

# Age UK Enfield

England & Wales · Charity number 1063696

## Details

---

Other names	AGE CONCERN ENFIELD, AGE CONCERN ENFIELD LTD T/AS AGE UK ENFIELD
Status	Registered
Legal form	Charitable company
Company number	<a href="#">03352062</a>
Registered	1997-07-30
Register	<a href="#">View on the Charity Commission register</a>

## Contact

---

Address	Age UK Enfield The Mabel Churn Centre 55b The Sunny Road Enfield EN3 5EF
Phone	02083754120
Email	<a href="mailto:helen.oliver@ageukenfield.org.uk">helen.oliver@ageukenfield.org.uk</a>
Website	<a href="http://www.ageukenfield.org.uk">www.ageukenfield.org.uk</a>

## Activities

---

**Objects:** THE OBJECTS OF THE CHARITY ARE TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE WITHIN THE AREA OF BENEFIT:3.1.1 PREVENTING OR RELIEVING THE POVERTY OF OLDER PEOPLE;3.1.2 ADVANCING EDUCATION;3.1.3 PREVENTING OR RELIEVING SICKNESS, DISEASE OR SUFFERING IN OLDER PEOPLE (WHETHER EMOTIONAL, MENTAL OR PHYSICAL);3.1.4 PROMOTING EQUALITY AND DIVERSITY;3.1.5 PROMOTING THE HUMAN RIGHTS OF OLDER PEOPLE IN ACCORDANCE WITH THE UNIVERSAL DECLARATION OF HUMAN RIGHTS;3.1.6 ASSISTING OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, SOCIAL EXCLUSION OR OTHER DISADVANTAGE; AND3.1.7 SUCH OTHER CHARITABLE PURPOSES FOR THE BENEFIT OF OLDER PEOPLE AS THE CHARITY TRUSTEES FROM TIME TO TIME DECIDE;THE OUTCOME OF THIS BEING THE PROMOTION OF THE WELL-BEING OF OLDER PEOPLE.

**Activities:** To promote the welfare of older people in any manner, which now or hereafter may be deemed by law to be charitable, in and around the London Borough of Enfield (herinafter called " the area of benefit")

regardless of ethnic origin, gender, marital status, sexual orientation or religious belief.

## Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Elderly/old People, The General Public/mankind

## Geography

- **Area of benefit:** GREATER LONDON
- Enfield

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,981,904	£1,972,672	£720,735	44
2024-03-31	£1,939,951	£1,839,381	£617,503	45
2023-03-31	£1,515,028	£1,582,285	£523,933	56
2022-03-31	£1,451,035	£1,420,955	£636,190	51
2021-03-31	£1,335,832	£1,224,553	£471,110	45

## Trustees

Name	Role	Appointed
Elaine Patricia Adkin	Chair	2020-12-08
ALISON de METZ		2021-12-08
Aviva Trup		2025-06-18
BERYL ANTOINETTE DE SOUZA		2017-02-16
MICHAEL ZACHARIA		2021-12-08
Matt Boucher		2025-04-16
Nicolas Wan Thoung Kee Mew		2021-05-26
Ponnappah Baheerathan		2025-07-27
Rachel Howard		2024-08-05

**Age UK Enfield**

England & Wales - Charity number 1063696

---

# Accounts

---



# Annual Report 2024 / 2025

**Age UK Enfield**

**A Company Limited by Guarantee**

**Trustees' Report and Financial Statements**

**For the year ended 31 March 2025**

**Company Registration Number 3352062 (England and Wales)**

**Charity Registration Number 1063696 (England and Wales)**

---

## REFERENCE AND ADMINISTRATIVE INFORMATION

---

<b>Company registration number</b>	3352062 (England and Wales)
<b>Charity registration number</b>	1063696 (England and Wales)
<b>Governing document</b>	Articles of Association
<b>Trustees</b>	Elaine Adkin Alison de Metz Beryl De Souza Nicola Hyde Nicolas Kee Mew Annie Smol (resigned 31 December 2024) Michael Zacharia Joseph Harley Mari Edwards (resigned 13 September 2024) Rachel Howard (appointed 5 August 2024) Matt Boucher (appointed 16 April 2025) Aviva Trup (appointed 18 June 2025) Bahee Ponnappah (appointed 27 July 2025)
<b>Company Secretary</b>	Kaya Taylor (resigned 25 April 2024) Joy Watkins (appointed 7 May 2024)
<b>Senior Management team</b>	Peter Glass (resigned 30 August 2024) Lesley King Lewis (appointed 19 August 2024/ resigned 22 October 2025) Alison Carter Albert Venetta Hunt Joy Watkins Helen Oliver (appointed 15 September 2025)
<b>Registered office</b>	Age UK Enfield John Jackson Library 35 Agricola Place Bush Hill Park Enfield EN1 1DW
<b>Independent auditors</b>	Knox Cropper LLP Chartered Accountants 65 Leadenhall Street London EC3A 2AD
<b>Bankers</b>	Barclays Bank Plc 259 High Street Ponders End, Enfield EN3 4DS

---

# CONTENTS

---

	Page
Chairs' Introduction	1
Trustees' report	2- 14
Independent auditor's report	15-18
Statement of financial activities	19
Balance sheet	20
Statements of Cash Flows	21
Notes to the financial statements	22 -38
Acknowledgement	39

---

## **AGE UK ENFIELD**

### **Chairs' Introduction**

The year started as the last ended with the economic environment placing continued pressure on the infrastructure and finances of both the NHS and Enfield Council. This in turn, placed continued growing demand for and on all our services, especially our Information and Advice Service. Despite this, we helped secure over £1million in welfare benefits and have provided advice to over 13,000 residents during the year. Similarly, demand for places at our Parker Day Centre, the only dementia day care centre in Enfield, was high. However, in this instance, funding issues around the repair of the lift prevented us from being able to respond. Despite this, the care and compassion shown by our wonderful Parker Centre team under difficult circumstances was exemplary – they think about the needs of our clients and go out of their way to look after them, entertain them and make them laugh! Our focus on finding an alternative location for the Centre – more of which later – is paramount.

Significant efforts have improved the efficiency of our home care services while maintaining its high standards of care. We extended our outreach to untapped areas of the Borough, and this saw a noteworthy uptake of new clients to a service which is a major source of revenue for us.

Our Prevention Services continued to deliver their carefully structured, practical and fun programme of activities and events improving the health and well-being of Enfield's older community – truly reflecting our mission to improve their lives by ensuring they are valued, active, connected and able to live the life they choose. The Men in Sheds project never ceases to amaze – whatever the weather, they come and create items such as planters, candle holders and even a bench among other things which produce much valued donations. There is a real camaraderie and obvious benefit and support among those attending.

As touched upon, this year has seen discussions with Enfield Council commence on securing a lease for a new location – the Rose Taylor Centre - for our dementia daycare service and we anticipate this will be concluded mid-summer in time for an Autumn move. We are indebted to Forster's who are providing much appreciated and valuable legal advice pro-bono.

The year ahead will naturally also be focused on securing the necessary funding and continuing to maintain the financial resilience for the move.

Peter Glass our CEO resigned in August 2024, and Lesley King-Lewis joined us as our interim CEO. Her vast experience and commitment have been extraordinary, and the Board and I thank her. Similarly, none of this year's achievements would be possible without the amazing dedication and commitment of our people – staff and volunteers – thank you!

In preparing this I was struck by the thought that through every challenge, our focus on people, those we serve and those we work alongside, has never wavered. I think that's quite amazing and a great approach to take through to next year.

**Elaine Adkin, Chair, Board of Trustees**

## **AGE UK ENFIELD**

### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025**

---

#### **Charity's mission and purpose**

The trustees present their report and financial statements of the charity for the year ended 31 March 2025.

The trustees have complied with the duty to have due regard to guidance issued by the Charity Commission and have adopted the Statement of Recommended Practice (SORP FRS 102 second edition), which was effective from 1 January 2019.

#### **Our purpose**

The charity's objects ('the objects') are specifically restricted to promoting the following purposes for the benefit of the public and older people in and around the London Borough of Enfield (the 'area of benefit') regardless of ethnic origin, gender, marital status, disability, sexual orientation or religious belief:

1. Preventing or relieving the poverty of older people
2. Advancing education for older people
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
4. Promoting equality and diversity in relation to older people
5. promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
6. Assisting older people in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage
7. Such other charitable purposes for the benefit of older people as the board may from time to time decide, the outcome of this being the promotion of wellbeing of older people.

#### **Structure, Governance and Management**

##### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 14 April 1997 and registered as a charity on 30 July 1997. The charitable company formed in 1997 as Age Concern Enfield took on the assets and liabilities of a previous unincorporated charity. The company changed its name to Age UK Enfield on 15 February 2023. The company was established under a Memorandum of Association which defined the objects and powers of the charitable company. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

## **AGE UK ENFIELD**

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

---

#### **Public Benefit**

The Trustees confirm that they referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives. They consider that the activities carried out, summarised in the Activities & Achievements section of this report below, provide benefit to the community.

#### **Activities & Achievements**

Age UK Enfield's services are organised in two categories: Prevention and Wellbeing Services, and Care and Support Services. As an organisation we continue to work hard to ensure there are clear pathways and referral routes across our services, streamlining to ensure a smooth experience for our clients. We have been improving our recording, reporting and monitoring to ensure we can evidence the work that we have been doing.

We have adapted to new ways of working, improving our technology to better enable home working, being flexible and taking innovative and creative approaches to the ever-changing range of guidelines and requirements that we follow.

Age UK Enfield provides the following services:

#### **Prevention and Wellbeing Services**

- Falls prevention
- Memory service
- Frailty services
- iCan
- Enfield Wellbeing Network
- Later Life Planning
- Information and Advice
- Digital Inclusion
- Men's Sheds
- Fit for life

#### **Care and Support Services**

- Home care
- Day care
- Home from Hospital

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

---

#### Prevention and Wellbeing Services

##### Falls Prevention.

Our Fall Stop, falls prevention service, provides a range of information, exercise and activity sessions for people who have fallen or are at risk of falling.

Referrals to Fall Stop Service are consistent with the previous year's trends, with 196 people referred, we are still exceeding our target. Our Falls Lead has worked hard to develop a good relationship with community therapies and St Michaels.

Demand to attend the classes is high. We increased our classes in Q4 from 6 a week to 7 across three locations. We have continued to develop Movement as Medicine taster sessions delivered within Albany Leisure Centre and developed a new Strength Training class.

The number of attendees increased again during 24/25 with 4,330 attendances. There appears to be a consistent trend of people wanting to improve their strength, coordination, and balance. People attending also appear to want to make this a habit and stay on beyond the 12-week sessions.

*It was a seamless experience; we called the main number and were told Sophie would contact us. She booked an appointment for an assessment, and we agreed Mum would attend St Peter's as closest to her. Sophie also helped us with accessing Dial a Ride to get mum out and about. Mum loves Walter's classes and her new friends*

##### Memory Service

Referrals for post diagnostic dementia support are consistent and reflect the local picture. In 2024/2025 392 Enfield residents were referred for support. Partnership work with Enfield Memory Service remains good and we have continued to attend Cognitive Stimulation Therapy (CST) groups to meet new patients. Our staff members have attended training to deliver CST, and we are working on a proposal to deliver maintenance CST within the community

In 2024/25 888 individuals attended Memory Meet Up sessions. The fortnightly sessions are incredibly popular and well attended and we offer a range of dementia-friendly activities and guest speakers from across the sector. We have increased our speakers from dementia research projects and technological offers this year. People have also benefited from attending group outings and strengthened their supportive networks

*"I cannot fault the service AUKE has provided. I was referred by Enfield Memory Service and then contacted by Sophia, who visited us at home. Sophia invited us to attend both Social Singing and Memory Meet Up where we have met more people with dementia and their carers, which has been helpful".*

## **AGE UK ENFIELD**

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

---

#### **Frailty Service**

In 2024/25 we received 524 referrals for Health & Wellbeing services. The demand on services remains consistent. People sought help to relieve pressure of rising costs.

Referrals are made from a variety of sources including Social Prescribers, health professionals and self-referrals. Health & Wellbeing navigators support people with applications for welfare benefits to boost income, help with applying for travel concessions to enable people to access community activities and health awareness support, to improve their understanding of their health conditions.

Our sustained funding increase has enabled us to continue our work at North Middlesex Care of the Elderly wards. During 2024/25 our team of navigators worked with 213 people.

Throughout 2024/25 we continued to deliver Social Singing, delivering 12 sessions to 520 people. We ended the year on a high, with The Big Choir delivering the final session to over 60 attendees. There is an even split of genders attending the session, with a high proportion of people attending who identify as carers for their family members.

#### **iCan**

iCan service is a consortium led by Age UK Enfield with Attend, Alpha Care and Enfield Carers Centre. We provide one to one support to adults over 18 to help them understand health conditions and how to live well independently within the community.

In 2024/25, we received 685 referrals for one-to-one support with a navigator. A further 1,915 people attended our monthly group activities. This was our final year of delivering this service.

We delivered 5 large public events between April 2024 and March 2025 and had 538 people attending. iCan has been an incredibly successful project which has developed long lasting partnerships with other community groups and organisations.

#### **Enfield Wellbeing Network**

EWN is a consortium led by Mind in Enfield and Barnet to improve the lives of local people and help them to set goals and try new activities. 2024/2025 was the final full year of delivering with the contract ending in May 2025. We supported 206 people with one-to-one support and held 32 events that encourage people to improve nutrition, live on food budget, creative writing, and journalling. As well as the popular monthly Menopause Meet Up we developed a Men's Wellbeing group at Pymmes Park.

## **AGE UK ENFIELD**

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

---

#### **Planning for Later Life**

For people over 50 and their families, our free Planning for Later Life awareness sessions cover a range of topics including: making a will, power of attorney, advanced statements / decisions, and bereavement services. We also offer 1-1 individually tailored support for people with life-limiting conditions.

2024/25 was our final year of delivering this as part of the London Borough of Enfield contract led by CommUnity Barnet, we have continued to incorporate Later Life Planning into all our services and talks at public events. The Later Life Adviser also saw 62 individuals for one-to-one sessions during this period.

#### **Information, Advice and Advocacy**

The Information, Advice and Advocacy Service can support and enable anyone over pensionable age, and who is a resident of Enfield, to:

- maximise their income through welfare benefit checks.
- claim benefits.
- apply for travel concessions.

Our IA and navigation team members continue to work hard to sustain our Quality Assurance Standard (QAS) and Advice Standard Qualification. It is to be noted that only AUKE and Citizens Advice Enfield hold these qualifications and was recognised during the retendering process.

In 2024/25, **3,012** people contacted AUKE for advice through customer services, with over 7,800 contacts made to help resolve their enquiries. **644** people received ongoing IA complex case support from our services. In 2024/25 we raised £1,063,836.85 for local residents in welfare benefits with the support of our team.

#### **Digital Inclusion**

There was no funding during 2024/25 for this service, so we developed a new initiative to manage interest in digital inclusion, whilst applying for funding. From September Digital Champions delivered Tech Tuesdays at Dugdale Centre as part of a new offer.

Our Digital Champions saw 26 individuals for one-to-one support at Dugdale. We also delivered awareness at iCAN event to 120 participants, with a survey scoping needs and planning actions.

#### **Men's Sheds**

We were funded by North London Waste Authority during 2024/2025. Sheds continue to encourage participants to learn new skills and create items from recycled materials. We

## **AGE UK ENFIELD**

### **TRUSTEES REPORT (CONTINUED)**

#### **FOR THE YEAR ENDED 31 MARCH 2025**

---

celebrated our 2<sup>nd</sup> Birthday and invited friends and family members to attend where we had 50 people join us. Throughout the year we held 100 sessions with 1,306 people attending. Amongst our projects we created planters and a bench for Eco House in Edmonton and raised income from hosting two stalls in Enfield Charter Market.

#### **Fit for Life**

The City Bridge Trust funded the Fit for Life (FFL) project provides a series of exercise and fitness classes for people over 50. Classes take place at a range of community venues across the borough, as well as walks of varying lengths in local parks suitable for all abilities.

Our programme had 21 group exercise classes, from beginners to intermediates. We also offer 6 weekly walks in town and country parks and a monthly quiz. Our popular summer cycling project in Bush Hill Park, funded by Groundwork London and TFL, continued with record numbers. In total, we had 12,557 attendances at classes, walks and cycling sessions.

#### **Care and Support Services**

Our Care Services provide sustained support for vulnerable individuals within the Borough, delivering long-term, regular assistance.

#### **Day Care**

The Parker Centre, located in Edmonton, functions as a specialist day care facility for individuals aged 50 and over who are living with dementia at various stages. Attendees participate in a variety of organised activities, such as reminiscence sessions, chair-based exercises, arts and crafts, among others. The centre ensures the provision of nutritious, freshly prepared meals and refreshments throughout the day.

In the 2024/25 period, 110 people attended the day centre, resulting in 8,984 total visits, 7,578 hot meals served, and 6,450 return transport journeys provided.

During December, we hosted two Christmas events for clients and their families, each attended by 80 guests.

Additional ongoing activities included biweekly sessions with Jazanne Arts and Chicken Shed, as well as weekly seated exercise, yoga, and hip hop exercise classes. Furthermore, excursions to Lee Valley White Water Centre offered opportunities for clients to experience outdoor environments, which was greatly enjoyed by both clients and staff. Plans are in place to further facilitate access to green spaces in the coming year.

