361,724	-	361,724
NHS NWL ICB	608,853	-	608,853	414,890	-	414,890
Buckinghamshire Council	279,657	-	279,657	284,431	-	284,431
London Borough of Hillingdon	34,300	-	34,300	29,000	-	29,000
London Borough of Ealing	15,000	-	15,000	22,500	-	22,500
Garfield Weston	-	17,982	17,982	-	-	-
London Borough of Brent	48,000	-	48,000	-	-	-
London Borough of Harrow	27,500	-	27,500	-	-	-
Age UK	10,000	-	10,000	-	-	-
Donation	-	18,163	18,163	-	36,327	36,327
Other	-	-	-	2,643	-	2,643
Sub-total for Practical Home Services	1,933,140	36,145	1,969,285	1,891,595	36,327	1,927,922
Total income from charitable activities	2,986,307	136,345	3,122,653	3,237,089	220,135	3,457,224

Total government funding from Grants and Contracts in 2024 was £1,830,933 (2023: £1,973,382).

4 Income from other trading activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Charity Shops	260,462	–	260,462	239,614	–	239,614
Kick start grant	–	–	–	–	18,762	18,762
Donations	1,718	–	1,718	–	–	–
Gift Aid	10,735	–	10,735	–	–	–
	272,916	–	272,916	239,614	18,762	258,376

## 5a Analysis of expenditure (current year)

	Charitable activities						2024	2023
	Raising funds £	Advice & Information £	Social Contact £	Practical Home Services £	Governance costs £	Support costs £	Total £	Total £
Staff costs (Note 7)	76,603	413,241	257,009	1,272,375	–	406,289	2,425,517	2,418,583
Other staff costs	–	505	2,976	3,826	–	5,341	12,648	22,962
Premises	94,174	16,731	28,400	23,141	–	16,696	179,141	181,426
Direct costs of service delivery	5,661	128,857	20,983	438,617	–	2,522	596,641	857,747
Shared costs of service delivery	5,395	5,883	3,954	6,588	–	25,576	47,397	151,095
Operating costs	36,539	17,605	12,277	24,362	–	69,550	160,333	135,555
Shops purchases	4,889	–	–	–	–	–	4,889	3,465
Strategic development	–	–	–	–	–	–	–	5,900
Audit & Accountancy	–	–	–	–	14,150	–	14,150	12,100
AGM & Trustee meetings	–	–	–	–	12	–	12	232
Irrecoverable VAT	–	–	–	–	–	34,690	34,690	54,608
Bank charges & penalties	2,321	18	45	4,470	6	3,120	9,979	7,455
Legal Costs	–	–	–	–	14,300	–	14,300	6,192
Other governance costs	–	–	–	–	7,170	–	7,170	15,257
Depreciation	–	–	–	–	–	3,734	3,734	3,734
	225,582	582,840	325,645	1,773,379	35,638	567,517	3,510,600	3,876,311
Support costs	34,051	170,255	107,828	255,383	–	(567,517)	–	–
Governance costs	2,138	10,691	6,771	16,037	(35,638)	–	–	–
<b>Total expenditure 2024</b>	<b>261,771</b>	<b>763,786</b>	<b>440,244</b>	<b>2,044,799</b>	<b>–</b>	<b>–</b>	<b>3,510,600</b>	
<b>Total expenditure 2023</b>	<b>322,539</b>	<b>1,063,955</b>	<b>506,592</b>	<b>1,983,225</b>	<b>–</b>	<b>–</b>		<b>3,876,311</b>

## 5b Analysis of expenditure (prior year)

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

## Notes to the financial statements

## For the year ended 31 March 2024

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

This is stated after charging / (crediting):

	2024 £	2023 £
Depreciation	3,734	3,734
Operating lease rentals payable: Property	91,643	96,400
Auditor's remuneration for audit work (excluding VAT):	12,950	12,100
Auditor's remuneration for tax return	1,200	1,200

