

Report and Financial Statements

Year ended 31 March 2021



Age UK Lambeth
Company No. 3252067
Registered Charity No. 1063497

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About Age UK Lambeth

For over 70 years, Age UK Lambeth has provided services that support the most vulnerable and isolated people in Lambeth. As a charity, we are trusted by both the public and our funders to deliver those services in a way that makes the greatest impact on the people who need them most.

This year the need for us to be impactful was essential, given the COVID-19 pandemic. And, we delivered. We usually have 17,000 support contacts a year. In the year of this report we had 77,000. An incredible increase.

Facing the toughest of challenges...

We needed to ensure all of our services were relevant and were focused on meeting the needs of the people who called on us for support. The staff team were magnificent, and quickly adapted to providing crisis responses by offering telephone support, practical help with shopping and other tasks, helping people get their homes ready so they can return from hospital, and providing online events to help people stay connected.

Being part of the Borough's response...

As an organisation that receives most of its funding from statutory contracts, we were delighted when our commissioners in Adult Social Care trusted us, and our partners in Connect Lambeth, to respond to need as we saw it. They assured us that our contracts would be honoured, that we were to ignore established targets and focus the resources on responding to need. This freedom enabled us to react to what people were telling us they needed.

It also led to Age UK Lambeth being asked to take over the Council's Coronavirus helpline, which we did from July.

Long-lasting change...

In October 2019 we launched the new strategy that is the result of the organisation challenging ourselves to continue to meet the needs of those who need care and support, as well as provide opportunities for people to age well. Age UK Lambeth is there for both of those groups.

The pandemic forced us to ensure that all of our services are relevant and person-centred. We hope this report demonstrates just how relevant they are.

Yawar Choudhry



Chair of the Trustees

Graham Gardiner



Chief Executive

Trustees, Officers and Professional Advisors

Served in the year April 2020 to March 2021

Registered charity name

Age UK Lambeth

Charity registration number

1063497

Principal office and registered office

Third Floor
336 Brixton Road
London
SW9 7AA

Company registration number

3252067

Trustees

Kate Woollcombe (Chair) (resigned Nov 20)
Yawar Choudhry (Chair) elected Nov 20)
Colin Adamson (Vice-Chair)
Yawar Choudhry (Hon. Treasurer)(resigned Nov 20)
Uzema Ahmed (Hon. Treasurer) (elected Nov 20)
Carolyn Cripps
Owen Davies
Bernard Nawrat
Fionna Martin
Aaron Cue
Huw Herrity

Finance & Risk Sub Committee

Uzema Ahmed (Chair) (elected Nov 20)
Yawar Choudhry (Chair) (resigned Nov 20)
Bernard Nawrat
Kate Woollcombe
Graham Gardiner (CEO)
Simon Lincoln (Head of Finance & Resources)
Huw Herrity

Senior Officers

Graham Gardiner (CEO)
Kim Connell (Deputy CEO)
Simon Lincoln (Finance & Resources)

Auditor

Goldwins Limited
75 Maygrove Road
West Hampstead
London
NW6 2EG

Bankers

Metro Bank Plc

Clapham High Street
65-67 Clapham High Street
London
SW4 7TG

NatWest Bank Plc

504 Brixton Rd
London
SW9 8EB

Annual Report of the Trustees

The trustees present their report and the audited financial statements for the year ended 31 March 2021. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS102.

Directors' Report

The Directors present their report for the year ended 31 March 2021

Reference and administrative details

The registered name of the charity, the charity number and the company number are shown both on the front cover of this report, and in the Trustees, Officers and Professional Advisors section of this report.

Objectives and activities

Age UK Lambeth is a registered charity set up primarily but not exclusively for the benefit of older people in and around Lambeth.

Our Purpose is shaped by our charity objects:

- advancing education;
- preventing or relieving sickness, disease or suffering (whether emotional, mental or physical);
- promoting equality and diversity;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantages; and
- such other charitable purposes for the benefit of older people as the trustees may from time to time decide

Our services

In alignment with our strategy, we have two elements to our service provision. Services for those who require care and support, and our theme of Ageing Well.