## **AGE UK ENFIELD**

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

---

#### **Home Care and Home from Hospital**

Home Care delivers a comprehensive suite of services within individuals' homes, empowering them to maintain independent living. These services encompass stimulating activities, personal care, medication assistance, accompaniment to appointments, shopping arrangements, respite care for carers, various household tasks, and social outings.

Over the past year, there was a strategic focus on expanding service hours. We supported 113 individuals through our home care programme, providing a total of 15,271 hours of care, which includes 386 hours under the Home from Hospital service—representing a doubling of service delivery compared to the previous twelve months.

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### The Board of Trustees

In accordance with the Articles of Association, the Company has a Board. Under the requirements of the Articles of the Company, the members of the Board are elected to serve for a period of three years from the date of their election and are eligible for re-election to service for a maximum of nine years. The members of the Board are the Company's Directors for the purpose of company law and Trustees of the Charity for the purposes of charity law.

- In accordance with the Articles, the Board consists of a minimum of five trustees and a maximum of fifteen, to be elected by the members at a General Meeting or appointed to fill a casual vacancy or co-opted.
- The Honorary Officers (Vice Chair and Treasurer) are appointed by the Board from amongst the trustees in accordance with the Articles.

The Board meets approximately every three months to review the financial position of the charity, its funding, operational performance and major risks and mitigating actions. The Board also agree major areas of policy and the strategic direction of the Charity.

The Board has three formal sub-committees to which certain management responsibilities have been delegated. The Board from time to time also forms working groups which consist of a combination of staff and trustees e.g. Parker Centre or Constitution Review Group. These working groups have a very specific remit and report to the Board.

Members of the Board who served during the financial year and up to the date of approval of the annual report were as follows:

Director / Trustee	Appointment Date	Resignation Date
Elaine Adkin	08/12/2020	
Nicola Hyde	08/12/2021	
Nicolas Kee Mew	26/05/2021	
Alison de Metz	08/12/2021	
Anne Smol	26/05/2021	31/12/2024
Beryl De Souza	16/02/2017	
Michael Zacharia	08/12/2021	
Mari Clwyd Edwards	19/07/2023	13/09/2024
Joseph Daniel Harley	26/04/2023	
Rachel Howard	05/08/2024	
Matt Boucher	16/04/2025	
Aviva Trup	18/06/2025	
Bahee Ponnappah	27/07/2025	

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Attendance at Board meetings during the year to 31 March 2025

Director / Trustee	Number of Board meetings attended (4 in year)
Elaine Adkin	4/4
Nicola Hyde	4/4
Nicolas Kee Mew	3/4
Alison de Metz	4/4
Anne Smol	2/2
Beryl De Souza	3/4
Michael Zacharia	4/4
Mari Clwyd Edwards	1/1
Joseph Daniel Harley	3/4
Rachel Howard	2/3

#### Governance

The Board ensures that the composition and the breadth of experience are sufficient for it to discharge its responsibilities. To these ends the Board regularly reviews its composition and where necessary identifies suitable people to strengthen its skills and experience.

#### Induction

Prospective trustees are invited to meet the Chair, designated Trustees and the Chief Executive for informal interviews. At these interviews the duties and responsibilities of trustees, and the amount of commitment to the organisation required are fully discussed and suitable literature is provided to them. If the prospective trustee is approved by the designated Trustees and Chair they are invited to attend a Board meeting, before a final decision is made by the individual and the Board.

#### Training

Each joining trustee is allocated a mentor and furnished with an induction pack. This includes several documents which are listed below and include the responsibilities and duties of honorary officers and trustees.

- Guidance on the nomination of Honorary Officers and Trustees/Directors;
- An Information pack on Roles and Responsibilities;
- Role description for Trustee;
- Role descriptions for each of the Honorary Officers;
- Changes in charity law and compliance with company regulations are notified to the trustees at their regular meetings;
- The latest Annual Report.

## **AGE UK ENFIELD**

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

---

The Charity also operates internal training and all Trustees are required to complete a series of training modules. Training records are held that details courses completed and dates.

#### **Financial Review**

Total incoming resources were £1,981,904 (2024: £1,939,951) for the year and expenditure amounted to £1,972,672 (2024: £1,839,381) resulting in a net surplus of £9,232. There was an actuarial ("below the line") surplus on the final salary pension scheme of £94,000. The final salary pension scheme is with national Age UK and was closed to staff several years ago. The scheme is currently in surplus, but Age UK Enfield is contributing over £43,000 per annum as part of the plan to maintain this surplus. See Note 12.

#### **Significant Contracts**

The Charity has significant contractual relationships with the London Borough of Enfield Social Services and Enfield Clinical Commissioning Group which provide a significant proportion of the Charity's funding. Contract income of £613,781 was received in the year ended 31 March 2025 to support the provision of services for older people.

#### **Reserves Policy**

As of 31 March 2025, the charity held free reserves of £419,080. Free reserves are unrestricted general funds not tied up in fixed assets, restricted or designated funds.

Free reserves are held to ensure the continuity of care to older people, given the relative uncertainty of future project funding and to protect the long-term viability of the Charity. The medium-term financial strategy requires three to six months reserves to cover income volatility and short-term working capital requirements, meaning minimum reserves of £450,000. The current reserves are in line with that target.

#### **Investment Policy**

Funds not immediately required by the charity for its charitable activities are invested in short term interest yielding bank deposit accounts at the prevailing market rates of interest.

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

---

#### **Risk Management**

The Board regularly reviews the risks to the organisation, ensuring proper systems and procedures are in place to manage these risks. Key risks considered during the year include:

##### Premises arrangements

Risk assessments were regularly undertaken of The Parker Centre to ensure the safety of both clients and our staff. There were a number of areas which have raised concern during the year including the lift not being in operation and the risk to staff having to climb stairs whilst carrying hot food. The Centre has outlived its purpose and discussions are in play regarding the leasing of a purpose-built day centre which we hope to have completed by late Summer of 2025.

There are also plans in place for the closure of a number of libraries in the borough. The John Jackson library, from where we run a number of services, is one of them. The plan is to move staff from the library to the purpose built day care centre.

##### Inability to generate sufficient income to meet our objectives and deliver our services

We continue to explore opportunities to diversify our income and consider all relevant opportunities to generate income that will further our objectives. Shortly after the end of the financial year our contracts with Enfield Council for the provision of Prevention Services will end. We are working on retendering as lead provider on one contract and as a subcontractor on a second contract. We believe we will be successful in both. The Board has also recognised that we need to develop fundraising as part of our business model and we are exploring ways to generate income from fundraising activity.

##### Insufficient reserves to withstand a downturn in activity

Whilst we have improved our overall reserves position over the course of the financial year, our unrestricted reserves balance has reduced as we have designated some funds for relocation. We always aim to maintain a level of reserves consistent with our Reserves Policy, but this remains a challenge in the current operating environment. The need to move to new premises will also put additional pressure on costs.

## **AGE UK ENFIELD**

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

---

#### **Plans for Future Periods**

The current organisational strategy from 2022 up to 2025 was extended last year. We are currently recruiting for a new Chief Executive and one of their key tasks will be to develop a new 3-year strategy from April 2026. In the meantime, the plan to move to our new premises provides scope to increase capacity and income from our day care service and provides opportunities for hiring out rooms and delivering other activities.

We are also increasing marketing of our home care services.

#### **Going Concern**

The financial trend has been positive with increased income during the reporting period, and a recorded surplus. Therefore, after reviewing the charity's initial forecasts and projections and its strategy for growth, the directors have reasonable expectations that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

#### **Trustees' responsibilities in relation to the financial statements**

The trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the trustees' annual report and 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 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 income and expenditure, of the charitable company for that period. In preparing these accounts, 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 departure disclosed and explained in the accounts;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The 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 accounts 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.

## **AGE UK ENFIELD**

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

---

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.

#### **Statement as to disclosure to our auditors**

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware; and
- the trustees having made enquiries of fellow directors and the charity's auditor on steps that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees



.....  
Elaine Adkin  
Chair of Trustees

**26 November 2025**

## AGE UK ENFIELD

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK ENFIELD

---

#### **Opinion**

We have audited the financial statements of Age UK Enfield (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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.

## **AGE UK ENFIELD**

### **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK ENFIELD (continued)**

---

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

#### **Other information**

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

## AGE UK ENFIELD

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK ENFIELD

---

in preparing the trustees' report and from the requirement to prepare a strategic report.

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, 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 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 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 is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.

## AGE UK ENFIELD

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK ENFIELD

---

- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

A further description of our responsibilities for the audit of the financial statements is located 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.

*Knox Cropper LLP*

17/12/25

Simon Goodridge (Senior Statutory Auditor)

For and on behalf of Knox Cropper LLP, Statutory Auditor and Chartered Accountants

65 Leadenhall Street

London

EC3A 2AD

# AGE UK ENFIELD

## STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds £	Restricted funds £	Total Funds 2025 £	Total Funds 2024 £
<b>INCOME AND ENDOWMENTS FROM:</b>	<b>Notes</b>				
Donations and legacies	2	83,037	10,000	93,037	50,543
<b>Charitable activities</b>					
Grants and contracts receivable	3	687,912	87,875	775,787	814,721
Client and Direct care Contributions	3.1	1,100,239	-	1,100,239	1,064,544
Fundraising	3.2	894	-	894	-
Investments	3.3	11,762	-	11,762	9,799
Others	3.4	185	-	185	434
<b>Total income and endowments</b>		<b>1,884,029</b>	<b>97,875</b>	<b>1,981,904</b>	<b>1,939,951</b>
<b>EXPENDITURE ON:</b>					
<i>Cost of raising funds</i>					
Raising Funds	4	(20,272)	-	(20,272)	(29,933)
<i>Charitable activities</i>	4				
Care and Support Services		(1,128,523)	(50,077)	(1,178,600)	(1,045,420)
Prevention and Wellbeing Services		(694,954)	(78,846)	(773,800)	(764,028)
<b>Total resources expended</b>	4	<b>(1,843,749)</b>	<b>(128,923)</b>	<b>(1,972,672)</b>	<b>(1,839,381)</b>
<b>Net income/(expenditure)</b>		<b>40,280</b>	<b>(31,048)</b>	<b>9,232</b>	<b>100,570</b>
Transfers between funds	14	(27,356)	27,356	-	-
<b>Net (income)/(expenditure) before other recognised gains and losses</b>		<b>12,924</b>	<b>(3,692)</b>	<b>9,232</b>	<b>100,570</b>
<b>Other recognised gains and losses</b>					
Actuarial (loss)/gain on pension scheme	12	94,000	-	94,000	(7,000)
<b>Net movement in funds</b>		<b>106,924</b>	<b>(3,692)</b>	<b>103,232</b>	<b>93,750</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		580,836	36,667	617,503	523,933
<b>Total funds carried forward</b>	14	<b>687,760</b>	<b>32,975</b>	<b>720,735</b>	<b>617,503</b>

The notes from page 22 onwards are an integral part of these financial statements.

# AGE UK ENFIELD

## BALANCE SHEET AS AT 31 MARCH 2025

	Notes	2025 £	2024 £
<b>FIXED ASSETS</b>			
Tangible assets	9	13,935	10,975
		<b>13,935</b>	<b>10,975</b>
<b>CURRENT ASSETS</b>			
Debtors	10	150,349	140,901
Short term deposits		138,541	132,002
Cash at bank and in hand		372,014	348,643
		<b>660,904</b>	<b>621,546</b>
<b>Creditors: amount falling due within one year</b>	11	(117,104)	(84,018)
		<b>543,800</b>	<b>537,528</b>
<b>NET CURRENT ASSETS</b>			
		<b>543,800</b>	<b>537,528</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
Pension scheme asset	12	163,000	69,000
		<b>720,735</b>	<b>617,503</b>
<b>NET ASSETS</b>			
		<b>720,735</b>	<b>617,503</b>
<b>FUNDS</b>			
Unrestricted funds		433,015	481,836
Pension reserve	12	163,000	69,000
		596,015	550,836
Designated Funds	14	91,745	30,000
Restricted funds		32,975	36,667
		124,720	66,667
<b>TOTAL FUNDS</b>	14	<b>720,735</b>	<b>617,503</b>

The notes from page 22 onwards are an integral part of these financial statements.

These financial statements were approved and authorised for issue by the board of trustees on 26 November 2025 and signed on its behalf by:-



Elaine Adkin  
Chair



Michael Zacharia  
Treasurer

Company Registration Number: 3352062 (England and Wales)

## AGE UK ENFIELD

### Statement of Cash Flows for the year ending 31 March 2025

	Note	2025 £	2024 £
<b>Cash used in operating activities:</b>	15.1		
<i>Net cash provided by operating activities</i>		24,438	35,871
<b>Cash flows from investing activities</b>			
Interest income		11,762	9,799
Tangible Fixed Assets		(6,290)	(8,851)
<i>Net cash used in investing activities</i>		5,472	948
<b>Increase (decrease) in cash and cash equivalents in the year</b>		29,910	36,819
<b>Cash and cash equivalents at the beginning of the year</b>	15.2	480,645	443,826
<b>Total cash and cash equivalents at the end of the year</b>		510,555	480,645

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

---

### 1 Accounting policies

#### 1.1 Accounting convention

The financial statements are prepared in accordance with the Statement of Recommended Practice: Accounting and reporting by charities (SORP FRS 102 second edition – effective 1 January 2019), applicable accounting standards and the Companies Act 2006. The financial statements are presented in Sterling (£).

#### 1.2 Going Concern

The SMT and current trustees have worked hard to secure income and manage expenditure and are confident about the charity's viability in the near future and therefore consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

#### 1.3 Donations

Voluntary income is received by way of donations, legacies and gifts and is included in full in the SOFA when receivable.

The value of services provided by volunteers has not been included in the accounts.

#### 1.4 Grants, contracts and other income

Grants and contracts are recognised in full in the SOFA when receivable. Other incoming resources are included in the SOFA when receivable.

#### 1.5 Resources expended

All expenditure is accounted for on an accruals basis and is inclusive of VAT. Expenditure has been classified under activities which allocate all costs related to the activity including the cost of managing and administering the activity.

The cost of managing and administering the activity (support cost) is an indirect cost and is allocated to the activity based on direct service costs incurred on that activity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

#### 1.6 Fund accounting

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

#### 1.7 Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

Depreciation is provided at rates calculated to write off the cost of each asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Furniture and other equipment: 20% reducing balance

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

### 1.8 Operating leases

Rentals payable under operating leases are charged to the SOFA as incurred over the term of the lease.

### 1.9 Pension costs

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Both schemes are accounted for in accordance with FRS 102 and described in more detail in note 12.

## 2 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Donations and gift aid donations	32,877	10,000	42,877	50,268
Legacies	50,000	-	50,000	-
Membership fees	160	-	160	185
	<u>83,037</u>	<u>10,000</u>	<u>93,037</u>	<u>50,543</u>

## 3 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
<b>Grants &amp; Contracts</b>				
LB of Enfield -ICF, Workforce & Other grants	-	-	-	2,667
Age UK -EON	12,500	-	12,500	13,616
EDA -Information & Advice Project	26,660	-	26,660	10,737
Groundwork London	-	5,000	5,000	1,950
Age UK London –Cost of Living Grant	-	-	-	40,000
Enfield Wellbeing Network	46,391	-	46,391	39,709
GVC Ladbrokes-Men in Sheds	-	-	-	9,989
LB of Enfield-VCS Carers Outcome 2 (iCan)	280,175	-	280,175	280,175
NHS- Falls Prevention, Dementia & Frailty	301,616	-	301,616	226,616
Community Barnet	10,501	-	10,501	10,500
City Bridge Trust	-	55,500	55,500	42,983
The Armed Forces Covenant Fund Trust	-	500	500	30,375
Age UK Charity- Emmanuel Hospital fund	-	9,375	9,375	12,500
Other Funds	10,069	-	-	17,904
	<u>687,912</u>	<u>87,875</u>	<u>775,787</u>	<u>814,721</u>

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### 3.1 Client and Direct care contributions

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Clients and Direct Care Contributions	1,100,239	-	1,100,239	1,065,544
	<u>1,100,239</u>	<u>-</u>	<u>1,100,239</u>	<u>1,065,544</u>

#### 3.2 Other activities

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Fundraising	894	-	894	-
	<u>894</u>	<u>-</u>	<u>894</u>	<u>-</u>

#### 3.2 Bank and investment interest

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Bank interest	11,762	-	11,762	9,799
	<u>11,762</u>	<u>-</u>	<u>11,762</u>	<u>9,799</u>

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

4 Expenditure	Care and Support Services £	Prevention and Wellbeing Services £	Total 2025 £	Total 2024
<b>Charitable activities</b>				
Costs directly allocated to activities / staff costs (excluding indirect staff costs)	1,178,600	773,800	1,952,400	1,809,448
<b>Total expenditure excluding Raising funds</b>				<b>1,809,448</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	12,856	7,416	20,272	29,933
<b>Total expenditure</b>	<b>1,191,456</b>	<b>781,216</b>	<b>1,972,672</b>	<b>1,839,381</b>

All support costs including overhead are directly allocated to departments and therefore included in our charitable activities.