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

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	2,116,354	2,137,832
Redundancy and termination costs	33,376	5,626
Social security costs	171,430	174,741
Defined contribution pension schemes	95,332	92,438
Other forms of employee benefits	9,024	7,946
	<b>2,425,517</b>	<b>2,418,583</b>

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

	2024 No.	2023 No.
£70,000 – £79,999	–	1
£80,000 – £89,999	1	–

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £248,608 (2023: £233,893).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2023: £nil). No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

**8 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 109 (2023: 117).

	2024 No.	2023 No.
Chief Officer	1	1
Administration and support	10	9
Advice and information	14	17
Social Contact	9	9
Practical Home support	69	73
Charity shops and other services	6	8
	<b>109</b>	<b>117</b>



## Notes to the financial statements

For the year ended 31 March 2024

**9 Related party transactions**

There are no related party transactions to disclose for 2024 (2023: none).

Mr Roger Calverley, trustee, and Mr Julian Lloyd, CEO, are also trustees for Third Sector Together NWL. Any work for Third Sector Together NWL is on an arm's length basis.

Income received from Third Sector Together NWL 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 Third Sector Together NWL. Services provided include the costs of finance and procurement support. The total income received from Third Sector Together NWL in 2024 was £708,737 (2023: £731,906).

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**

<b>Cost</b>	<b>Leasehold Improvements &amp; Townfield £</b>	<b>Fixtures and fittings £</b>	<b>Computer equipment £</b>	<b>Motor vehicles £</b>	<b>Total £</b>
At the start of the year	114,284	4,668	68,432	29,870	217,254
Additions in year	–	–	–	–	–
At the end of the year	114,284	4,668	68,432	29,870	217,254
<b>Depreciation</b>					
At the start of the year	74,844	4,668	67,652	29,870	177,034
Charge for the year	3,474	–	260	–	3,734
At the end of the year	78,318	4,668	67,912	29,870	180,768
<b>Net book value</b>					
<b>At the end of the year</b>	35,966	–	520	–	36,486
At the start of the year	39,440	–	780	–	40,220

All of the above assets are used for charitable purposes.

**12 Listed investments**

	<b>2024 £</b>	<b>2023 £</b>
Fair value at the start of the year	26,811	26,713
Additions	585,000	
Net gain / (loss) on change in fair value	12,511	98
Fair value at the end of the year	624,322	26,811
Investments comprise:		
	<b>2024 £</b>	<b>2023 £</b>
Shares listed on the London Stock Exchange	624,322	26,811
Shares held in subsidiary	–	–
	624,322	26,811

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

**13 Debtors**

	2024 £	2023 £
Trade debtors	102,096	317,960
Other debtors	9,292	8,182
Prepayments	33,272	33,978
Accrued income	83,293	352,419
VAT recoverable	-	1,232
	<b>227,953</b>	<b>713,771</b>

**14 Creditors: amounts falling due within one year**

	2024 £	2023 £
Trade creditors	92,659	232,066
Taxation and social security	38,325	39,143
Other creditors	1,338	868
Accruals	152,571	170,895
Deferred income (note 15)	80,358	313,421
Pension Fund	18,400	17,846
	<b>383,651</b>	<b>774,239</b>

**15 Deferred income**

Deferred income comprises income received in advance of delivery.

	2024 £	2023 £
Balance at the beginning of the year	313,421	293,641
Amount released to income in the year	(313,421)	(293,641)
Net value of income deferred in the year	<b>80,358</b>	<b>313,421</b>
Balance at the end of the year	<b>80,358</b>	<b>313,421</b>

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

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	36,486	-	-	<b>36,486</b>
Investments	624,322	-	-	<b>624,322</b>
Net current assets	578,178	274,487	14,514	<b>867,179</b>
<b>Net assets at 31 March 2024</b>	<b>1,238,987</b>	<b>274,487</b>	<b>14,514</b>	<b>1,527,988</b>

## Notes to the financial statements

For the year ended 31 March 2024

## 16b Analysis of net assets between funds (prior 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	1,293,266
<b>Net assets at 31 March 2023</b>	<b>987,217</b>	<b>355,269</b>	<b>17,810</b>	<b>1,360,296</b>