Care and Support service

We are becoming increasingly seen as the “front door” for social care and wellbeing in the Borough. Our MYcommunity workstream includes:

- Our Gateway team, who offer initial contact, brief interventions and signposting.
- Specialist support services include our specialist Carers advice, the MYcommunity Directory, and our Quality Assurance and Advice Trainer.

- A team of Primary Care Linkworkers, based in primary care settings.
- Our hospital discharge service.

Our MYneighbour workstream includes:

- Volunteer recruitment and support
- Our Friendship services, including phone, face to face and email friendships
- Our practical task services, including our handypersons, homemakers, and volunteer-led task fulfilment.

In January 2020, after consultation with our commissioners, we closed our specialist advice service, MYadvice, and created our three new neighbourhood support teams. These teams have two Neighbourhood Wellbeing workers each. The neighbourhood teams are supplemented by the allocation of linkworkers, homemakers and handypersons to their local team.

Our Ageing Well theme is focused on understanding that older people can be the solution to some of the challenges faced by ageing. This is embodied by our MYsocial service, which provides opportunities for members to connect with others, try new things to do, make friends and have opportunities to give back to our community.

Most of our services are delivered under the Independent Living and Care Partnership (now operationally known as Connect Lambeth) contract and funded by Lambeth Council and Lambeth Clinical Commissioning Group (CCG). Age UK Lambeth leads this consortium with Disability Advice Services Lambeth and the Lambeth Carers Hub. The Royal Association for Deaf People also provides weekly information, advice and support sessions.

Age UK Lambeth has overall responsibility for delivering and monitoring the services of Connect Lambeth, which seeks to be a 'one-stop-shop offering services for older people, people with disabilities and long term health conditions, and unpaid carers of all ages.

In setting its objectives and activities, the trustees have had due regard to the Charity Commission guidance on public benefit.

Retrospective

This year started with the country being put into lockdown due to the Covid pandemic. We quickly found our helpline being inundated with calls from people desperate for help: whether that be for practical help with shopping and the collection of medication, or wanting advice about housing, benefits and employment. MYsocial moved all its events online.

- We had overall 70,000 contacts with clients (mostly over the phone). We usually have c17,000
- We had 18,000 calls to our Helpline
- MYsocial hosted 750 events, with 10,000 participants
- The Handyfix team completed over 1,200 jobs
- Our Linkworkers opened 1,600 new cases, with patients referred from 37 GPs across Lambeth
- Over 1,700 different individuals got ongoing support from the Gateway (SAIL) service
- We started the year with around 150 volunteers and ended with 450. At its peak, we had nearly 800

- On Christmas day volunteers delivered just under 250 Christmas lunches to isolated citizens

We had to close Vida's, our centre in the heart of Brixton and used by many MYSocial members for events, to meet up with friends and to enjoy lunch at the cafe.

All services had to change. Fortunately, we were able to move smoothly to remote working as we had recently moved onto Gsuite and having Chromebooks. We quickly created virtual phone numbers, ensured everyone had the right equipment and started to use Vida's as a staff base for a few while everyone else started working from home.

All services changed shape and focused on providing responses to the needs of thousands of people who were calling us asking for help.

To have over 77,000 support contacts over the year, when our usual reach is 17,000, was extraordinary, and a testament to the remarkable response from the staff team. Every service went far beyond their usual duties, in order to ensure that people in need got the help they needed.

This was also made possible by the significant increase in the number of volunteers who joined us during the year. Our core volunteers were joined by over 800 others who responded to the call from the Borough. Most of our new volunteers became Phone Friends, calling their friends weekly to help reduce the sense of isolation that the lockdown had on some of our most isolated citizens.

In October 2019 the trustees approved our new five-year strategy: Looking Forward For Lambeth. The strategy was co-created by trustees, staff, volunteers, and beneficiaries based on the previous two years' change-work experiences. We challenged ourselves to think differently and set ambitious goals.