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

4 Expenditure Prior year	Care and Support Services £	Prevention and Wellbeing Services £	Total 2024 £	Total 2023
<b>Charitable activities</b>				
Costs directly allocated to activities / staff costs (excluding indirect staff costs)	1,045,420	764,028	1,809,448	1,572,119
<b>Total expenditure excluding Raising funds</b>	<b>1,045,420</b>	<b>764,028</b>	<b>1,809,448</b>	<b>1,572,119</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	23,101	6,832	29,933	10,166
<b>Total expenditure</b>	<b>1,068,521</b>	<b>770,860</b>	<b>1,839,381</b>	<b>1,582,285</b>

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

5 Support costs	Care and Support Services	Prevention and Wellbeing Services	Total 2025
	£	£	£
Admin Charges (Management & Service Fees)	227,023	151,349	378,372
	227,023	151,349	378,372
<i>These cover costs where not already charged directly to the relevant service.</i>			
Prior year	Care and Support Services	Prevention and Wellbeing Services	Total 2024
	£	£	£
Admin Charges (Management & Service Fees)	119,486	88,374	207,860
	119,486	88,374	207,860

Support costs are allocated to charitable Activities based on the proportion of expenditure.

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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

	2025	2024
	£	£
Net movement in funds is stated after charging:		
Depreciation	3,329	2,034
Auditors' remuneration	9,450	8,750
Operating leases – equipment	10,941	10,185
	<u>          </u>	<u>          </u>

#### 7 Trustees' remuneration and reimbursed expenses

The trustees received no remuneration during the year (2024: £nil)  
Expenses amounting to £77 were reimbursed to 1 trustee in the year (2024: £180)

#### 8 Staff costs and numbers

	Total 2025	Total 2024
	£	£
Salaries and wages	1,248,733	1,179,220
Social security costs	87,280	79,906
Pension contributions	32,457	28,791
Pension Scheme recovery payments	43,248	43,248
Temporary Staff costs	35,722	29,711
	<u>1,447,440</u>	<u>1,360,876</u>
Staff travel, training, recruitment & payroll processing costs	36,675	23,501
	<u>1,484,115</u>	<u>1,384,377</u>

The average number of full and part-time employees during the year were as follows:

	2025	2024
Care and Support Services	27	28
Prevention and Wellbeing Services	12	12
Management, Finance and Administration	5	5
	<u>44</u>	<u>45</u>

No employees received emoluments of more than £60,000 per annum.

Senior Management Personnel costs of gross salary and employers' national insurance amounted to £177,590 (2024: £192,866).

In the period the interim CEO was paid £41,025 under and interim contract.

The Senior Management team is made up of:

- Peter Glass - Chief Executive Officer (Resigned August 2024)
- Lesley King Lewis – Interim Chief Executive Officer (appointed August 2024)
- Venetta Hunt - Head of Care Services
- Alison Carter Albert – Head of Prevention Services
- Kaya Taylor – Finance Director (Resigned April 2024)
- Joy Watkins– Finance Director (Appointed May 2024)

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### 9 Tangible fixed assets

Furniture and Equipment

	£
<b>Cost</b>	
At 1 April 2024	37,651
Additions	6,289
<b>At 31 March 2025</b>	<u><b>43,940</b></u>
<b>Depreciation</b>	
At 1 April 2024	26,676
Charge for the year	3,329
<b>At 31 March 2025</b>	<u><b>30,005</b></u>
<b>Net book value</b>	
<b>At 31 March 2025</b>	<u><b>13,935</b></u>
At 31 March 2024	<u>10,975</u>

#### 10 Debtors

	2025	2024
	£	£
Trade debtors	116,256	105,473
Prepayment	20,992	21,421
Other debtors	13,969	15,172
Provision for doubtful debts	<u>(868)</u>	<u>(1,165)</u>
	<u><b>150,349</b></u>	<u><b>140,901</b></u>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 11 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors and accruals	78,790	62,134
Other creditors	-	3,134
Deferred Income	37,250	18,750
Bank overdraft	1,064	-
	<u>117,104</u>	<u>84,018</u>

### 12 Pension scheme

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Further information about both schemes is below:-

#### Defined benefit

The disclosures below are provided in respect of the Age Concern Section of the Age UK Retirement Benefits Scheme in respect of Age UK Enfield only ("the Scheme") and presented in £000's in accordance with the actuarial note provided.

The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme was carried out as at 31 March 2022 and the results of this valuation have been updated to 31 March 2025 by a qualified independent actuary. The expected employer contributions for the year ending 31 March 2026 are £43,000. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligations was measured using the Projected Unit Method.

The principal assumptions used to calculate the liabilities under FRS102 are set out below:

#### Main financial assumptions:

	31 March 2025 %pa	31 March 2024 %pa
RPI Inflation	3.10	3.20
CPI Inflation	2.30	2.40
Rate of increase in salaries	N/A	N/A
Pension increases		
Rate of increase in payment of pre 2006 pensions	3.60	3.70
Rate of increase in payment of post 2006 pensions	2.00	2.05
Discount rate for Scheme liabilities	5.80	4.90

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### Defined benefit (continued)

#### Main demographic assumptions:

	2025	2024
Mortality	100% of S3PMA base tables for males and 100% of S3PFA_M base tables for females projected by year of birth assuming future improvements in line with CMI 2023 projections (with parameters Sk = 7.0, A = 0.25%, w2020/w2021 = 0% and w2022/w2023 = 15%) and a long-term improvement rate of 1.25% pa	100% of S3PMA base tables for males and 100% of S3PFA_M base tables for females projected by year of birth assuming future improvements in line with CMI 2022 projections (with parameters Sk = 7.0, A = 0.25% and w2020/w2021 = 0%) and a long-term improvement rate of 1.25% pa
	<b>Years</b>	<b>Years</b>
Life expectancy for male currently aged 65	21.7 years (age 86.7)	21.7 years (age 86.7)
Life expectancy for female currently aged 65	23.7 years (age 88.7)	23.6 years (age 88.6)
Life expectancy at 65 for male currently aged 45	23.0 years (age 88.0)	23.0 years (age 88.0)
Life expectancy at 65 for female currently aged 45	25.1 years (age 90.1)	25.1 years (age 90.1)
Cash commutation	Allowance has been made for all members to exchange 70% of the maximum cash allowance available upon retirement.	Allowance has been made for all members to exchange 70% of the maximum cash allowance available upon retirement.
Scheme asset allocation		

	At 31 March 2025		At 31 March 2024	
	£000s	%	£000s	%
Equities	116	9.7	183	14.5
Diversified growth fund	0	0	62	4.9
Matching assets/bonds	843	69.9	805	63.7
Infrastructure	175	14.5	169	13.4
Cash	71	5.9	43	3.5
<b>Total</b>	<b>1,205</b>	<b>100</b>	<b>1,262</b>	<b>100</b>

None of the scheme's assets are invested in the Employer's financial instruments or in property occupied by, or other assets used by the Employer.

#### Reconciliation of funded status to balance sheet:

	31 March 2025	31 March 2024
	£000s	£000s
Fair value of assets	1,205	1,262
Present value of funded defined benefit obligations	(1,042)	(1,193)
Funded status	163	69

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Asset/(liability) recognised on the balance sheet

Present value of unfunded defined benefit obligations

- -

#### Defined benefit (continued)

##### Defined benefit (continued)

##### History of experience gains and losses:

2025 2024  
£'000 £'000

Present value of scheme liabilities

1,205 1,262

Fair value of scheme assets

(1,042) (1,193)

Surplus/ (deficit) in the scheme

163 69

##### Amounts recognised in income statement

2025 2024  
£'000 £'000

Operating cost:

Current service cost

- -

Administration expenses

7 6

Past services cost (Inc. Curtailments)

- -

Settlement cost

- -

Financing cost :

Interest on net defined benefit liability/(asset)

- -

Pension expense recognised in profit and loss

7 6

##### Amounts recognised in Other Comprehensive Income (OCI)

2025 2024  
£'000 £'000

Asset gains/(losses) arising during the year

(91) (34)

Liability gains/losses arising during the year

149 (10)

Change in the effect of the asset ceiling

(94) 7

Total amount recognised in OCI

(36) (37)

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### Defined benefit (continued)

##### Changes to the present value of the defined benefit obligation during the year

	2025	2024
	£'000	£'000
Opening defined benefit obligation (DBO)	1,193	1,184
Current service cost	-	-
Interest expense on DBO	57	56
Contributions by Scheme members	-	-
Actuarial (gains)/losses on scheme liabilities	(149)	10
Net benefits paid out	(59)	(57)
Past service cost (Inc. Curtailments)	-	-
Net increase in liabilities from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,042</u>	<u>1,193</u>

##### Changes to the fair value of scheme assets during the year

	2025	2024
	£'000	£'000
Opening fair value of Scheme assets	1,262	1,260
Interest Income on Scheme assets	57	56
Gain/(loss) on Scheme assets	(91)	(34)
Contributions by the employer	43	43
Contributions by Scheme members	-	-
Net benefits paid out	(59)	(57)
Administration costs incurred	(7)	(6)
Net increase in assets from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,205</u>	<u>1,262</u>

##### Actual return on Scheme assets

	2025	2024
	£'000	£'000
Interest income on Scheme assets	57	56
Gain/(loss) on Scheme assets	(91)	(34)
Actual return on Scheme assets	<u>(34)</u>	<u>(22)</u>

#### Defined contribution

The assets of the defined contribution scheme are held separately from those of the company in an independently administered fund. The pension cost charge for this scheme represents contributions payable by the company to the fund (7%) and amounted to £32,457 (2024: £28,791)

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 13 Analysis of net assets between funds 2025

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	13,935	-	13,935
Current assets	627,929	32,975	660,904
Current liabilities	(117,104)	-	(117,104)
Defined benefit pension asset	163,000	-	163,000
<b>Net assets at 31 March 2025</b>	<b>687,760</b>	<b>32,975</b>	<b>720,735</b>

### Analysis of net assets between funds 2024

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	10,975	-	10,975
Current assets	584,879	36,667	621,546
Current liabilities	(84,018)	-	(84,018)
Defined benefit pension asset	69,000	-	69,000
<b>Net assets at 31 March 2024</b>	<b>580,836</b>	<b>36,667</b>	<b>617,503</b>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 14 Statement of funds

	At 1 April 2024 £	Income £	Expenditure £	Transfers £	At 31 March 2025 £
<b>Unrestricted funds</b>					
General fund	481,386	1,822,284	(1,843,749)	(27,356)	433,015
Designated funds	30,000	61,745	-	-	91,745
Defined benefit pension asset	69,000	94,000	-	-	163,000
	<b>580,836</b>	<b>1,978,029</b>	<b>(1,843,749)</b>	<b>(27,356)</b>	<b>687,760</b>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
Fit for Life	-	60,500	(63,199)	2,699	-
<b>Care Support Services</b>					
Community support Services	-	30,961	(30,961)	-	-
Day Care Service	-	-	-	-	-
Workforce fund	10,565	-	-	-	10,565
Infection Control fund	8,931	-	-	-	8,931
MCST	2,523	-	-	-	2,523
Tackling Loneliness	6,728	500	-	-	7,228
Men in Sheds	-	17,500	(19,116)	1,616	-
Information Services	7,920	9,375	(9,375)	(7,920)	-
Enfield Dementia Network	-	10,000	(6,272)	-	3,728
<b>Total restricted funds</b>	<b>36,667</b>	<b>97,875</b>	<b>(128,923)</b>	<b>27,356</b>	<b>32,975</b>
<b>Total funds</b>	<b>617,503</b>	<b>2,075,904</b>	<b>(1,972,672)</b>	<b>-</b>	<b>720,735</b>

#### Unrestricted funds:

The **General fund** represents the unrestricted funds of the Charity that are not designated for particular purposes and are freely available to use

#### Designated funds:

A **designated fund** was created to meet potential upcoming liabilities attached to the management and maintenance of the Parker centre once the lease with the local authority has been finalised. Further transfers were made in the year to provide for refurbishment work on a new building.

#### Restricted funds:

- The **Fit for Life** is a series of exercise and fitness classes for people over 50 funded primarily by the City Bridge Trust Fund.
- **Community Support Services** fund represent a combination of grants received to help us provide services of a preventative nature and to promote health and wellbeing.
- The **Workforce Fund** provided by LBE helped us realised capacity to meet growing demand across the Care services during the financial year. It funded extra hours and new post to support our clients need.
- The **infection control** fund was used to pay for our PCR and natural flow testing to mitigate the infection risk of our vulnerable clients as well transport cost during the financial year.
- The **MCST** grant was to provide 2 sessions of cognitive stimulation therapy to people with dementia to reduce isolation and promote communication.
- The **Men in Sheds** fund is an outreach program that creates a space for men to get together in sheds, build, make and mend things.
- **Information Services** funding was part of later life planning for people over 50 and their families, covering a range of issues like making a will, power of attorney and bereavement services.
- **Tackling loneliness** aim is to reduce social isolation and tackle loneliness in people that have served in the Armed Forces.

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 14 Statement of funds (comparative)

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
<b>Unrestricted funds</b>					
General fund	387,788	1,829,487	(1,698,319)	(37,120)	481,836
Designated funds - IT	30,000	-	-	-	30,000
Defined benefit pension liability	76,000	-	(7,000)	-	69,000
	<b>493,788</b>	<b>1,829,487</b>	<b>(1,705,319)</b>	<b>(37,120)</b>	<b>580,836</b>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
Digital Connections	-	-	-	-	-
Fit for Life	-	44,933	(50,880)	5,947	-
Carers Fitness Group	-	-	-	-	-
<b>Care Support Services</b>					
Community support Services	-	2,667	(33,840)	31,173	-
Day Care Service	-	-	-	-	-
Workforce fund	10,565	-	-	-	10,565
Infection Control fund	2,592	10,000	(3,661)	-	8,931
MCST	2,523	-	-	-	2,523
Tackling Loneliness	3,940	30,375	(27,587)	-	6,728
Men in Sheds	-	9,989	(9,989)	-	-
Information Services	10,525	12,500	(15,105)	-	7,920
<b>Total restricted funds</b>	<b>30,145</b>	<b>110,464</b>	<b>(141,062)</b>	<b>37,120</b>	<b>36,667</b>
<b>Total funds</b>	<b>523,933</b>	<b>1,939,951</b>	<b>(1,846,381)</b>	<b>-</b>	<b>617,503</b>

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

#### 15 Statement of Cash Flows

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

	<u>2025</u>	<u>2024</u>
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	9,232	100,570
Adjustments for:		
Depreciation charges	3,329	2,034
Dividends, interest and rents from investments	(11,762)	(9,799)
(Increase)/decrease in debtors	(9,447)	(5,014)
Increase/(decrease) in Creditors	33,086	(51,920)
<i>Net cash provided by (used in) operating activities</i>	<u>24,438</u>	<u>35,871</u>

##### 15.2 Analysis of cash and cash equivalents

	<u>2025</u>	<u>2024</u>
	£	£
Cash in hand	372,014	348,643
Notice deposits (less than 3 months)	138,541	132,002
<b>Total cash and cash equivalents</b>	<u>510,555</u>	<u>480,645</u>

#### 16 Related Party Transactions

There were no related party transactions in the current year, none in 2024.

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 17 Comparative Sofa

#### STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds	Restricted funds	Total Funds 2024
		£	£	£
<b>INCOMING AND ENDOWMENTS FROM:</b>	<b>Notes</b>			
Donations and legacies	2	40,453	10,000	50,453
Charitable activities				
Grants and contracts receivable	3	714,257	100,464	814,721
Client and Direct care Contributions	3.1	1,064,544	-	1,064,544
Investments	3.2	9,799	-	9,799
Others		434		434
<b>Total income and endowments</b>		<b>1,829,487</b>	<b>110,464</b>	<b>1,939,951</b>
<b>EXPENDITURE ON:</b>				
<i>Cost of raising funds</i>				
Raising Funds	4	(29,721)	(212)	(29,933)
Charitable activities	4			
Care and Support Services		(1,000,810)	(44,610)	(1,045,420)
Prevention and Wellbeing Services		(667,788)	(96,240)	(764,028)
			-	
<b>Total resources expended</b>	4	<b>(1,698,319)</b>	<b>(141,062)</b>	<b>(1,839,381)</b>
<b>Net income/(expenditure)</b>		<b>131,168</b>	<b>(30,598)</b>	<b>100,570</b>
Transfers between funds	14	(37,120)	37,120	-
<b>Net (income/(expenditure) before other recognised gains and losses</b>		<b>94,048</b>	<b>6,522</b>	<b>100,570</b>
<b>Other recognised gains and losses</b>				
Actuarial (loss)/gain on pension scheme	12	(7,000)	-	(7,000)
<b>Net movement in funds</b>		<b>87,048</b>	<b>6,522</b>	<b>93,570</b>
<b>Reconciliation of funds</b>				
Total funds brought forward		493,788	30,145	523,933
<b>Total funds carried forward</b>	14	<b>580,836</b>	<b>36,667</b>	<b>617,503</b>

### **ACKNOWLEDGEMENT**

---

We would like to thank the following funders for their support during 2024/25 that has enabled us to maintain our valuable well-established services, supported us to adapt those services to meet the challenges of the pandemic and increased client needs as well as develop new and innovative services to meet emerging needs.