## 17a Movements in funds (current year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
<b>Restricted funds:</b>					
Raising funds	–	4,753	–	–	4,753
Charitable activities					
Advice & Information	–	49,901	(49,901)	–	0
Social contact	17,810	50,300	(59,431)	–	8,679
Practical Home support	–	36,145	(35,062)	–	1,083
<b>Total restricted funds</b>	<b>17,810</b>	<b>141,098</b>	<b>(144,394)</b>	<b>–</b>	<b>14,514</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Social contact	201,861	–	(32,670)	–	169,191
Development Fund	153,408	–	(48,111)	–	105,297
Total designated funds	355,269	–	(80,781)	–	274,488
<b>General funds</b>	<b>987,217</b>	<b>3,537,194</b>	<b>(3,284,975)</b>	<b>–</b>	<b>1,239,436</b>
<b>Total unrestricted funds</b>	<b>1,342,486</b>	<b>3,537,194</b>	<b>(3,365,756)</b>	<b>–</b>	<b>1,513,924</b>
<b>Total funds</b>	<b>1,360,296</b>	<b>3,678,292</b>	<b>(3,510,150)</b>	<b>–</b>	<b>1,528,438</b>

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

## Notes to the financial statements

For the year ended 31 March 2024

## 17b Movements in funds (prior year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
<b>Restricted funds:</b>					
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)	–	–
<b>Total restricted funds</b>	<b>25,588</b>	<b>238,897</b>	<b>(246,675)</b>	<b>–</b>	<b>17,810</b>
<b>Unrestricted funds:</b>					
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
<b>General funds</b>	<b>819,345</b>	<b>3,668,728</b>	<b>(3,500,856)</b>	<b>–</b>	<b>987,217</b>
<b>Total unrestricted funds</b>	<b>1,303,394</b>	<b>3,668,728</b>	<b>(3,629,636)</b>	<b>–</b>	<b>1,342,486</b>
<b>Total funds</b>	<b>1,328,982</b>	<b>3,907,625</b>	<b>(3,876,311)</b>	<b>–</b>	<b>1,360,296</b>

## Purposes of restricted funds

Donations and legacies

Legacy income received for the use of or to buy or maintain transport or to benefit any afternoon clubs for entertainment and outings for all members.

Advice and Information

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

**Age UK– Emanuel Hospital Foundation–** to support and provide the delivery of Information and Advice Services to older residents in Hillingdon Harrow and Brent

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.

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

Practical Home support:

The £18,163 restricted income is a contribution of participating North West London partners to the second-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).

**Garfield Weston Foundation–** Volunteering Development Project (Harrow).

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 three years.

**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 2024 £	2023 £
Less than one year	86,375	67,500
One to five years	68,833	106,875
	<u>155,208</u>	<u>174,375</u>

**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 2024 in respect of clients' funds totals £878 owed to clients (2023: £1,760 owed to clients).

During the year 27,074 (2023: £18,944) was received by the charity from clients and money paid out was £26,191 (2023: £18,420).

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.

	2024	2023	2022
	£	£	£
Present value of provision	31	65	103

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

	Period Ending 2024 £	Period 2023 £
Provision at start of period	65	103
Unwinding of the discount factor (interest expense)	3	1
Deficit contribution paid	(37)	(37)
Remeasurements – impact of any change in assumptions	–	(2)
Remeasurements – amendments to the contribution schedule	–	–
Provision at end of period	31	65

**INCOME AND EXPENDITURE IMPACT**

	Period Ending 2024 £	Period 2023 £
Interest expense	3	1
Remeasurements – impact of any change in assumptions	–	(2)
Remeasurements – amendments to the contribution schedule	–	–

**ASSUMPTIONS**

	2024 % per annum	2023 % per annum	2022 % per annum
Rate of discount	5.31	5.52	2.35

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	2024 £	2023 £	2022 £
Year 1	31	37	37
Year 2	–	31	37
Year 3	–	–	31
Year 4	–	–	–
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.