The strategy has proved to remain relevant throughout the pandemic, and many of the service changes made have remained. For example, we were asked by the Council to lead on welfare calls to those struggling with having to be isolated and were getting over 100 referrals a week. We had to change our previous matching process from one that took several weeks to one that allowed matches to be made safely but quickly.

Another strategic development was to build on existing and develop new partnerships with other community providers. The initial response to COVID was made jointly with our Connect Lambeth partners. We also supported the Portuguese Project and West Norwood Mutual Aid to develop their own versions of our Phone Friends service. Our frontline services signposted and referred clients to over 150 community organisations.

Our dual strategy of providing care and support to those who need it, alongside our Ageing Well strand of services, has proved critical during the COVID crisis. All our short term plans for the year 2021/22 are related to being able to continue to respond to the needs arising from the pandemic and ensuring we have the resources available to do so.

Strategically, the organisation has been participating in the local Integrated Care System, Lambeth Together. The CEO is a member of the strategic leadership team and is chair of the Neighbourhood Wellbeing Delivery Alliance. Staff in each of the neighbourhood teams are active participants in the emerging Thriving Communities groups around the borough

Thanks

As ever there is a long list of people we need to thank for enabling us to provide the services we do.

Firstly to our funders. Most of our income comes from a range of contracts with Lambeth Council Adult Social Care. We have positive relationships with our commissioners, which helps us have robust conversations about performance, expectations and future development. We are especially grateful for their support during the pandemic. In addition to some additional financial support, the commissioner's approach at the beginning of the pandemic was incredibly positive. They assured us that contracts would continue to be honoured but that we would not be held to our usual KPIs, in order to allow us to respond to need as we liked.

We have also received funding from City Bridge Trust, Walcot Foundation, Groundwork, Card Factory and the Souter Trust. A huge thank you to all of those funders.

We'd like to thank our partners and colleagues in the voluntary sector. Especially to those who helped distribute food and meals at the height of the pandemic, and to those who partnered with us to provide the Phone Friends service. Lambeth has a vibrant voluntary sector of which we are proud to be members.

This year we have to say a special thank you to the hundreds of volunteers who joined us. We had a huge growth in the number of volunteers who signed up to help us, especially through Team Lambeth, the council's COVID volunteering plan. We had volunteers who joined us having been furloughed or working from home. Most of our volunteers this year have been Phone Friends- making weekly calls to some of the borough's most isolated older people. Volunteers have also been helping in other services, and with administrative duties. Without our volunteers we would not have been able to reach as many people as we have been able to. Thank you!

Trustees are a special group of volunteers, taking on the legal responsibility of the charity. This year especially, they have been incredibly supportive of the work and ensured we had the resources to provide the services we have. We could not have had the reach we have had without their commitment. We really appreciate the work of all trustees and the time they give up to ensure that we have strong governance. Thank you.

And finally, to the staff team who have worked so hard. It is difficult to describe just how magnificent their response to the pandemic has been. They have adapted and changed, often rapidly, in order to continue to provide services. They have worked tirelessly to make sure that people calling for help, got the help they needed. It has been widely recognised that being at the frontline of support has had an impact on the wellbeing of workers. And we have seen that. We have tried extensively to ensure all staff members have felt supported; we've given access to life coaches and other support. What has been an honour and privilege to watch is the manner in which the staff team have lived out our core value of kindness. To clients. To each other. Thank you.

Financial Review and Results

This was a challenging year as we mobilised resources to provide urgent support to those in need (eg emergency shopping, providing isolation bags, and support for hospital discharge). This meant some additional unplanned expenditure whilst at the same time we experienced a loss of trading income (eg from our handyperson service and Vida's cafe) and disruption to our fundraising activities.

However, we were successful in our application for emergency funding from the Walcot Foundation (via the London Community Response Fund) and received additional funding from Lambeth Council. We were able to use these additional funds to offset the majority of the losses outlined above and we ended the financial year with a small deficit of £36,832 and an unrestricted fund balance of £481,699.