London Borough of Enfield

Enfield Clinical Commissioning Group

Age UK National

Emmanuel Hospital Foundation

City Bridge Trust

NHS Charities Together/Royal Free charity

The Mabs Mardulyn Foundation

North Central London ICB

Groundworks

**Age UK Enfield**

England & Wales - Charity number 1063696

---

# Accounts

---



# Annual Report 2023 / 2024

**Age UK Enfield**

**A Company Limited by Guarantee**

**Trustees' Report and Financial Statements**

**For the year ended 31 March 2024**

**Company Registration Number 3352062 (England and Wales)**

**Charity Registration Number 1063696 (England and Wales)**

---

## REFERENCE AND ADMINISTRATIVE INFORMATION

---

<b>Company registration number</b>	3352062 (England and Wales)
<b>Charity registration number</b>	1063696 (England and Wales)
<b>Governing document</b>	Articles of Association
<b>Trustees</b>	Elaine Adkin Alison de Metz Beryl De Souza Nicola Hyde Nicolas Kee Mew Sandra Kirwan (resigned 29 February 2024) Annie Smol Michael Zacharia Joseph Harley (appointed 26 April 2023) Mari Edwards (appointed 19 July 2023)
<b>Company Secretary</b>	Kaya Taylor (resigned 25 April 2024) Joy Watkins (appointed 7 May 2024)
<b>Senior Management team</b>	Peter Glass Alison Gordon Vennetta Hunt Kaya Taylor
<b>Registered office</b>	Age UK Enfield John Jackson Library 35 Agricola Place Bush Hill Park Enfield EN1 1DW
<b>Independent auditors</b>	Knox Cropper LLP Chartered Accountants 65 Leadenhall Street London EC3A 2AD
<b>Bankers</b>	Barclays Bank Plc 259 High Street Ponders End, Enfield EN3 4DS

---

# CONTENTS

---

	Page
Chairs' Introduction	1-2
Trustees' report	3 - 14
Independent auditor's report	15-18
Statement of financial activities	19
Balance sheet	20
Statements of Cash Flows	21
Notes to the financial statements	22 - 39
Acknowledgement	40

---

## **AGE UK ENFIELD**

### **Chairs' Introduction**

The past year, as ever, has been one of growing demand for Age UK Enfield's services set against a backdrop of financial pressures experienced by both the NHS and Enfield Council which has resulted in a reduction of their services, long waiting lists and in some cases, services being cut completely.

Despite this and some of the challenges, past and on-going outlined below, the continued commitment and professionalism of our staff and volunteers has ensured that we have supported literally thousands of senior citizens over the past year and in many instances, minimising the impact of some of the NHS and Council cuts.

The Borough of Enfield has the highest prevalence of dementia diagnosis in the whole of London, and the second highest cardiovascular disease death rate for over 65-year-olds. No surprise then that the demand on both our preventative care services as well as our care services has grown significantly again this year. Over 78,000 contacts were made during the year, resulting in 13,074 clients receiving our services.

Demand for our Parker Day Centre – the only dedicated dementia day care centre now in the Borough – is over-whelming and we have a long waiting list which for various reasons we have not been able to accommodate.

One reason, the breakdown of the Parker Centre lift with the Council wanting us to pay for a new one has resulted in only able-bodied clients being able to use the upper rooms, in turn impacting our ability to offer places to those individuals who have a real need.

Add to this the John Jackson Library – the home of our support functions, information and advice service - being at risk of closure, the Board has had to make some key decisions for the year ahead.

Our priority in the coming year is to find one new site to house our dementia day care services, information and advice and our support staff – in effect a one-stop shop which we're calling Destination Age UK Enfield. We will continue to provide support with all the usual services and activities held across the borough. Our focus will be on securing the required funds, generating public awareness and support for this exciting next stage of our development.

The needs of the older people of Enfield are greater and more complex than at any other time and we are well equipped to respond. We have recently passed the demanding standards of Age UK's Charity Quality Standard audit as well as the Advice Quality Audit, achieving the Advice Quality Standard which is a great endorsement for the work of our Information and Advice teams.

We have enjoyed seeing a growth in our volunteer numbers and we now have the benefit of a part time volunteer co-ordinator, which has helped with the recruitment and training of volunteers, without whom we could not provide the range of services that we do.

Peter Glass, our CEO, has continued to build relationships with Enfield Council, the ICB and other voluntary sector organisations, resulting in Age UK Enfield sitting on the key decision-making forums for senior citizens in the Borough.

I am once again amazed at the level of hard work, compassion and energy that our staff and volunteer's exhibit. I am proud of the Board of the Trustees' commitment, continued interest and support they provide.

## **AGE UK ENFIELD**

I look forward to working with the Board and all at Age UK Enfield onto our next stage of growth.

Elaine Adkin  
Chair, Board of Trustees

# **AGE UK ENFIELD**

## **TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024**

---

### **Charity's mission and purpose**

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

The trustees have complied with the duty to have due regard to guidance issued by the Charity Commission and have adopted the Statement of Recommended Practice (SORP FRS 102 second edition), which was effective from 1 January 2019.

### **Our purpose**

The charity's objects ('the objects') are specifically restricted to promoting the following purposes for the benefit of the public and older people in and around the London Borough of Enfield (the 'area of benefit') regardless of ethnic origin, gender, marital status, disability, sexual orientation or religious belief:

1. Preventing or relieving the poverty of older people
2. Advancing education for older people
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
4. Promoting equality and diversity in relation to older people
5. promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
6. Assisting older people in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage
7. Such other charitable purposes for the benefit of older people as the board may from time to time decide, the outcome of this being the promotion of wellbeing of older people.

### **Structure, Governance and Management**

#### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 14 April 1997 and registered as a charity on 30 July 1997. The charitable company formed in 1997 as Age Concern Enfield took on the assets and liabilities of a previous unincorporated charity. The company changed its name to Age UK Enfield on 15 February 2023. The company was established under a Memorandum of Association which defined the objects and powers of the charitable company. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

### **Public Benefit**

The Trustees confirm that they referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives. They consider that the activities carried out, summarised in the Activities & Achievements section of this report below, provide benefit to the community.

### **Activities & Achievements**

Age UK Enfield's services are organised in two categories: Prevention and Wellbeing Services, and Care and Support Services. As an organisation we continue to work hard to ensure there are clear pathways and referral routes across our services, streamlining to ensure a smooth experience for our clients. We have been improving our recording, reporting and monitoring to ensure we can evidence the work that we have been doing.

We have adapted to new ways of working, improving our technology to better enable home working, being flexible and taking innovative and creative approaches to the ever-changing range of guidelines and requirements that we follow – be that government guidance in relation to COVID-19 or other matters, charity and company governance and law, or from our sister organisation, Age UK National.

Age UK Enfield provides the following services:

#### **Prevention and Wellbeing Services**

- Falls prevention
- Memory service
- Frailty services
- iCan
- Enfield Wellbeing Network
- Later Life Planning
- Information and Advice
- Digital Inclusion
- Men's Sheds
- Veterans in Enfield and Waltham Forest
- Fit for life

#### **Care and Support Services**

- Home care
- Day care
- Home from Hospital
- Maintenance Cognitive Stimulation Therapy (MCST)

---

## Prevention and Wellbeing Services

### Falls Prevention.

Our Fall Stop, falls prevention service, provides a range of information, exercise and activity sessions for people who have fallen or are at risk of falling.

In 2023/24 an incredible **3,288** people attended our Falls Stop classes. **58%** higher than the previous year. The geographic split across the borough is consistent with the Enfield ageing population with an even spread of participants from across the whole of the borough. **30%** of attendees are aged 65-74, **49%** are aged 75 to 84 and **17%** aged 84+.

Demand for exercise classes remains high. In total **212** people were referred for one to one support, we ran **237** classes and had **3,288** attendees. We introduced Movement as Medicine sessions to manage the demand on services. Partnering with the new MSK Hub, these provided an excellent beginner's course for people with long term health conditions.

*'I struggled with pain in my knees, Donna has been so kind and taught me a few more things I can do at home to help myself in between classes. Sophie also gave me exercises in a book by Age UK Enfield to do at home. I feel a lot stronger and confident since.'*

### Memory Service

Memory Meet Up is a social group which offers people diagnosed with dementia and their carers a chance to meet other people, try new activities and learn how to live well with dementia. Our Health & Wellbeing navigators work closely with Enfield Memory Service and received **383** referrals for support for people newly diagnosed with dementia. The national diagnosis rates of dementia have continued to rise since Covid and demand for local support is high. During 2023/24, **820** people attended our extremely popular fortnightly Memory Meet Ups session. We considered moving to a larger premises to accommodate the need.

In 2023/24 we celebrated our 1<sup>st</sup> anniversary with Chicken Shed theatre, Gladrags is an intergenerational immersive creative activity. We welcomed 150 people at our birthday event and **600** people have attending the large quarterly events across the year. The events build friendships, reduce isolation and are suitable for people even with advanced dementia.

*'Lyn, navigator, visited us at home, she spoke about everything – safety in the home, benefits, and the small things that can just make life a little easier. It helps knowing you can call her at any time'.*

#### Frailty Service

In 2023/24 we received **536** referrals for Health & Wellbeing services. The demand on services is consistent due to cost-of-living and energy crisis and people sought help to relieve pressure of rising costs.

Referrals are made from a variety of sources including Social Prescribers, health professionals and self-referrals. Health & Wellbeing navigators support people with applications for welfare benefits to boost income, help with applying for travel concessions to enable people to access community activities and health awareness support, to improve their understanding of their health conditions.

Our sustained funding increase has enabled us to continue our work at **North Middlesex Care of the Elderly wards**. During **2023/24** our navigator worked with **189** people.

In the past 12 months, with thanks to funding from Utleby Foundation we have delivered **12** monthly sessions of Social Singing, and **260** people have attended. **55%** of people attending are affected by dementia, **35%** are carers of people affected by dementia and the remaining **10%** have mentioned social isolation as their main reason for attending. We have found that by offering additional dementia friendly activities this has created friendships amongst attendees. In turn this has enabled them to have a wider social network of support and confidence in attending activities without concern for their loved one's behaviours.

*My husband loves music and singing you have given us a place to attend where we fit in. I also get a break when he attends Men's Sheds.*

#### iCan

iCan service is a consortium led by Age UK Enfield, of Attend, Alpha Care and Enfield Carers Centre. We provide one to one support to adults over 18 to understand health conditions, to live well independently within the community.

In 2023/24, we received **749** referrals for one-to-one support with a navigator. A further **1,965** people attended our monthly group activities. Our attendance rate is **8.9 times** higher than our KPI.

Survey feedback illustrated that **99%** of people were satisfied with the navigators' interactions and people felt they listened and responded to their concerns and took steps to help them find solutions. We have noticed an even split between genders seeking support with 52% identifying as women and 48% identifying as male.

We delivered **5** large public events between April 2023 – March 2024, Ageing Well was extremely popular topic and so we delivered two large events on focusing on active ageing. In total **437** people attended our events

#### Enfield Wellbeing Network

EWN is a consortium led by Mind in Enfield and Barnet to improve the lives of local people and help them to set goals and try new activities. In 2023/2024 we supported **163** people and held **27** events that encourage people to improve nutrition, live on food budget, creative writing, and journalling. As well as the popular monthly Menopause Meet Up in partnership with IAPT and Barchester Care.

#### Planning for Later Life

For people over 50 and their families, our free Planning for Later Life awareness sessions cover a range of topics including: making a will, power of attorney, advanced statements / decisions, and bereavement services. We also offer 1-1 individually tailored support for people with life-limiting conditions.

In 2023/24, we incorporated Later Life Planning into all our public events. The Later Life Adviser also saw **77** individuals for one-to-one sessions during this period.

#### Information, Advice and Advocacy

The Information, Advice and Advocacy Service can support and enable anyone over pensionable age, and who is a resident of Enfield, to:

- maximise their income through welfare benefit checks.
- claim benefits.
- apply for travel concessions.

Our IA and navigation team members worked incredibly hard to meet the Quality Assurance Standard (QAS) and Advice Standard Qualification, successfully passing to become an accredited IA service in January 2024

In 2023/24, **2,013** people received one off advice through customer services, and **517** people received ongoing IA complex case support from our services. We obtained **£1,442,710** in welfare benefit entitlements for residents. Of the people who accessed IA support 56% of people were living alone. 64% lived in the deprived wards in the east of the borough. 34% identified as from BAME communities.

#### Digital Inclusion

Our funding for Digital Inclusion ended, but we continued to offer the service as there was such high demand.

Our Digital Inclusion worker saw **45** individuals providing **335** contacts with individuals to access their devices and reduce digital anxiety.

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

---

#### Veterans in Enfield and Waltham Forest

Our Veterans in Enfield and Waltham Forest project continued to offer support to reduce social isolation and tackle loneliness in people that have served in The Armed Forces.

As our funding ended in March 2024, we submitted our final reports to our funders. In 2023/24, **78** people attended our sessions across Enfield and Waltham Forest. The Breakfast Club celebrated its 2<sup>nd</sup> Birthday and expanded offers to include trips and outings across the capital and wider regions.

#### Men's Sheds

We were funded by National Lottery, Sky Cares and Old Enfield Community Trust for our 2023/2024. Sheds has grown in the past year, building a solid community of regular attendees. We celebrated our 1<sup>st</sup> Birthday and invited friends and family members to attend, we had **50** people join us. We also delivered sessions for Men's Mental Health Awareness. Throughout the year we held **98** sessions with **1,176** people attending. Amongst our projects we created a bench for Friends of Gordon Hill Station.

#### Fit for Life

The City Bridge Trust funded the Fit for Life (FFL) project, a series of exercise and fitness classes for people over 50. Classes take a place at a range of community venues across the borough, as well as walks of varying lengths in local parks suitable for all abilities.

Our programme had **24** group exercise classes, from beginners to intermediates. We also offer 6 weekly walks in town and country parks and a monthly quiz. During the summer, we run a cycling project in Bush Hill Park funded by Groundwork London and TFL which is proven to be incredibly popular.

In total, **3,826** people took part in our activities during the year, with a staggering **13,504** attendances on classes, walks and cycling sessions.

### **Care and Support Services**

Our Care Services support many vulnerable people in the Borough through long term regular and ongoing support.

#### **Day Care**

The Parker Centre is a specialist dementia day care centre in Edmonton. Clients over 50 who have early to late-stage dementia, attend for the day and take part in a range of activities including reminiscence sessions, chair-based exercise, arts and crafts, and much more. We provide a nutritious, freshly cooked meal as well as refreshments throughout the day.

A surge in attendances at the centre in March 2023 meant that we supported 130 people to attend the day centre in the last year, that's 9,255 day attendances, 7,946 hot meals, and 7,067 return trips provided on transport.

We held 2 Christmas parties for our day centre clients and their families in December where we hosted 80 people at each event.

We also put on activities such as Jazz and arts who attend fortnightly, seated exercise weekly, and yoga which is run weekly. We hope to be running trips to Lee Valley White Water Centre in the near future to enable our clients to enjoy fresh air and green spaces.

#### **Home Care and Home from Hospital**

Home Care offers a range of services within people's homes with the aim of enabling them to continue living independently. This can include organising stimulating activities, personal care, assistance with medication, accompanying people to appointments, organising shopping, and a broad range of household tasks and social outings.

There was an emphasis in the year to increase our delivery hours, we supported 152 people on the home care service throughout the year, this equates to 11,000 hours of care including 240 hours of home from hospital service. This is double the amount we delivered in the previous 12 months.

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED)

#### FOR THE YEAR ENDED 31 MARCH 2024

##### The Board of Trustees

In accordance with the Articles of Association, the Company has a Board. Under the requirements of the Articles of the Company, the members of the Board are elected to serve for a period of three years from the date of their election and are eligible for re-election to service for a maximum of nine years. The members of the Board are the Company's Directors for the purpose of company law and Trustees of the Charity for the purposes of charity law.

- In accordance with the Articles, the Board consists of a minimum of five trustees and a maximum of fifteen, to be elected by the members at a General Meeting or appointed to fill a casual vacancy or co-opted.
- The Honorary Officers (Co-Chairs, Treasurer and Honorary Secretary) are appointed by the Board from amongst the trustees in accordance with the Articles.
- Up to two representatives of the Statutory Health Authority and the Local Authority are entitled to attend Board meetings as observers.

The Board meets approximately every three months to review and agree major areas of policy and the strategic direction of the Charity.

The Board has three formal sub-committees to which certain management responsibilities have been delegated.

The Board from time to time also forms working groups which consist of a combination of staff and trustees e.g. Parker Centre or Constitution Review Group. These working groups have a very specific remit and report to the Board.

Members of the Board who served during the financial year and up to the date of approval of the annual report were as follows:

Director / Trustee	Appointment Date	Resignation Date
Elaine Adkin	08/12/2020	
Nicola Hyde	08/12/2021	
Nicolas Kee Mew	26/05/2021	
Sandra Kirwan	24/11/2016	29/02/2024
Alison de Metz	08/12/2021	
Anne Smol	26/05/2021	
Beryl De Souza	16/02/2017	
Michael Zacharia	08/12/2021	
Mari Clwyd Edwards	19/07/2023	13/09/2024
Joseph Daniel Harley	26/04/2023	
Rachel Howard	05/08/2024	

**Governance**

The Board ensures that the composition and the breadth of experience are sufficient for it to discharge its responsibilities. To these ends the Board regularly reviews its composition and where necessary identifies suitable people to strengthen its skills and experience.

**Induction**

Prospective trustees are invited to meet the Chair and the Chief Executive for informal interviews. At these interviews the duties and responsibilities of trustees, and the amount of commitment to the organisation required are fully discussed and suitable literature is provided to them. If the prospective trustee is approved by the Chair they are invited to attend a Board meeting, before a final decision is made by the individual and the Board. Alternatively new trustees can be elected by the members at a general meeting.

**Training**

Each joining trustee is allocated a mentor and furnished with several documents which are listed below and include the responsibilities and duties of honorary officers and trustees:

- Guidance on the nomination of Honorary Officers and Trustees/Directors;
- An Information pack on Roles and Responsibilities;
- Role description for Trustee;
- Role descriptions for each of the Honorary Officers;
- Changes in charity law and compliance with company regulations are notified to the trustees at their regular meetings;
- The latest Annual Report.

The Charity also operates internal training and an annual trustee training day.

**Financial Review**

Total incoming resources were £1,939,951 (2023: £1,515,028) for the year and expenditure amounted to £1,839,381 (2023: £1,582,285) resulting in a net surplus of £100,570. There was an actuarial ("below the line") loss on the final salary pension scheme of £7,000. The final salary pension scheme is with national Age UK and was closed to staff several years ago. The scheme is currently in surplus, but Age UK Enfield is contributing over £43,000 per annum as part of the plan to maintain this surplus. See Note 12.

**Significant Contracts**

The Charity has significant contractual relationships with the London Borough of Enfield Social Services and Enfield Clinical Commissioning Group which provide a significant proportion of the Charity's funding. Contract income of £609,255 was received in the year ended 31 March 2024 to support the provision of services for older people.

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

---

#### **Reserves Policy**

As of 31 March 2024, the charity held free reserves of £470,861. Free reserves are unrestricted general funds not tied up in fixed assets, restricted or designated funds.

Free reserves are held to ensure the continuity of care to older people, given the relative uncertainty of future project funding and to protect the long-term viability of the Charity. The medium-term financial strategy regards a three to six months reserves required to cover income volatility and short-term working capital requirements. The current reserves are within that range.

#### **Investment Policy**

Funds not immediately required by the charity for its charitable activities are invested in short term interest yielding bank deposit accounts at the prevailing market rates of interest.

#### **Risk Management**

The Board regularly reviews the risks to the organisation, ensuring proper systems and procedures are in place to manage these risks.

#### Inability to generate sufficient income to meet our objectives and deliver our services

We continue to explore opportunities to diversify our income and consider all relevant opportunities to generate income that will further our objectives. Expenditure is monitored closely. We remain conscious of the need to ensure full cost recovery in our Day Care and Home Care services with performance in these areas reviewed monthly by the senior management team and at each meeting of the Finance and Audit Sub-Committee of trustees.

#### Insufficient reserves to withstand a downturn in activity

We have improved our reserves position over the course of the financial year. We aim to maintain a level of reserves consistent with our Reserves Policy, but, despite a strong performance in the year, this remains a challenge in the current operating environment. We closely monitor our income and expenditure and will look to grow our unrestricted income over the coming period.

#### Insecurity of premises arrangements

At the time of writing this report, Enfield council has made a policy decision regarding aspects of the council's property portfolio. Having conducted a review there are plans in place for the closure of a number of the borough's libraries, of which John Jackson is one. In addition, we have been informally advised that the location of our longstanding dementia day service, The Parker Centre, is under review, with a view to selling the property.

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

---

For some time, AUKE has been in direct conversation with LB Enfield with a view to looking at alternative property solutions and plans are underway to take occupation of an improved and larger facility which will provide accommodation for the day service and additionally the staff who currently use the John Jackson library building.

#### **Plans for Future Periods**

The current organisational strategy for 2022-2025 is being reviewed and a recommendation to extend it to April 27 will be made to the Board of Trustees. Within the current strategy, priority areas have been reaffirmed, a key one being accommodation and continued focus on revenue generation.

#### **Going Concern**

The financial trend has been positive with increased income during the reporting period, and a recorded surplus. Therefore, after reviewing the charity's initial forecasts and projections and its strategy for growth, the directors have reasonable expectations that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

#### **Trustees' responsibilities in relation to the financial statements**

The trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the trustees' annual report and 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 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 income and expenditure, of the charitable company for that period. In preparing these accounts, 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 departure disclosed and explained in the accounts;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The 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 accounts comply with the Companies Act 2006. They are also

## AGE UK ENFIELD

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

---

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.

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.

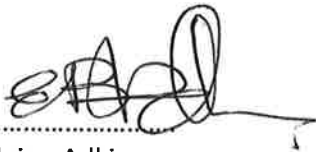
Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware; and
- the trustees having made enquiries of fellow directors and the charity's auditor on steps that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees



Elaine Adkin  
Chair of Trustees

23 OCTOBER 2024

**INDEPENDENT AUDITORS' REPORT  
TO THE MEMBERS OF AGE UK ENFIELD**

---

**Opinion**

We have audited the financial statements of Age UK Enfield (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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.

**INDEPENDENT AUDITORS' REPORT  
TO THE MEMBERS OF AGE UK ENFIELD (continued)**

---

**Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and 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 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

**INDEPENDENT AUDITORS' REPORT  
TO THE MEMBERS OF AGE UK ENFIELD**

---

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, 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 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 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 is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

## AGE UK ENFIELD

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK ENFIELD

---

A further description of our responsibilities for the audit of the financial statements is located 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.

*Knox Cropper LLP*

07/11/24

Simon Goodridge (Senior Statutory Auditor)  
For and on behalf of Knox Cropper LLP, Statutory Auditor and Chartered Accountants  
65 Leadenhall Street  
London EC3A 2AD

# AGE UK ENFIELD

## STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds £	Restricted funds £	Total Funds 2024 £	Total Funds 2023 £
<b>INCOME AND ENDOWMENTS FROM:</b>	<b>Notes</b>				
Donations and legacies	2	40,453	10,000	50,543	46,559
<b>Charitable activities</b>					
Grants and contracts receivable	3	714,257	100,464	814,721	808,956
Client and Direct care Contributions	3.1	1,064,544		1,064,544	656,367
<b>Investments</b>	3.2	9,799	-	9,799	2,711
<b>Others</b>		434	-	434	435
<b>Total income and endowments</b>		<b>1,829,487</b>	<b>110,464</b>	<b>1,939,951</b>	<b>1,515,028</b>
<b>EXPENDITURE ON:</b>					
<i>Cost of raising funds</i>					
Raising Funds	4	(29,721)	(212)	(29,933)	(10,166)
<i>Charitable activities</i>	4				
Care and Support Services		(1,000,810)	(44,610)	(1,045,420)	(791,092)
Prevention and Wellbeing Services		(667,788)	(96,240)	(764,028)	(781,027)
<b>Total resources expended</b>	4	<b>(1,698,319)</b>	<b>(141,062)</b>	<b>(1,839,381)</b>	<b>(1,582,285)</b>
<b>Net income/(expenditure)</b>		<b>131,168</b>	<b>(30,598)</b>	<b>100,570</b>	<b>(67,257)</b>
Transfers between funds	14	(37,120)	37,120	-	-
<b>Net (income/(expenditure) before other recognised gains and losses</b>		<b>94,048</b>	<b>6,522</b>	<b>100,570</b>	<b>(67,257)</b>
<b>Other recognised gains and losses</b>					
Actuarial (loss)/gain on pension scheme	12	(7,000)	-	(7,000)	(45,000)
<b>Net movement in funds</b>		<b>87,048</b>	<b>6,522</b>	<b>93,570</b>	<b>(112,257)</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		493,788	30,145	523,933	636,190
<b>Total funds carried forward</b>	14	<b>580,836</b>	<b>36,667</b>	<b>617,503</b>	<b>523,933</b>

The notes from page 22 onwards are an integral part of these financial statements.

# AGE UK ENFIELD

## BALANCE SHEET AS AT 31 MARCH 2024

	Notes	2024 £	2023 £
<b>FIXED ASSETS</b>			
Tangible assets	9	10,975	4,158
		<b>10,975</b>	<b>4,158</b>
<b>CURRENT ASSETS</b>			
Debtors	10	140,901	135,887
Short term deposits		132,002	125,882
Cash at bank and in hand		348,643	317,944
		<b>621,546</b>	<b>579,713</b>
<b>Creditors: amount falling due within one year</b>	11	(84,018)	(135,938)
		<b>537,528</b>	<b>443,775</b>
<b>NET CURRENT ASSETS</b>			
		<b>548,503</b>	<b>447,933</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
Pension scheme asset	12	69,000	76,000
		<b>617,503</b>	<b>523,933</b>
<b>NET ASSETS</b>			
<b>FUNDS</b>			
Unrestricted funds		481,836	387,788
Pension reserve	12	69,000	76,000
		<b>550,836</b>	<b>463,788</b>
Designated Funds	14	30,000	30,000
Restricted funds		36,667	30,145
		<b>617,503</b>	<b>523,933</b>
<b>TOTAL FUNDS</b>	14	<b>617,503</b>	<b>523,933</b>

The notes from page 23 onwards are an integral part of these financial statements.

These financial statements were approved and authorised for issue by the board of trustees on 23 October 2024 and signed on its behalf by:-



Elaine Adkin  
Chair



Michael Zacharia  
Treasurer

Company Registration Number: 3352062 (England and Wales)

## AGE UK ENFIELD

### Statement of Cash Flows for the year ending 31 March 2024

	Note	2024 £	2023 £
<b>Cash used in operating activities:</b>	15.1		
<i>Net cash provided by operating activities</i>		35,871	(164,922)
<b>Cash flows from investing activities</b>			
<i>Interest income</i>		9,799	(3,143)
<i>Tangible Fixed Assets</i>		(8,851)	1,556
<b>Net cash used in investing activities</b>		<b>948</b>	<b>(1,587)</b>
<b>Increase (decrease) in cash and cash equivalents in the year</b>		<b>36,819</b>	<b>(166,509)</b>
<b>Cash and cash equivalents at the beginning of the year</b>	15.2	443,826	610,335
<b>Total cash and cash equivalents at the end of the year</b>		<b>480,645</b>	<b>443,826</b>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

---

### 1 Accounting policies

#### 1.1 Accounting convention

The financial statements are prepared in accordance with the Statement of Recommended Practice: Accounting and reporting by charities (SORP FRS 102 second edition – effective 1 January 2019), applicable accounting standards and the Companies Act 2006. The financial statements are presented in Sterling (£).

#### 1.2 Going Concern

The SMT and current trustees have worked hard to secure income and manage expenditure and are confident about the charity's viability in the near future and therefore consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

#### 1.3 Donations

Voluntary income is received by way of donations, legacies and gifts and is included in full in the SOFA when receivable.

The value of services provided by volunteers has not been included in the accounts.

#### 1.4 Grants, contracts and other income

Grants and contracts are recognised in full in the SOFA when receivable. Other incoming resources are included in the SOFA when receivable.

#### 1.5 Resources expended

All expenditure is accounted for on an accruals basis and is inclusive of VAT. Expenditure has been classified under activities which allocate all costs related to the activity including the cost of managing and administering the activity.

The cost of managing and administering the activity (support cost) is an indirect cost and is allocated to the activity based on direct service costs incurred on that activity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

#### 1.6 Fund accounting

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

#### 1.7 Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

Depreciation is provided at rates calculated to write off the cost of each asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Furniture and other equipment: 20% reducing balance

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

### 1.8 Operating leases

Rentals payable under operating leases are charged to the SOFA as incurred over the term of the lease.

### 1.9 Pension costs

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Both schemes are accounted for in accordance with FRS 102 and described in more detail in note 12.

## 2 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and gift aid donations	40,268	10,000	50,268	31,627
Legacies	-	-	-	14,632
Membership fees	185	-	185	300
	<b>40,453</b>	<b>10,000</b>	<b>50,543</b>	<b>46,559</b>

## 3 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
<b>Grants &amp; Contracts</b>				
UK Government Job Retention Scheme	-	-	-	13,533
LB of Enfield -ICF, Workforce & Other grants	-	2,667	2,667	37,190
Age UK -EON	13,616	-	13,616	12,141
EDA -Information & Advice Project	10,737	-	10,737	21,840
TFL and The London Marathon Trust	-	1,950	1,950	2,850
Home from Hospital (Alpha Specialists Ltd)	-	-	-	6,838
Age UK London –Cost of Living Grant	40,000	-	40,000	-
Enfield Wellbeing Network	39,709	-	39,709	37,720
GVC Ladbrokes-Men in Sheds	-	9,989	9,989	7,374
LB of Enfield-VCS Carers Outcome 2 (iCan)	280,175	-	280,175	266,833
NHS- Falls Prevention, Dementia & Frailty	226,616	-	226,616	226,617
Big Lottery Fund - Fit for Life	-	-	-	4,280
Community Barnet	10,500	-	10,500	10,500
City Bridge Trust	-	42,983	42,983	48,438
The Armed Forces Covenant Fund Trust	-	30,375	30,375	33,957
Age UK Charity- Emmanuel Hospital fund	-	12,500	12,500	9,845
Other Funds	17,904	-	17,904	6,500
	<b>714,257</b>	<b>100,464</b>	<b>814,721</b>	<b>808,956</b>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 3.1 Client and Direct care contributions

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Clients and Direct Care Contributions	1,064,544	-	1,064,544	656,367
	<u>1,064,544</u>	<u>-</u>	<u>1,064,544</u>	<u>656,367</u>

### 3.2 Bank and investment interest

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Bank interest	9,799	-	9,799	2,711
	<u>9,799</u>	<u>-</u>	<u>9,799</u>	<u>2,711</u>

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

4 Expenditure	Care and Support Services £	Prevention and Wellbeing Services £	Total 2024 £	Total 2023
<b>Charitable activities</b>				
Costs directly allocated to activities / staff costs (excluding indirect staff costs)	1,045,420	764,028	1,809,448	1,572,119
<b>Total expenditure excluding Raising funds</b>	<b>1,045,420</b>	<b>764,028</b>	<b>1,809,448</b>	<b>1,572,119</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	23,101	6,832	29,933	10,166
<b>Total expenditure</b>	<b>1,068,521</b>	<b>770,860</b>	<b>1,839,381</b>	<b>1,582,285</b>

All support costs including overhead are directly allocated to departments and therefore included in our charitable activities.

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

4 Expenditure Prior year	Care and Support Services £	Prevention and Wellbeing Services £	Total 2023 £	Total 2022
<b>Charitable activities</b>				
Costs directly allocated to activities / staff costs (excluding indirect staff costs)	791,092	781,027	1,572,119	1,407,312
<b>Total expenditure excluding Raising funds</b>	<b>791,092</b>	<b>781,027</b>	<b>1,572,119</b>	<b>1,407,312</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	3,866	6,300	10,166	13,643
<b>Total expenditure</b>	<b>794,958</b>	<b>787,327</b>	<b>1,582,285</b>	<b>1,420,955</b>

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

5 Support costs	Care and Support Services	Prevention and Wellbeing Services	Total 2024
	£	£	£
Admin Charges (Management & Service Fees)	119,486	88,374	207,860
Finance & IT charges	-	-	-
HR charges	-	-	-
	119,486	88,374	207,860

*Finance, IT and HR charges are now included within Admin charges where not already charged to the relevant service.*

Prior year	Care and Support Services	Prevention and Wellbeing Services	Total 2023
	£	£	£
Admin Charges (Management & Service Fees)	91,596	95,307	186,903
Finance & IT charges	27,843	28,971	56,814
HR charges	11,073	11,521	22,594
	130,512	135,799	266,311

Support costs are allocated to charitable Activities on the basis of staff time.

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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

	2024	2023
	£	£
Net movement in funds is stated after charging:		
Depreciation	2,034	2,577
Auditors' remuneration	8,750	8,100
Operating leases – equipment	10,185	8,996
	<u>10,969</u>	<u>19,673</u>

### 7 Trustees' remuneration and reimbursed expenses

The trustees received no remuneration during the year (2023: £nil)  
Travel costs of £180 were reimbursed to 1 trustee in the year (2023: £nil)

### 8 Staff costs and numbers

	Total 2024	Total 2023
	£	£
Salaries and wages	1,179,220	950,040
Social security costs	79,906	65,081
Pension contributions	28,791	22,679
Pension Scheme recovery payments	43,248	43,248
Temporary Staff costs	29,711	90,336
	<u>1,360,876</u>	<u>1,171,384</u>
Staff travel, training, recruitment & payroll processing costs	23,501	31,627
	<u>1,384,377</u>	<u>1,203,011</u>

The average number of full and part-time employees during the year were as follows:

	2024	2023
Care and Support Services	28	32
Prevention and Wellbeing Services	12	19
Management, Finance and Administration	5	5
	<u>45</u>	<u>56</u>

No employees received emoluments of more than £60,000 per annum.

Senior Management Personnel costs of gross salary and employers national insurance amounted to £192,866 (2023: £171,012).

The Senior Management team is made up of:

- Peter Glass - Chief Executive Officer
- Venetta Hunt - Head of Care Services
- Kaya Taylor – Financial Director
- Alison Gordon – Head of Prevention Services

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 9 Tangible fixed assets

Furniture and Equipment

	£
<b>Cost</b>	
At 1 April 2023	28,800
Additions	8,851
<b>At 31 March 2024</b>	<b>37,651</b>
<b>Depreciation</b>	
At 1 April 2023	24,642
Charge for the year	2,034
<b>At 31 March 2024</b>	<b>26,676</b>
<b>Net book value</b>	
<b>At 31 March 2024</b>	<b>10,975</b>
At 31 March 2023	4,158

### 10 Debtors

	2024	2023
	£	£
Trade debtors	105,473	110,319
Prepayment	21,421	15,436
Other debtors	15,172	11,101
Provision for doubtful debts	<u>(1,165)</u>	<u>(969)</u>
	<b><u>140,901</u></b>	<b><u>135,887</u></b>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 11 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors and accruals	62,134	64,143
Other creditors	3,134	8,519
Deferred Income	18,750	63,276
	<u>84,018</u>	<u>135,938</u>

### 12 Pension scheme

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Further information about both schemes is below:-

#### Defined benefit

The disclosures below are provided in respect of the Age Concern Section of the Age UK Retirement Benefits Scheme in respect of Age UK Enfield only ("the Scheme") and presented in £000's in accordance with the actuarial note provided.