Our Connect Lambeth (ILCP) contract which we deliver as the lead partner of a consortium of charities was renewed for a further 5 years from 1st April 2020 and expanded to include advocacy services. During the year we were successful in negotiating an extension to our contracts with Lambeth Primary Care Networks (PCNs) to deliver social prescribing services across the borough. We were also awarded a contract by Lambeth Council to run their Coronavirus Helpline. The above helped to increase our income to £2,656,000 for the year (2020 - £1,712,618).

Risk Management

The Trustees have reviewed the major strategic, business and operational risks which the Charity faces and identified key risks and these are captured in the annual risk register. Risk management is delegated to the Finance & Risk Subcommittee who meet at least quarterly to review risk levels and take appropriate action.

The key risks identified in the 20/21 risk register related to the pension liability and Brexit. In February 2020, the spectre of Coronavirus became a reality, resulting in major changes to operations. We successfully implemented our recently updated Business Continuity plan leading to little additional financial or operational risk.

In addition, strong financial controls are in place to mitigate the risk of financial losses due to theft or fraud and these controls are regularly reviewed.

Reserves

The Board of Trustees has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the free reserves, i.e. unrestricted funds, not committed or invested in tangible fixed assets held by the charity, should be at a level equivalent to three months of operating costs.

Using this definition the charity's free reserves at 31st March 2020 amounted to £481,699 (2020 £534,221). As the charity's annual forward expenditure (excluding partner payments) for 2021/22 is forecast to be £1,785,413 the level of free reserves is broadly in line with the policy.

Fundraising

During the year the total donations and income from fundraising activities came to £18,808 (2020 £9,203). We received donations directly from individuals in response to our Christmas Campaign but also supported the charity throughout the year. We also received grants from City Bridge Trust, Walcot Foundation, Card Factory, Groundwork and the Souter Trust.

We are registered with the Fundraising Regulator and adhere to its Code Of Fundraising Practice. Our fundraising events are organised by our staff members to support the continued work of our organisation. During the year we employed the services of a freelance fundraiser who:

- provided us with the agreed fundraising services as per the contract of the provision of services using reasonable skill and care
- provided the agreed services in accordance with the Code Of Fundraising Practice
- used reasonable endeavours to meet any deadlines that are agreed with us
- handled any personal data in accordance with GDPR

We have a fundraising strategy and policies to which we are committed. We do not 'cold-call' people for fundraising purposes. We only phone people with whom we have an existing relationship, or who have already given us permission to contact them. During the year we did not do any street collections. There have been no complaints about our fundraising activities during the year.

Structure, Governance and Management

The company's governing document is the Memorandum and Articles of Association for a company limited by guarantee and not having a share capital. The liability of the members is limited to £1. The Articles were last reviewed in February 2020, resulting in a change to the membership of the Company. This is now aligned with the current Trustees, who are also the only members of the company.

Management of the charity is the responsibility of the Board of Trustees which meets at least four times a year. Trustees are recruited throughout the year and elected at the Annual General Meeting by the members of Age UK Lambeth. Honorary Officers are also elected at the AGM. Trustees normally serve a three-year term and are twice eligible for subsequent re-election.

A full induction is provided for all new Trustees and ongoing training opportunities are made available. The Board holds regular reviews of its skills and experience to ensure it meets the needs of the organisation and to identify gaps in its expertise which need to be filled.

All Trustees give their time voluntarily and receive no remuneration from the charity. Any expenses reclaimed from the Charity are set out in note 10 to the accounts. The Trustees delegate day to day management to the Chief Executive, Graham Gardiner.

Age UK Lambeth currently uses NJC pay scales as guidance for setting the salaries of the Chief Executive and other management staff, as well as benchmarking against similar jobs in the sector and performance of the staff member.