The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme was carried out as at 31 March 2022 and the results of this valuation have been updated to 31 March 2024 by a qualified independent actuary. The expected employer contributions for the year ending 31 March 2025 are £43,000. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligations was measured using the Projected Unit Method.

The principal assumptions used to calculate the liabilities under FRS102 are set out below:

#### Main financial assumptions:

	31 March 2024	31 March 2023
	%pa	%pa
RPI Inflation	3.20	3.25
CPI Inflation	2.40	2.45
Rate of increase in salaries	N/A	N/A
Pension increases		
Rate of increase in payment of pre 2006 pensions	3.70	3.70
Rate of increase in payment of post 2006 pensions	2.05	2.10
Discount rate for Scheme liabilities	4.90	4.85

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### Defined benefit (continued)

Main demographic assumptions:	2024	2023
Mortality	00% of S3PMA base tables for males and 100% of S3PFA_M base tables for females projected by year of birth assuming future improvements in line with CMI 2022 projections (with parameters Sk = 7.0, A = 0.25%, w2020/w2021 = 0% and w2022 = 25%) and a long-term improvement rate of 1.25% pa	100% of S3PMA base tables for males and 100% of S3PFA_M base tables for females projected by year of birth assuming future improvements in line with CMI 2021 projections (with parameters Sk = 7.0, A = 0.25% and w2020/w2021 = 10%) and a long-term rate of improvement of 1.25% pa
	<b>Years</b>	<b>Years</b>
Life expectancy for male currently aged 65	21.7 years (age 86.7)	21.8 years (age 86.8)
Life expectancy for female currently aged 65	23.6 years (age 88.6)	23.8 years (age 88.8)
Life expectancy at 65 for male currently aged 45	23.0 years (age 88.0)	23.1 years (age 88.1)
Life expectancy at 65 for female currently aged 45	25.1 years (age 90.1)	25.2 years (age 90.2)
Cash commutation	Allowance has been made for all members to exchange 70% of the maximum cash allowance available upon retirement.	Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.

### Scheme asset allocation:

	31 March 2024		31 March 2023	
	£000s	%	£000s	%
Equities	183	14.5%	115	9.1%
Diversified Growth Fund	62	4.9%	61	4.8%
Property	169	13.4%	164	13.0%
Gilts and Bonds	805	63.7%	885	70.2%
Cash	43	3.5%	35	2.9%
Total	1,262	100.0%	1,260	100.0%

None of the scheme's assets are invested in the Employer's financial instruments or in property occupied by, or other assets used by the Employer.

### Reconciliation of funded status to balance sheet:

	31 March 2024	31 March 2023
	£000s	£000s
Fair value of assets	1,262	1,260
Present value of funded defined benefit obligations	(1,193)	(1,184)
Funded status	69	76
Asset/(liability) recognised on the balance sheet	69	76
Present value of unfunded defined benefit obligations	-	-

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### Defined benefit (continued)

<b>History of experience gains and losses:</b>	<b>2024</b>	<b>2023</b>
	<b>£'000</b>	<b>£'000</b>
Present value of scheme liabilities	1,262	1,260
Fair value of scheme assets	(1,193)	(1,184)
Surplus/ (deficit) in the scheme	<u>69</u>	<u>76</u>

### Amounts recognised in income statement

	<b>2024</b>	<b>2023</b>
	<b>£'000</b>	<b>£'000</b>
Operating cost:		
Current service cost	-	-
Administration expenses	6	8
Past services cost (Inc. Curtailments)	-	-
Settlement cost	-	-
Financing cost :		
Interest on net defined benefit liability/(asset)	-	-
Pension expense recognised in profit and loss	<u>6</u>	<u>8</u>

### Amounts recognised in Other Comprehensive Income (OCI)

	<b>2024</b>	<b>2023</b>
	<b>£'000</b>	<b>£'000</b>
Asset gains/(losses) arising during the year	(34)	(643)
Liability gains/losses arising during the year	(10)	563
Change in the effect of the asset ceiling	7	45
Total amount recognised in OCI	<u>(37)</u>	<u>(35)</u>

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**Defined benefit (continued)**

**Changes to the present value of the defined benefit obligation during the year**

	<b>2024</b>	2023
	<b>£'000</b>	£'000
Opening defined benefit obligation (DBO)	1,184	1,764
Current service cost	-	-
Interest expense on DBO	56	48
Contributions by Scheme members	-	-
Actuarial (gains)/losses on scheme liabilities	10	(563)
Net benefits paid out	(57)	(65)
Past service cost (Inc. Curtailments)	-	-
Net increase in liabilities from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,193</u>	<u>1,184</u>

**Changes to the fair value of scheme assets during the year**

	<b>2024</b>	2023
	<b>£'000</b>	£'000
Opening fair value of Scheme assets	1,260	1,885
Interest Income on Scheme assets	56	48
Gain/(loss) on Scheme assets	(34)	(643)
Contributions by the employer	43	43
Contributions by Scheme members	-	-
Net benefits paid out	(57)	(65)
Administration costs incurred	(6)	(8)
Net increase in assets from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,262</u>	<u>1,260</u>

**Actual return on Scheme assets**

	<b>2024</b>	2023
	<b>£'000</b>	£'000
Interest income on Scheme assets	56	48
Gain/(loss) on Scheme assets	(34)	(643)
Actual return on Scheme assets	<u>22</u>	<u>(595)</u>

**Defined contribution**

The assets of the defined contribution scheme are held separately from those of the company in an independently administered fund. The pension cost charge for this scheme represents contributions payable by the company to the fund (7%) and amounted to £28,791 (2023: £22,679)

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 13 Analysis of net assets between funds 2024

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	10,975		10,975
Current assets	584,879	36,667	621,546
Current liabilities	(84,018)		(84,018)
Defined benefit pension asset	69,000		69,000
<b>Net assets at 31 March 2024</b>	<b>580,836</b>	<b>36,667</b>	<b>617,503</b>

### Analysis of net assets between funds 2023

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	4,158	-	4,158
Current assets	549,568	30,145	579,713
Current liabilities	(135,938)	-	(135,938)
Defined benefit pension asset	76,000	-	76,000
<b>Net assets at 31 March 2022</b>	<b>493,788</b>	<b>30,145</b>	<b>523,933</b>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 14 Statement of funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
<b>Unrestricted funds</b>					
General fund	387,788	1,829,487	(1,698,319)	(37,120)	481,836
Designated funds	30,000	-	-	-	30,000
Defined benefit pension asset	76,000	-	(7,000)	-	69,000
	<b>493,788</b>	<b>1,829,487</b>	<b>(1,705,319)</b>	<b>(37,120)</b>	<b>580,836</b>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
Digital Connections	-	-	-	-	-
Fit for Life	-	44,933	(50,880)	5,947	-
Carers Fitness Group	-	-	-	-	-
<b>Care Support Services</b>					
Community support Services	-	2,667	(33,840)	31,173	-
Day Care Service	-	-	-	-	-
Workforce fund	10,565	-	-	-	10,565
Infection Control fund	2,592	10,000	(3,661)	-	8,931
MCST	2,523	-	-	-	2,523
Tackling Loneliness	3,940	30,375	(27,587)	-	6,728
Men in Sheds	-	9,989	(9,989)	-	-
Information Services	10,525	12,500	(15,105)	-	7,920
<b>Total restricted funds</b>	<b>30,145</b>	<b>110,464</b>	<b>(141,062)</b>	<b>37,120</b>	<b>36,667</b>
<b>Total funds</b>	<b>523,933</b>	<b>1,939,951</b>	<b>(1,846,381)</b>	<b>-</b>	<b>617,503</b>

#### **Unrestricted funds:**

The General fund represents the unrestricted funds of the Charity that are not designated for particular purposes.

#### **Designated funds:**

A designated fund was created to meet potential upcoming liabilities attached to the management and maintenance of the Parker centre once the lease with the local authority has been finalised.

#### **Restricted funds:**

- The Carers Fitness Group funds encourage healthy lifestyles by giving respite to carers and inspire them to be active.
- The Fit for Life is a series of exercise and fitness classes for people over 50 funded by the City Bridge Trust Fund.
- The Digital Connections funds aimed to address digital exclusion amongst older people, particularly older people with dementia and their Carers.
- Community Support Services fund represent a combination of grants received to help us provide services of a preventative nature and to promote health and wellbeing.
- The Workforce Fund provided by LBE helped us realised capacity to meet growing demand across the Care services during the financial year. It funded extra hours and new post to support our clients need.
- The infection control fund was used to pay for our PCR and natural flow testing to mitigate the infection risk of our vulnerable clients as well transport cost during the financial year.
- The MCST grant was to provide 2 sessions of cognitive stimulation therapy to people with dementia to reduce isolation and promote communication.

## AGE UK ENFIELD

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

---

- The **Men in Sheds** fund is an outreach program that creates a space for men to get together in shed, build, make and mend things.
- **Information Services** funding was part of later life planning for people over 50 and their families, covering a range of topic like making a will, power of attorney and bereavement services.
- **Tackling loneliness** aim is to reduce social isolation and tackle loneliness in people that have served in the Armed Forces.

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 14 Statement of funds (comparative)

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
<b>Unrestricted funds</b>					
General fund	455,914	1,359,991	(1,392,702)	(35,415)	387,788
Designated funds - IT	30,000	-	-	-	30,000
Defined benefit pension liability	121,000	-	(45,000)	-	76,000
	<b>606,914</b>	<b>1,359,991</b>	<b>(1,437,702)</b>	<b>-</b>	<b>493,788</b>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
Digital Connections	44	-	-	(44)	-
Fit for Life	-	47,938	(57,079)	9,140	-
Carers Fitness Group	5,813	4,280	(11,450)	1,357	-
<b>Care Support Services</b>					
Community support Services	4,540	13,033	(40,579)	23,006	-
Day Care Service	-	12,500	(13,359)	859	-
Workforce fund	9,271	14,456	(13,161)	-	10,565
Infection Control fund	2,674	5,321	(5,403)	-	2,592
MCST	2,523	-	-	-	2,523
Tackling Loneliness	1,865	33,957	(31,882)	-	3,940
Men in Sheds	2,546	7,372	(11,016)	1,097	-
Information Services	-	16,178	(5,654)	-	10,525
<b>Total restricted funds</b>	<b>29,276</b>	<b>155,037</b>	<b>(2189,585)</b>	<b>35,415</b>	<b>30,145</b>
<b>Total funds</b>	<b>636,199</b>	<b>1,515,028</b>	<b>(1,627,285)</b>	<b>-</b>	<b>523,933</b>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 15 Statement of Cash Flows

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

	<u>2024</u>	<u>2023</u>
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	100,570	(67,257)
Adjustments for:		
Depreciation charges	2,034	2,577
Dividends, interest and rents from investments	(9,799)	(3,143)
(Increase)/decrease in debtors	(5,014)	(33,639)
Increase/(decrease) in Creditors	(51,920)	(63,460)
<i>Net cash provided by (used in) operating activities</i>	<u>35,871</u>	<u>(164,922)</u>

#### 15.2 Analysis of cash and cash equivalents

	<u>2024</u>	<u>2023</u>
	£	£
Cash in hand	348,643	317,944
Notice deposits (less than 3 months)	132,002	125,882
<b>Total cash and cash equivalents</b>	<u>480,645</u>	<u>443,826</u>

### 16 Related Party Transactions

There were no related party transactions in the current year, none in 2023.

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 17 Comparative Sofa

#### STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds £	Restricted funds £	Total Funds 2023 £
<b>INCOMING AND ENDOWMENTS FROM:</b>				
Donations and legacies	Notes 2	46,559	-	46,559
Charitable activities				
Grants and contracts receivable	3	653,919	155,037	808,956
Client and Direct care Contributions	3.1	656,367	-	656,367
Investments	3.2	2,711	-	2,711
Others		435	-	435
<b>Total income and endowments</b>		<b>1,359,991</b>	<b>155,037</b>	<b>1,515,028</b>
<b>EXPENDITURE ON:</b>				
<i>Cost of raising funds</i>				
Raising Funds	4	(10,111)	(55)	(10,166)
Charitable activities	4			
Care and Support Services		(730,961)	(60,131)	(791,092)
Prevention and Wellbeing Services		(651,630)	(129,397)	(781,027)
<b>Total resources expended</b>	4	<b>(1,392,702)</b>	<b>(189,583)</b>	<b>(1,582,285)</b>
<b>Net income/(expenditure)</b>		<b>(32,711)</b>	<b>(35,546)</b>	<b>(67,257)</b>
Transfers between funds	14	(35,415)	35,415	-
<b>Net (income/(expenditure) before other recognised gains and losses</b>		<b>(68,126)</b>	<b>869</b>	<b>(67,257)</b>
<b>Other recognised gains and losses</b>				
Actuarial (loss)/gain on pension scheme	12	(45,000)	-	(45,000)
<b>Net movement in funds</b>		<b>(113,126)</b>	<b>869</b>	<b>(112,257)</b>
<b>Reconciliation of funds</b>				
Total funds brought forward		606,914	29,276	636,190
<b>Total funds carried forward</b>	14	<b>493,788</b>	<b>30,145</b>	<b>523,933</b>

## AGE UK ENFIELD

### ACKNOWLEDGEMENT

---

We would like to thank the following funders for their support during 2023/24 that has enabled us to maintain our valuable well-established services, supported us to adapt those services to meet the challenges of the pandemic and increased client needs as well as develop new and innovative services to meet emerging needs.

London Borough of Enfield

Enfield Clinical Commissioning Group

Age UK

Age UK – MCST Programme

Emmanuel Hospital Foundation

City Bridge Trust

The Armed Forces Covenant Trust Fund

London Marathon Trust & Transport for London

NHS Charities Together/Royal Free charity

Long Covid & Digital Inclusion

Tackling Poverty & Inequality

North Central London Cancer Alliance/ LB Enfield

I&A and Cancer Awareness

**Age UK Enfield**

England & Wales - Charity number 1063696

---

# Accounts

---



# Annual Report 2022 / 2023

**Age UK Enfield**

**A Company Limited by Guarantee**

**Trustees' Report and Financial Statements**

**For the year ended 31 March 2023**

**Company Registration Number 3352062 (England and Wales)**

**Charity Registration Number 1063696 (England and Wales)**

---

## REFERENCE AND ADMINISTRATIVE INFORMATION

---

<b>Company registration number</b>	3352062 (England and Wales)
<b>Charity registration number</b>	1063696 (England and Wales)
<b>Governing document</b>	Articles of Association
<b>Trustees</b>	Elaine Adkin Alison de Metz Beryl De Souza Nicola Hyde Enver Kannur (resigned December 2022) Nicolas Kee Mew Sandra Kirwan Annie Smol Michael Zacharia Joseph Daniel Harley (appointed April 2023) Mari Clwyd Edwards (appointed July 2023)
<b>Company Secretary</b>	Kaya Taylor
<b>Senior Management team</b>	Ben Ingber ( to July 2022) Peter Glass ( from October 2022) Alison Gordon Vennetta Hunt Silvia Schehrer Kaya Taylor
<b>Registered office</b>	Age UK Enfield John Jackson Library 35 Agricola Place Bush Hill Park Enfield EN1 1DW
<b>Independent auditors</b>	Knox Cropper LLP Chartered Accountants 65 Leadenhall Street London EC3A 2AD
<b>Bankers</b>	Barclays Bank Plc 259 High Street Ponders End, Enfield EN3 4DS

---

# CONTENTS

---

	Page
Chairs' Introduction	1-2
Trustees' report	3 - 15
Independent auditor's report	16-18
Statement of financial activities	19
Balance sheet	20
Statements of Cash Flows	21
Notes to the financial statements	22 -38
Acknowledgement	39

---

## Chairs' Introduction

This year we have in the main seen a return to normality. This has meant we have been able to begin to build and grow our services. We have experienced a significant growth in our home and day care services. Enfield Council closed the Rose Taylor day care centre in March which meant our care services team had to carry out needs assessments for each client who wanted to come to our dementia day care centre. This work had to be done quickly but thoroughly. We are fortunate to have such a dedicated and hard-working team who carried out the assessments whilst ensuring the service we provide at the Parker Centre did not deteriorate.

We have also focused on growing our Home Care services, looking at our processes and procedures to speed up the time from an enquiry, through to assessment and then providing the services agreed. This service is growing and provides the valuable opportunity to sign post our clients to other services we and other organisations offer.

The additional income generated by our care services is helping us address the challenges presented by the cost of living and inflation increases we are experiencing. However, we are not complacent and continue to closely monitor and manage our costs.

The Prevention Services team are going from strength to strength. The events organized this year aim to ensure older people are aware of what is available locally by promoting the wealth of activities currently on offer by us and other organisations. These events provide information and advice on staying healthy and well. Sessions have been run focusing on for example aging well, bowel cancer awareness and dementia prevention. These sessions include charities and organisations from across Enfield. The events are becoming so popular that we are thinking we will need to find bigger venues!