Age UK Lambeth, Age UK and the Age England Association

Age UK Lambeth is an independent charity responsible for its own policy, direction and funding. Age UK Lambeth is a partner of Age UK under a Brand Partnership Agreement, which sets out the terms of the partnership between the national and local organisation. As a Brand Partner of Age UK, we participate in a Shared Strategy within a network of charities working together to deliver positive change with and for older people. The Brand Partnership Agreement affords Age UK Lambeth access to national policy groups and requires us to meet two separate Quality Standards, which underpin both our Organisation and MYadvice.

We receive support in influencing and campaigning, website and digital services, information sharing, insurance, fundraising, development grants, volunteering, media and public relations. The current brand partnership was due to end in April 2021 and work has started to negotiate a new working arrangement with all brand partners. This has proved more difficult than expected, as it has been agreed that the network relationship with the national charity needs to be updated and made relevant for the current strategic context we are all working in. This has meant a delay to the partnership agreement being agreed, therefore it was decided to extend the existing agreement for another year.

Age UK Lambeth contributes to the Age England Association and supports the work of Age UK by participating in regional and national meetings and networks. We also raise policy issues that may benefit from work at a national level. We pursue locally issues raised at a national level. We provide case studies and we arrange for local older people to act as spokespeople on national topics. We provide ideas and input into discussions and consultations on policy matters. We receive monthly information and updates that may be of interest to local Age UK partner charities from Age UK which undertakes national policy and campaigning work and to whom we can periodically apply for modest amounts of funding for specific project work.

Directors'/Trustees responsibilities in respect of the accounts

Trustees (who are also directors of Age UK Lambeth for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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.

Auditors

The Trustees have decided to re-appoint the Goldwins Limited as the auditors for the forthcoming year in accordance with the Companies Act 2006.

Form of this Report

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and reporting by Charities 2015 and in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved on behalf of the Board of Trustees on 22nd November 2021 and signed on its behalf by:



Yawar Choudhry
Chair
336 Brixton Road, London SW9 7AA

Independent Auditors' Report to the Members of Age UK Lambeth

Opinion

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

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its 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 the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other Information

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

based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.
We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

Capability of the audit in detecting irregularities

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

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
 - 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 reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
 - We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
 - In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

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

Use of our report

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

Anthony Epton

**Anthony Epton (Senior statutory auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
LONDON, NW6 2EG**

Date: 1 December 2021

Age UK Lambeth
Statement of financial activities
(incorporating an income and expenditure account)
For the year ended 31 March 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations	3	139,512	2,500	142,012	9,203
Charitable activities	4	2,422,796	74,083	2,496,879	1,675,627
Other trading activities	6	16,776	-	16,776	25,498
Investment income	5	333	-	333	1,840
Total income		2,579,417	76,583	2,656,000	1,712,168
Expenditure on:					
Raising funds		9,028	-	9,028	1,074
Charitable activities		2,622,911	60,893	2,683,804	1,735,613
Total expenditure	7	2,631,939	60,893	2,692,832	1,736,687
Net income / (expenditure) for the year	8	(52,522)	15,690	(36,832)	(24,519)
Transfers between funds		-	-	-	-
		(52,522)	15,690	(36,832)	(24,519)
Other recognised gains	23	-	-	-	201,000
Net movement in funds		(52,522)	15,690	(36,832)	176,481
Reconciliation of funds:					
Total funds brought forward		534,221	86,450	620,671	444,190
Total funds carried forward	17	481,699	102,140	583,839	620,671

All of the above results are derived from continuing activities.
There were no other recognised gains or losses other than those stated above.
The attached notes form part of these financial statements.

Age UK Lambeth
Balance sheet
As at 31 March 2021

	Note	2021 £	2021 £	2020 £	2020 £
Fixed assets:					
Tangible assets	12	-		-	
Investments	13	<u>50</u>		<u>50</u>	
			50		50
Current assets:					
Debtors	14	301,152		116,268	
Cash at bank and in hand		<u>491,406</u>		<u>580,853</u>	
		792,558		697,121	
Liabilities:					
Creditors: amounts falling due within one year	15	<u>(202,353)</u>		<u>(68,898)</u>	
Net current assets			<u>590,205</u>		<u>628,223</u>
Provision for liabilities			(6,416)		(7,602)
Total net assets			<u>583,839</u>		<u>620,671</u>
Funds	17				
Restricted funds			102,140		86,450
Unrestricted funds:					
General funds		<u>481,699</u>		<u>534,221</u>	
Total unrestricted funds			<u>481,699</u>		<u>534,221</u>
Total funds			<u>583,839</u>		<u>620,671</u>

22nd November 2021

Approved by the trustees onand signed on their behalf by:



Yawar Choudhry

Trustee

Company registration no. 03252067

The attached notes form part of the financial statements.

Age UK Lambeth**Statement of cash flows****For the year ended 31 March 2021**

	Note	2021 £	2021 £	2020 £	2020 £
Net cash provided by / (used in) operating activities					
	18		(89,780)		34,652
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		333		1,840	
Cash provided by / (used in) investing activities			333		1,840
Change in cash and cash equivalents in the year			(89,447)		36,492
Cash and cash equivalents at the beginning of the year			580,853		544,361
Cash and cash equivalents at the end of the year	19		<u>491,406</u>		<u>580,853</u>

1 Accounting policies

a) 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 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

c) 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.

d) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e) 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.

f) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

1 Accounting policies (continued)

g) 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 comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services 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.

h) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance and governance costs which support the Trust's charitable activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

i) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. 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:

~	Fixtures and fittings	straight line basis over 4 years
~	Equipment	straight line basis over 4 years

j) 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.

k) 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.

l) 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.

m) 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Age UK Lambeth
Notes to the financial statements
For the year ended 31 March 2021

2 Detailed comparatives for the statement of financial activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Income from:			
Donations and legacies	4,928	4,275	9,203
Charitable activities	-	1,675,627	1,675,627
Other trading activities	25,498	-	25,498
Investments	1,840	-	1,840
Total income	32,266	1,679,902	1,712,168
Expenditure on:			
Charitable activities	244,209	1,492,478	1,736,687
Total expenditure	244,209	1,492,478	1,736,687
Net income / (expenditure) for the year	(211,943)	187,424	(24,519)
Transfers between funds	228,158	(228,158)	-
Other recognised gains	201,000	-	201,000
Net movement in funds	217,215	(40,734)	176,481
Total funds brought forward	317,006	127,184	444,190
Total funds carried forward	534,221	86,450	620,671

Age UK Lambeth

Notes to the financial statements

For the year ended 31 March 2021

3 Income from Donations

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
HMRC Coronavirus Job Retention Scheme	16,531	-	16,531	-
LB Lambeth Business Rates Grant	10,000	-	10,000	-
LB Lambeth Covid response funding	66,542	-	66,542	-
The Department for Work and Pensions	5,131	-	5,131	-
Walcot Foundation	25,000	-	25,000	-
Other donations and grants	16,308	2,500	18,808	9,203
	139,512	2,500	142,012	9,203

4 Income from charitable activities

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
ILCP Services	1,573,322	-	1,573,322	1,076,953
Other community services	849,474	74,083	923,557	598,674
	2,422,796	74,083	2,496,879	1,675,627

5 Income from investments

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
Bank interest	333	-	333	1,840
	333	-	333	1,840

6 Income from other trading activities

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
Shop income	-	-	-	15,000
Other income	16,776	-	16,776	10,498
	16,776	-	16,776	25,498

7 Analysis of expenditure

	Basis of allocation	Cost of raising funds	Charitable activities £	Support costs £	Governance Costs £	Total 2021 £	Total 2020 £
Direct costs	Direct	-	1,018,447	-	-	1,018,447	530,682
Staff costs	Staff time	-	1,158,789	195,834	-	1,354,623	937,324
Audit fees	Direct	-	-	-	5,400	5,400	3,700
Communications and IT	Staff time	-	36,522	9,539	-	46,061	50,387
Consultancy	Direct	-	74,926	-	-	74,926	33,163
Fundraising costs	Direct	9,028	-	-	-	9,028	12,099
Other expenses	Staff time	-	126,839	6,488	-	133,327	122,344
Premises costs	Floor area	-	41,854	9,166	-	51,020	46,988
		9,028	2,457,377	221,027	5,400	2,692,832	1,736,687
Support costs		-	221,027	(221,027)	-	-	-
Governance costs		-	5,400	-	(5,400)	-	-
Total expenditure 2021		9,028	2,683,804	-	-	2,692,832	
Total expenditure 2020		1,074	1,735,613	-	-	1,736,687	