The Board has been joined by two new trustees Mari Edwards and Joe Harley. We are lucky to have Mari and Joe whose skills and experience are really valuable to us and they have right from the start got proactively involved.

We could not function without the support provided by our dedicated and skilled volunteers, staff and trustees – we are so fortunate to have such a great team. Everyone is willing to go that extra mile to ensure we do all we can to help, advise and support Enfield's older population.

Our team is led by our Chief Executive Officer Peter Glass who has now been with us for a year. Peter has built good working relationships with other Age UK CEO's in London and also with our critical stakeholders Enfield Council, NCL ICB and other charities and funders. Age UK Enfield is benefiting from Peter's experience of working for a much larger charity. He has implemented a performance management framework that enables the Senior Management Team and Board to focus on areas we need to improve and celebrate areas where we achieve targets or even surpassing performance requirements.

## **AGE UK ENFIELD**

This year has seen a growth in our partnership working with the London Borough of Enfield, the NHS ICB in North Central London, and other charities and funders. This close working relationship is essential for us to deliver our services to those people who really need us.

As our charity evolves we will work with our partners to see how we can enhance the services we provide to match identified needs of older people in the borough. We have just started taking a continuous improvement journey that will focus on updating our operational, finance and governance policies, processes and procedures. We are working towards making SharePoint our 'go to' place for all our documentation and information. This will improve our efficiency and release more time for us to focus on our clients.

We look forward to a more financially stable position than we have for a long time which is an incredible achievement in these financially challenging times.

I am continually amazed at what we achieve and am very much looking forward to the coming year.

Elaine Adkin  
Chair, Board of Trustees

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2023

---

### Charity's mission and purpose

The trustees present their report and financial statements of the charity for the year ended 31 March 2023.

The trustees have complied with the duty to have due regard to guidance issued by the Charity Commission and have adopted the Statement of Recommended Practice (SORP FRS 102 second edition), which was effective from 1 January 2019.

### Our purpose

The charity's objects ('the objects') are specifically restricted to promoting the following purposes for the benefit of the public and older people in and around the London Borough of Enfield (the 'area of benefit') regardless of ethnic origin, gender, marital status, disability, sexual orientation or religious belief:

1. Preventing or relieving the poverty of older people
2. Advancing education for older people
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
4. Promoting equality and diversity in relation to older people
5. promoting the human rights of older people in accordance with the Universal Declaration of Human Rights;
6. Assisting older people in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage
7. Such other charitable purposes for the benefit of older people as the board may from time to time decide, the outcome of this being the promotion of wellbeing of older people.

### Structure, Governance and Management

#### Governing document

The organisation is a charitable company limited by guarantee, incorporated on 14 April 1997 and registered as a charity on 30 July 1997. The charitable company formed in 1997 as Age Concern Enfield took on the assets and liabilities of a previous unincorporated charity. The company changed its name to Age UK Enfield on 15 February 2023. The company was established under a Memorandum of Association which defined the objects and powers of the charitable company. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

#### Public Benefit

The Trustees confirm that they referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives. They consider that the activities carried out, summarised in the Achievement & Performance section of this report below, provide benefit to the community.

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

---

### Activities & Achievements

Age UK Enfield's services are organised in two categories: Prevention and Wellbeing Services, and Care and Support Services. As an organisation we continue to work hard to ensure there are clear pathways and referral routes across our services, streamlining to ensure a smooth experience for our clients. We have been improving our recording, reporting and monitoring to ensure we can evidence the work that we have been doing.

We have adapted to new ways of working, improving our technology to better enable home working, being flexible and taking innovative and creative approaches to the ever-changing range of guidelines and requirements that we follow – be that government guidance in relation to COVID-19 or other matters, charity and company governance and law, or from our sister organisation, Age UK National.

Age UK Enfield provides the following services:

#### Prevention and Wellbeing Services

- Falls prevention
- Memory service
- Frailty services
- iCan
- Enfield Wellbeing Network
- Later Life Planning
- Information and Advice
- Veterans in Enfield and Waltham Forest
- This Girl Can
- Fit for life

#### Care and Support Services

- Home care
- Day care
- Home from Hospital
- Maintenance Cognitive Stimulation Therapy (MCST)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

---

### Prevention and Wellbeing Services

#### Falls Prevention.

Our Fall Stop, falls prevention service, provides a range of information, exercise and activity sessions for people who have fallen or are at risk of falling.

In 2022/23 an incredible **1,936** people attended our Falls Stop classes, an increase of 9% from the previous year. The geographic split across the borough is consistent with the Enfield ageing population with 45% attending N21, 31% attending EN3 classes and 14% attending N9 classes.

Demand for exercise classes was high and we changed instructors and introduced a new seated Zumba class which has proven to be extremely popular. In total we ran **235** classes and had **183** people referred to our services, which exceeded our KPI's.

*'The navigator was helpful with helping us to attend classes, she was efficient and well-co-ordinated. She understood the needs of my health conditions and support was available to help me to gain confidence. I have really enjoyed the classes and my balance has notably improved'.*

#### Memory Service

Memory Meet Up is a social group which offers people diagnosed with dementia and their carers a chance to meet other people, try new activities and learn how to live well with dementia. Our Health & Wellbeing navigators work closely with Enfield Memory Service and received **454** referrals for support for people newly diagnosed with dementia. The diagnosis rates of dementia have continued to rise from 2021. For the same period **520** people attended our extremely popular fortnightly Memory Meet Ups session.

In 2022/23 we have developed creative partnerships with Chicken Shed theatre and JaZanne Arts who offer our participants creative activities and opportunities outside of our services. In return we have offered dementia awareness sessions at their workshops to reduce stigma and raise awareness of signs, symptoms, and behaviours of dementia.

*I am more than satisfied with the support, information, and advice that the navigator has offered me. The support received was precise, coordinated and well delivered and for that, I am grateful.*

#### Frailty Service

In 2022/23 we received **565** referrals for Health & Wellbeing services, we believe the increase was primarily due to cost-of-living and energy crisis and people sought help to relieve pressure of rising costs.

Referrals are made from a variety of sources including Social Prescribers, health professionals and self-referrals. Health & Wellbeing navigators support people with applications for welfare benefits to boost income, help with applying for travel concessions to enable people to access community activities and health awareness support, to improve their understanding of their health conditions.

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

---

An increase in funding enabled us to develop services at **North Middlesex Care of the Elderly wards**, our navigator attends the wards to work with people prior to discharge to discuss their health and wellbeing concerns. We worked with **93** people between 2022/23.

*I met the navigator at NMH while I was waiting for some test results. She was very nice, and we talked about some activities and services that are available. I was very happy that she came and spoke to me. It is very good and reassuring to know that someone is there to talk to. Thank you.*

In the past 12 months, with thanks to funding from Enfield Sounds Great we have delivered **11** monthly sessions of Social Singing, 2 additional events and **317** people have attended. **50%** of people attending are affected by dementia, **40%** are carers of people affected by dementia and the remaining **10%** have mentioned social isolation as their main reason for attending. Participant feedback is excellent, with many people that attended using the session as a steppingstone to accept further help in their caring role as a result their loved one has started to attend a day care (on another day) and they receive respite for 6 hours per week. This has boosted their wellbeing and reduced the risk of carer breakdown. 90% of carers say that the person affected by dementia's mood and behaviour is improved for hours after they leave the session, and they actively enjoy attending.

#### **iCan**

iCan uses a holistic approach to improve the health and wellbeing of vulnerable adults of all ages, supporting them to live healthily and independently in the community.

In 2022/23, we received **707** referrals, facilitated **157** peer support sessions (Tea & Chatter, Diabetes, Stroke café) to which **1,714** people have attended. Stroke café has continued to offer an online session alongside the in-person sessions since the lockdowns ended.

Survey feedback illustrated that 100% of people were satisfied with the navigators' interactions and people felt they listened and responded to their concerns and took steps to help them find solutions. We returned to delivering large events in June 2022, initially starting with outdoor events, we returned to Community House to deliver Diabetes Awareness Sept, followed by Dementia Prevention November and Stroke Awareness in March 2023. Numbers of attendees are steadily growing, and we are exceeding capacity for the hall space.

#### **Enfield Wellbeing Network**

EWN is a consortium led by Mind in Enfield and Barnet to improve the lives of local people and help them to set goals and try new activities. In 2022 we recruited a second EWN Health & Wellbeing Practitioner to create 1 FTE, during 2022, HWW Practitioner supported **118** people and recruited **5** new volunteers. EWN supported the development of the popular Menopause Awareness training sessions in partnership with Let's Talk Enfield.

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

---

### Planning for Later Life

For people over 50 and their families, our free Planning for Later Life awareness sessions cover a range of topics including: making a will, power of attorney, advanced statements / decisions, and bereavement services. We also offer 1-1 individually tailored support for people with life-limiting conditions.

In 2022/23, **879** people attended awareness sessions throughout the year. The Later Life Adviser also saw **101** individuals for one-to-one sessions during this period.

In 2022/23 we were also funded to deliver Long Covid Project, the LLP Coordinator delivered awareness talks across the borough in collaboration with Over 50's and Fusion. **83** people benefitted from one-to-one conversations and **550** people attended awareness sessions between May and March 2023.

### Information, Advice and Advocacy

The Information, Advice and Advocacy Service can support and enable anyone over 50, who is a resident of Enfield, to:

- maximise their income through welfare benefit checks.
- claim benefits.
- apply for travel concessions.
- complete housing applications and local grants.

Since 2021, our Information, Advice and Advocacy service has been supported by Health & Wellbeing Navigators. The demand on services remains high and as a result we recruited a new Customer Services Adviser to support the calls.

During 2022/23 we recorded **6147** contacts through Customer Services at JLL site with **2,488** new referrals that required either immediate support or referral into another part of the organisation.

Our Information and Advice Service has helped **376** clients over **2,181** contacts to claim **£561,188.68** in welfare benefits throughout 2022/23. Advocacy services supported clients with issues ranging from complaints about care services to housing, repairs.

### Digital Inclusion

We were funded from June 2022 until March 2023 to increase people's awareness of technology. Our Digital Inclusion worker saw **31** individuals providing **86** one to one sessions to access their devices and reduce digital anxiety. We held **15** awareness sessions with **301** participants.

### Veterans in Enfield and Waltham Forest

Veterans in Enfield and Waltham Forest has continued to offer support to reduce social isolation and tackle loneliness in people that have served in The Armed Forces.

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

---

In 2022/23 **80** people attended our sessions across Enfield and Waltham Forest, we increased our group sessions, so we were offering two regular sessions in Enfield and two in Waltham Forest, with veterans often attending both boroughs.

#### Men's Sheds

Funded by Ladbrokes, 2022 was the launch year of Men's Sheds, we recruited a part time coordinator in June. From there he created a workshop (shed) for men aged 50 and over to undertake creative activities, predominately woodwork from our John Jackson Library site. **65** people attended our launch in October 2022, and since our regular opening of twice a week session, **89** have benefitted from the sessions and **129** from awareness sessions. The shed has become a very popular and well supported activity by the community, and we've had generous donations of wood and tools to support us.

#### This Girl Can – Return to Exercise

The project which was originally funded by Sport England, ended in July 2022, and we received further funding until July 2023 to deliver 3 courses of Return to Exercise sessions for both men and women. Until March 2023, we had supported 10 regular participants through a gentle beginners return to exercise 10-week courses. Although the numbers were lower than we hoped, the feedback from participants was 100% positive and their confidence improved.

#### Fit for Life

The City Bridge Trust funded the Fit for Life (FFL) project, a series of exercise and fitness classes for people over 50. Classes take a place at a range of community venues across the borough, as well as walks of varying lengths in local parks.

The programme this year consisted of 20+ varied exercise and dance classes, 6 weekly walks in town and country parks and a monthly quiz. FFL operates in the community offering a wide range of classes across the whole borough. Additionally, we run a cycling project, that we moved to Bush Hill Park funded by Groundwork London and TFL for a second year.

In total, **1,500** people took part in our activities during the year, with **12,968** attendances on classes, walks and cycling sessions.

## **Care and Support Services**

Our Care Services support many vulnerable people in the Borough through long term regular and ongoing support.

### **Day Care**

The Parker Centre is a specialist dementia day care centre in Edmonton. Clients over 50 who have early to late-stage dementia, attend for the day and take part in a range of activities including reminiscence sessions, chair-based exercise, arts and crafts, and much more. We provide a nutritious, freshly cooked meal as well as refreshments throughout the day.

In the last year we supported 90 clients and their families throughout the year at the day centre with a surge in provision from March 2023. 3,593 day care places were provided, 6,648 daily trips were made using our transport and 3324 hot meals were made and served on site for our clients.

We provide transport for clients who use the service and are introducing a number of activities now that are from external sources to engage and stimulate our larger groups in the centre.

We have recruited more staff to help support an increase in capacity.

### **Home Care**

Home Care offers a range of services within people's homes with the aim of enabling them to continue living independently. This can include organising stimulating activities, personal care, assistance with medication, accompanying people to appointments, organising shopping, and a broad range of household tasks.

We needed to increase our delivery hours for Home Care to ensure services were sustainable throughout the period and to also ensure quality was maintained. We therefore recruited additional staff members and continue recruiting on an ongoing basis so we can grow capacity in line with increase in delivery.

In July 2023 we had an inspection from CQC and the outcome was a good rating.

Overall, in Home Care Services we have supported 122 people and their families, delivering 5,134.75 hours of care, support, cleaning, shopping and companionship to people living in their own homes.

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023**

---

#### **Home from Hospital**

Home from Hospital provides support over a three-week period after discharge from hospital. This is a critical period in people's recovery, where assistance with everyday tasks including shopping, light housework and food preparation can ensure clients are able to rest and recover with some support. It is also an opportunity to assess if there are any other services that might be of benefit including occupational therapy, adult social care, Information and Advice, and more.

Over the past year we have supported 51 people to return safely home from hospital, delivering 317 hours of support to help get people settled back in their own homes after a stay in hospital.

#### **Warm Spaces**

We were approached by the local authority to apply for the Together Fund funded by the Department of Work and Pensions to provide warm spaces and hot food during the winter in the cost of living crisis.

We had already been approached by the United Reformed Church in Palmers Green, who were offering a free space to meet if we could provide the necessary staff and had been in discussions with Northstar Trust where we running the breakfast club. The local authority encouraged us to apply for both sites offering funding for both. The Ponders End service would be expanding the existing breakfast club offer and provide additional staff resource for the growing demand there.

In total 447 hot lunches were served between 16 December 2022 and 31st March 2023. During the period 77 different people attended across the two locations.

#### **Breakfast Club**

This project target was to run a breakfast club in Ponders End and offer a healthy breakfast option, the breakfast club ran weekly from beginning of November 2022 until end of March 2023. After we accessed funding for Warm Spaces participants were able to stay until 2.30pm and have a hot lunch as well if they wanted. This additional funding also enabled us to buy games and start art activities for participants.

52 different people attended the sessions and in total we delivered 313 breakfasts over the period.

**TRUSTEES REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

---

**The Board of Trustees**

In accordance with the Articles of Association, the Company has a Board. Under the requirements of the Articles of the Company, the members of the Board are elected to serve for a period of three years from the date of their election and are eligible for re-election to service for a maximum of nine years. The members of the Board are the Company's Directors for the purpose of company law and Trustees of the Charity for the purposes of charity law.

- In accordance with the Articles, the Board consists of a minimum of five trustees and a maximum of fifteen, to be elected by the members at a General Meeting or appointed to fill a casual vacancy or co-opted.
- The Honorary Officers (Co-Chairs, Treasurer and Honorary Secretary) are appointed by the Board from amongst the trustees in accordance with the Articles.
- Up to two representatives of the Statutory Health Authority and the Local Authority are entitled to attend Board meetings as observers.

The Board meets approximately every two months to review and agree major areas of policy and the strategic direction of the Charity.

The Board has two formal sub-committees to which certain management responsibilities have been delegated.

The Board from time to time also forms working groups which consist of a combination of staff and trustees e.g. Parker Centre or Constitution Review Group. These working groups have a very specific remit and report to the Board.

Members of the Board who served during the financial year and up to the date of approval of the annual report were as follows:

<b>Director / Trustee</b>	<b>Appointment Date</b>	<b>Resignation Date</b>
Elaine Adkin	08/12/2020	
Nicola Hyde	08/12/2021	
Enver Kannur	25/08/2015	7/12/2022
Nicolas Kee Mew	26/05/2021	
Sandra Kirwan	24/11/2016	
Alison de Metz	08/12/2021	
Anne Smol	26/05/2021	
Beryl De Souza	16/02/2017	
Michael Zacharia	08/12/2021	
Mari Clwyd Edwards	19/07/2023	
Joseph Daniel Harley	26/04/2023	

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

---

### **Governance**

The Board ensures that the composition and the breadth of experience are sufficient for it to discharge its responsibilities. To these ends the Board regularly reviews its composition and where necessary identifies suitable people to strengthen its skills and experience.

### **Induction**

Prospective trustees are invited to meet the Chair and the Chief Executive for informal interviews. At these interviews the duties and responsibilities of trustees, and the amount of commitment to the organisation required are fully discussed and suitable literature is provided to them. If the prospective trustee is approved by the Chair they are invited to attend a number of Board meetings, before a final decision is made by the individual and the Board. Alternatively new trustees can be elected by the members at a general meeting.