Of the total expenditure £60,893 was restricted (2020: £1,492,478) and £2,631,939 was unrestricted (2020: £244,209).

8 Net income / (expenditure) for the year

This is stated after charging / (crediting):	2021	2020
	£	£
Depreciation	-	(433)
Auditor's remuneration:		
Audit fees	5,400	3,700

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

Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	1,191,790	818,081
Social security costs	101,815	67,888
Employer's contribution to defined contribution pension schemes	61,018	51,355
	1,354,623	937,324

None of the employees received employee benefits in excess of £60,000 during the year (2020: None).

The total employee benefits including pension contributions of the key management personnel were £56,616 (2020: £55,923).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil) neither were they reimbursed expenses during the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 55 (2020: 36).

10 Taxation

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

11 Pension schemeDefined contribution plan

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £61,018 (2020: £51,355).

Age UK Lambeth

Notes to the financial statements

For the year ended 31 March 2021

12 Tangible fixed assets

	Motor Vehicles £	Fixtures, Fittings and Equipment £	Total £
Cost			
At the start of the year	5,400	40,329	45,729
Additions in year		-	-
Disposals in year		-	-
At the end of the year	5,400	40,329	45,729
Depreciation			
At the start of the year	5,400	40,329	45,729
Charge for the year		-	-
At the end of the year	5,400	40,329	45,729
Net book value			
At the end of the year	-	-	-
At the start of the year	-	-	-

All of the above assets are used for charitable purposes.

13 Fixed asset investments

	2021 £	2020 £
Other	50	50
	50	50

14 Debtors

	2021 £	2020 £
Trade debtors	214,298	66,607
Prepayments and accrued income	86,854	49,661
	301,152	116,268

15 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	29,908	26,448
Taxation and social security	27,508	21,204
Deferred income	119,688	-
Other creditors	11,175	-
Accruals	14,074	21,246
	202,353	68,898
Deferred income		
	2021 £	2020 £
Balance at the beginning of the year	-	85,000
Amount released to income in the year	-	(85,000)
Amount deferred in the year	119,688	-
Balance at the end of the year	119,688	-

Age UK Lambeth

Notes to the financial statements

For the year ended 31 March 2021

16 Analysis of net assets between funds

	General unrestricted £	Restricted £	Total funds £
Investments	50	-	50
Net current assets	488,065	102,140	590,205
Defined benefit pension asset / (liability)	(6,416)	-	(6,416)
Net assets at the end of the year	481,699	102,140	583,839

Analysis of net assets between funds for the previous year

	General unrestricted £	Restricted £	Total funds £
Investments	50	-	50
Net current assets	541,773	86,450	628,223
Defined benefit pension asset / (liability)	(7,602)	-	(7,602)
Net assets at the end of the year	534,221	86,450	620,671

17 Movements in funds

	At the start of the year £	Income and gains £	Expenses and losses £	Transfers £	At the end of the year £
Restricted funds:					
Safe and Independent Living (SAIL)	-	12,768	(12,768)	-	-
Llangattock Trust	84,950	-	-	-	84,950
MYsocial	-	62,315	(48,125)	-	14,190
Vida's	-	1,500	-	-	1,500
W G Edwards	1,500	-	-	-	1,500
Windrush Fund	-	-	-	-	-
Total restricted funds	86,450	76,583	(60,893)	-	102,140
Unrestricted funds:					
General funds	534,221	2,579,417	(2,631,939)	-	481,699
Total unrestricted funds	534,221	2,579,417	(2,631,939)	-	481,699
Total funds	620,671	2,656,000	(2,692,832)	-	583,839

Purposes of restricted funds

Details of restricted funds is given in the Trustees' Report.

The Llangattock Trust monies are for the relief of poverty of elderly people in and around Lambeth.

WG Edwards Charitable Foundation monies are to help fund out and about trips for alder people with limited mobility.

Windrush Fund monies were to fund the Windrush Memories Project and exhibition.

17 Movements in funds for the previous year

	At the start of the year £	Income and gains £	Expenses and losses £	Transfers £	At the end of the year £
Restricted funds:					
ILCP Services	-	1,076,953	(894,456)	(182,497)	-
Other Community Services	-	511,255	(507,813)	(3,442)	-
National Lottery Community Fund	-	49,500	(49,500)	-	-
Gilead	-	30,000	(30,000)	-	-
Age UK London	-	2,635	(2,635)	-	-
Liangatock Trust	127,184	-	-	(42,234)	84,950
Winter Pressure Services	-	4,059	(4,059)	-	-
W G Edwards	-	1,500	-	-	1,500
Windrush Fund	-	4,000	(4,015)	15	-
Total restricted funds	127,184	1,679,902	(1,492,478)	(228,158)	86,450
Unrestricted funds:					
General funds	317,006	32,266	(43,209)	228,158	534,221
Total unrestricted funds	317,006	32,266	(43,209)	228,158	534,221
Total funds	444,190	1,712,168	(1,535,687)	-	620,671

18 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	(36,832)	(24,519)
Depreciation	-	1,217
Loss on disposal of fixed assets	-	4,949
Interest, rent and dividends from investments	(333)	(1,840)
(Increase)/ decrease in debtors	(184,884)	110,685
Increase/ (decrease) in creditors	132,269	(55,840)
Net cash provided by / (used in) operating activities	(89,780)	34,652

19 Analysis of cash and cash equivalents

	At the start of the year £	Cash flows £	Other changes £	At the end of the year
Cash at bank and in hand	580,853	(89,447)	-	491,406
Total cash and cash equivalents	580,853	(89,447)	-	491,406

20 Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Property 2021 £	Property 2020 £
Less than 1 year	-	5,524
1 - 5 years	-	-
	<u>-</u>	<u>5,524</u>

21 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the charity being wound up.

22 Related party transactions

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

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

23 Pension plan**TPT Retirement Solutions – The Growth Plan**

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

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

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

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

Deficit contributions

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

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

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

23 Pension plan (continued)**Deficit contributions**

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

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

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

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.

Present value of provision

	31-Mar-21	31-Mar-20	31-Mar-19
	£	£	£
Present value of provision	6,416	7,602	9,222

Reconciliation of opening and closing provisions

	31-Mar-21	31-Mar-20
	£	£
Provision at start of period	7,602	9,222
Unwinding of the discount factor (interest expense)	171	116
Deficit contribution paid	(1,576)	-1,530
Remeasurements - impact of any change in assumptions	219	-206
Provision at end of period	6,416	7,602

Income and expenditure impact

	31-Mar-21	31-Mar-20
	£	£
Interest expense	171	116
Remeasurements – impact of any change in assumptions	219	-206

Assumptions

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

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

Age UK Lambeth**Notes to the financial statements****For the year ended 31 March 2021**

23 Pension plan (continued)

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

Year ending	31-Mar-21	31-Mar-20	31-Mar-19
	£	£	£
Year 1	1,624	1,576	1,530
Year 2	1,672	1,624	1,576
Year 3	1,723	1,672	1,624
Year 4	1,479	1,723	1,672
Year 5	-	1,479	1,723
Year 6	-	-	1,479

24 Other gains

The charity was in negotiations with the London Borough of Lambeth Pension Scheme regarding a termination payment of £201,000 relating to participation of the scheme up until 2012. The charity received confirmation that this no longer represents a liability of the charity and accordingly the provision was reversed in the last year's financial statements.