### **Training**

Each joining trustee is allocated a mentor and furnished with a number of documents which are listed below and include the responsibilities and duties of honorary officers and trustees.

- Guidance on the nomination of Honorary Officers and Trustees/Directors;
- An Information pack on Roles and Responsibilities;
- Role description for Trustee;
- Role descriptions for each of the Honorary Officers;
- Changes in charity law and compliance with company regulations are notified to the trustees at their regular meetings;
- The latest Annual Report.

In addition the Charity operates internal training and an annual trustee training day.

### **Financial Review**

Total incoming resources were £1,515,028 (2022: £1,451,035) for the year and expenditure amounted to £1,582,285 (2022: £1,420,955) resulting in a net deficit of £67,257. There was an actuarial ("below the line") loss on the pension of £45,000. The final salary pension scheme is with national Age UK and was closed to staff several years ago. The scheme is currently in surplus, but Age UK Enfield is contributing over £43,000 per annum as part of the plan to maintain this surplus. See also Note 12.

### **Significant Contracts**

The Charity has significant contractual relationships with the London Borough of Enfield Social Services and Enfield Clinical Commissioning Group which provide the majority of the Charity's funding. Contract income of £568,360 was received in the year ended 31 March 2023 to support the provision of services for older people during a challenging year.

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

---

### Reserves Policy

As of 31 March 2023 the charity held free reserves of £383,630. Free reserves are unrestricted general funds not tied up in fixed assets, restricted or designated funds.

Free reserves are held to ensure the continuity of care to older people, given the relative uncertainty of future project funding and to protect the long term viability of the Charity. The medium term financial strategy regards a three to six months reserves required to cover income volatility and short term working capital requirements. The current reserves is within that range.

### Investment Policy

Funds not immediately required by the charity for its charitable activities are invested in short term interest yielding bank deposit accounts at the prevailing market rates of interest.

### Risk Management

The Board regularly reviews the risks to the organisation, ensuring proper systems and procedures are in place to manage these risks.

#### Inability to generate sufficient income to meet our objectives and deliver our services

We have taken a number of steps to diversify our income, including continuing to invest in a part-time Development Manager to secure income from a wide range of sources. We review all relevant opportunities to generate income that will further our objectives and monitor our expenditure closely. We are aware of the challenges ahead in a post-COVID-19 world and are developing our strategy accordingly. We are particularly conscious of the need to ensure full cost recovery in our Day Care and Home Care services. Costs relating to these services are monitored and reviewed monthly by the senior staff team, and at each meeting of the Finance and Operations Sub-Committee of trustees.

#### Insufficient reserves to withstand a downturn in activity

We have improved our reserves position over the course of the financial year and intend to ensure we maintain a level of reserves consistent with our Reserves Policy, but this remains a challenge in the current operating environment. We closely monitor our income and expenditure, and plan to grow our unrestricted income over the coming period.

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

---

### Insufficient front line staffing capacity to deliver care services

In response to an increasingly difficult recruitment environment, a growing service, and on-going high absence rates due to COVID-19 and other reasons, we have held ongoing recruitment for services, ensure flexibility of staff between services where appropriate and necessary, and restructured managerial and other roles to increase capacity. We also continue to review staff salaries, noting the challenges in this area.

### Insecurity of premises arrangements

We continue to work closely with Enfield Council to agree future arrangements for premises from which to deliver our services. We have reduced our reliance on a fixed office space for administrative staff.

We also continue to look at new and different ways of working. During the coming year, we will continue to review and update our infrastructure including IT, telephony and remote working options, and will have significantly modernised in this respect by the end of 2023/24.

### **Plans for Future Periods**

We worked on developing a new strategy during 2021/22 financial year, which has now been approved. We consulted with older people in Enfield, and drew on the expertise of our staff, volunteers and partners, to ensure our plans meet the needs of the diverse community we serve.

Our new strategy is focused on six priority areas: developing our services; participation and influence; partnerships and collaboration; measuring our impact; developing our people; and income generation and sustainability.

### **Going Concern**

The financial trend has been positive with increased income during the reporting period, and a recorded a surplus. Therefore after reviewing the charity's initial forecasts and projections and its strategy for growth, the directors have reasonable expectations that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements, even under these unprecedented times where as a charity we have had to consistently revisit our business model and forecast.

### **Trustees' responsibilities in relation to the financial statements**

The trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for preparing the trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

**TRUSTEES REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

---

Company law requires the trustees to prepare financial statements for each 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 income and expenditure, of the charitable company for that period. In preparing these accounts, 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 departure disclosed and explained in the accounts;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The 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 accounts 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.

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.

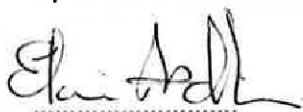
Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware; and
- the trustees having made enquiries of fellow directors and the charity's auditor on steps that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees



Elaine Adkin  
**Chair of Trustees**

2023

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK ENFIELD

---

### Opinion

We have audited the financial statements of Age UK Enfield (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK ENFIELD (continued)

---

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, 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 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 company or to cease operations, or have no realistic alternative but to do so.

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK ENFIELD

---

### **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 is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

A further description of our responsibilities for the audit of the financial statements is located 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.

Simon Goodridge (Senior Statutory Auditor)  
For and on behalf of Knox Cropper LLP, Statutory Auditor and Chartered Accountants  
65 Leadenhall Street  
London EC3A 2AD

# AGE UK ENFIELD

## STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds £	Restricted funds £	Total Funds 2023 £	Total Funds 2022 £
<b>INCOME AND ENDOWMENTS FROM:</b>	<b>Notes</b>				
<b>Donations and legacies</b>	2	46,559	-	46,559	52,429
<b>Charitable activities</b>					
Grants and contracts receivable	3	653,919	155,037	808,956	840,074
Client and Direct care Contributions	3.1	656,367	-	656,367	558,103
<b>Investments</b>	3.2	2,711	-	2,711	82
<b>Others</b>		435	-	435	347
<b>Total income and endowments</b>		<b>1,359,991</b>	<b>155,037</b>	<b>1,515,028</b>	<b>1,451,035</b>
<b>EXPENDITURE ON:</b>					
<i>Cost of raising funds</i>					
Raising Funds	4	(10,111)	(55)	(10,166)	(13,643)
<i>Charitable activities</i>	4				
Care and Support Services		(730,961)	(60,131)	(791,092)	(804,860)
Prevention and Wellbeing Services		(651,630)	(129,397)	(781,027)	(602,452)
<b>Total resources expended</b>	4	<b>(1,392,702)</b>	<b>(189,583)</b>	<b>(1,582,285)</b>	<b>(1,420,995)</b>
<b>Net income/(expenditure)</b>		<b>(32,711)</b>	<b>(34,546)</b>	<b>(67,257)</b>	<b>30,080</b>
Transfers between funds	14	(35,415)	35,415	-	-
<b>Net (income/(expenditure) before other recognised gains and losses</b>		<b>(68,126)</b>	<b>869</b>	<b>(67,257)</b>	<b>30,080</b>
<b>Other recognised gains and losses</b>					
Actuarial (loss)/gain on pension scheme	12	(45,000)	-	(45,000)	135,000
<b>Net movement in funds</b>		<b>(113,126)</b>	<b>869</b>	<b>(112,257)</b>	<b>165,080</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		606,914	29,276	636,190	471,110
<b>Total funds carried forward</b>	14	<b>493,788</b>	<b>30,145</b>	<b>523,933</b>	<b>636,190</b>

The notes from page 22 onwards are an integral part of these financial statements.

# AGE UK ENFIELD

## BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
<b>FIXED ASSETS</b>			
Tangible assets	9	4,158	2,005
		<b>4,158</b>	<b>2,005</b>
<b>CURRENT ASSETS</b>			
Debtors	10	135,887	102,248
Short term deposits		125,882	123,689
Cash at bank and in hand		317,944	486,646
		<b>579,713</b>	<b>712,583</b>
<b>Creditors: amount falling due within one year</b>	11	(135,938)	(199,398)
<b>NET CURRENT ASSETS</b>		<b>443,775</b>	<b>513,185</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>443,775</b>	<b>515,190</b>
Pension scheme asset	12	76,000	121,000
<b>NET ASSETS</b>		<b>523,933</b>	<b>636,190</b>
<b>FUNDS</b>			
Unrestricted funds		387,788	455,914
Pension reserve	12	76,000	121,000
		463,788	576,914
Designated Funds	14	30,000	30,000
Restricted funds		30,145	29,276
<b>TOTAL FUNDS</b>	14	<b>523,933</b>	<b>636,190</b>

The notes from page 22 onwards an integral part of these financial statements.

These financial statements were approved and authorised for issue by the board of trustees on  
and signed on its behalf by:-

2023



Elaine Adkin  
Chair



Michael Zacharia  
Treasurer

Company Registration Number: 3352062 (England and Wales)

## AGE UK ENFIELD

### Statement of Cash Flows for the year ending 31 March 2023

	Note	2023 £	2022 £
<b>Cash used in operating activities:</b>	15.1		
<i>Net cash provided by operating activities</i>		<u>(164,922)</u>	<u>57,185</u>
<b>Cash flows from investing activities</b>			
<i>Interest income</i>		(3,143)	2,803
<i>Tangible Fixed Assets</i>		1,556	
<b>Net cash used in investing activities</b>		<u>(1,587)</u>	<u>2,803</u>
<b>Increase (decrease) in cash and cash equivalents in the year</b>		<u>(166,509)</u>	<u>59,988</u>
<b>Cash and cash equivalents at the beginning of the year</b>	15.2	610,335	550,347
<b>Total cash and cash equivalents at the end of the year</b>		<u>443,826</u>	<u>610,335</u>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

---

### 1 Accounting policies

#### 1.1 Accounting convention

The financial statements are prepared in accordance with the Statement of Recommended Practice: Accounting and reporting by charities (SORP FRS 102 second edition – effective 1 January 2019), applicable accounting standards and the Companies Act 2006. The financial statements are presented in Sterling (£).

#### 1.2 Going Concern

The SMT and current trustees have worked hard to secure income and manage expenditure and are confident about the charity's viability in the near future and therefore consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

#### 1.3 Donations

Voluntary income is received by way of donations, legacies and gifts and is included in full in the SOFA when receivable.

The value of services provided by volunteers has not been included in the accounts.

#### 1.4 Grants, contracts and other income

Grants and contracts are recognised in full in the SOFA when receivable. Other incoming resources are included in the SOFA when receivable.

#### 1.5 Resources expended

All expenditure is accounted for on an accruals basis and is inclusive of VAT. Expenditure has been classified under activities which allocate all costs related to the activity including the cost of managing and administering the activity.

The cost of managing and administering the activity (support cost) is an indirect cost and is allocated to the activity based on direct service costs incurred on that activity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

#### 1.6 Fund accounting

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

#### 1.7 Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

Depreciation is provided at rates calculated to write off the cost of each asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Furniture and other equipment: 20% reducing balance

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

### 1.8 Operating leases

Rentals payable under operating leases are charged to the SOFA as incurred over the term of the lease.

### 1.9 Pension costs

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Both schemes are accounted for in accordance with FRS 102 and described in more detail in note 12.

### 2 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Donations and gift aid donations	31,627	-	31,627	26,343
Legacies	14,632	-	14,632	25,500
Membership fees	300	-	300	586
	<b>46,559</b>	<b>-</b>	<b>46,559</b>	<b>52,429</b>

### 3 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
<b>Grants &amp; Contracts</b>				
UK Government Job Retention Scheme	-	13,533	13,533	(3)
LB of Enfield -ICF, Workforce & Other grants	-	37,190	37,190	110,436
Age UK -EON	10,141	2,000	12,141	11,150
EDA -Information & Advice Project	21,840	-	21,840	21,840
TFL and The London Marathon Trust	-	2,850	2,850	3,817
Home from Hospital (Alpah Specialists Ltd)	6,838	-	6,838	7,540
London Community Response	-	-	-	4,700
Age UK London -Special reserve fund	-	-	-	28,084
Age UK London -Grant	-	-	-	18,561
Enfield Wellbeing Network	37,720	-	37,720	17,933
This Girl Can grant	-	-	-	8,542
GVC Ladbrokes-Men in Sheds	-	7,374	7,374	2,547
LB of Enfield-VCS Carers Outcome 2 (iCan)	266,833	-	266,833	253,675
NHS- Falls Prevention, Dementia & Frailty	226,617	-	226,617	244,116
Big Lottery Fund - Fit for Life	-	4,280	4,280	12,716
Community Barnet	10,500	-	10,500	10,500
City Bridge Trust	4,430	44,008	48,438	43,392
The Armed Forces Covenant Fund Trust	-	33,957	33,957	35,168
Age UK Charity- Emmanuel Hospital fund	-	9,845	9,845	3,280
LB of Enfield -Covid-19 vaccination	-	-	-	2,080
Other Funds	6,500	-	6,500	-
	<b>653,919</b>	<b>155,037</b>	<b>808,956</b>	<b>840,074</b>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 3.1 Client and Direct care contributions

	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Clients and Direct Care Contributions	656,367	-	656,367	558,103
	<u>656,367</u>	<u>-</u>	<u>656,367</u>	<u>558,103</u>

### 3.2 Bank and investment interest

	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
	2,711	-	2,711	82
	<u>2,711</u>	<u>-</u>	<u>2,711</u>	<u>82</u>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

4 Expenditure	Care and Support Services £	Prevention and Wellbeing Services £	Total 2023 £	Total 2022
<b>Charitable activities</b>				
Costs directly allocated to activities staff costs (excluding indirect staff costs)	791,092	781,027	1,572,119	1,407,312
<b>Total expenditure excluding Raising funds</b>	<b>791,092</b>	<b>781,027</b>	<b>1,572,119</b>	<b>1,407,312</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	3,866	6,300	10,166	13,643
<b>Total expenditure</b>	<b>794,958</b>	<b>787,327</b>	<b>1,582,285</b>	<b>1,420,955</b>

All support costs including overhead are directly allocated to departments and therefore included in our charitable activities. Care and Support services received funding for workforce and ICF which were used to increase staffing resources and expand capacity.

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

4 Expenditure Prior year	Care and Support Services £	Prevention and Wellbeing Services £	Total 2022 £	Total 2021
<b>Charitable activities</b>				
Costs directly allocated to activities staff costs (excluding indirect staff costs)	804,860	602,452	1,407,312	1,216,898
<b>Total expenditure excluding Raising funds</b>	<b>804,860</b>	<b>602,452</b>	<b>1,407,312</b>	<b>1,216,898</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	7,671	5,972	13,643	7,655
<b>Total expenditure</b>	<b>812,531</b>	<b>608,424</b>	<b>1,420,955</b>	<b>1,224,553</b>

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

5 Support costs	£	£	£	£
	Care and Support Services	Prevention and Wellbeing Services	Total 2023	Total 2022
Admin Charges (Management & Service Fees)	91,596	95,307	186,903	
Finance & IT charges	27,843	28,971	56,814	
HR charges	11,073	11,521	22,594	
	130,512	135,799	266,311	

*Prior year*

	£	£	£	£
	Care and Support Services	Prevention and Wellbeing Services	Total 2022	Total 2022
Admin Charges (Management & Service Fees)	34,555	24,659	59,214	
Finance & IT charges	37,827	19,974	57,801	
HR charges	36,437	19,212	55,649	
	108,819	63,845	172,664	

Support costs are allocated to charitable Activities on the basis of staff time.

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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

	2023	2022
	£	£
Net movement in funds is stated after charging:		
Depreciation	2,577	1,915
Auditors' remuneration	8,100	5,190
Operating leases – equipment	8,996	8,590
	<u>          </u>	<u>          </u>

### 7 Trustees' remuneration and reimbursed expenses

The trustees received no remuneration nor reimbursement during the year (2022: £nil)

### 8 Staff costs and numbers

	Total 2023	Total 2022
	£	£
Salaries and wages	950,040	841,769
Social security costs	65,081	60,871
Pension contributions	22,679	22,901
Pension Scheme recovery payments	43,248	43,248
Temporary Staff costs	90,336	42,984
	<u>1,171,384</u>	<u>1,011,773</u>
Staff travel, training, recruitment & payroll processing costs	31,627	30,438
	<u>1,203,011</u>	<u>1,042,211</u>

The average number of full and part-time employees during the year were as follows:

	2023	2022
Care and Support Services	32	29
Prevention and Wellbeing Services	19	16
Management, Finance and Administration	5	6
	<u>56</u>	<u>51</u>

No employees received emoluments of more than £60,000 per annum.

Senior Management Personnel costs amounted to £187,670 (2022: £171,012).

The Senior Management team is made up of :

- Ben Ingber - Chief Executive Officer to July 2022
- Peter Glass - Chief Executive Officer from October 2022
- Venetta Hunt - Head of Care Services
- Kaya Taylor – Financial Director
- Alison Gordon – Head of Prevention Services
- Silvia Schehrer – Development Manager

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 9 Tangible fixed assets

Furniture and Equipment	£
<b>Cost</b>	
At 1 April 2022	24,070
Additions	4,730
	<hr/>
<b>At 31 March 2023</b>	<b>28,800</b>
	<hr/>
<b>Depreciation</b>	
At 1 April 2022	22,065
Charge for the year	2,577
	<hr/>
<b>At 31 March 2023</b>	<b>24,642</b>
	<hr/>
<b>Net book value</b>	
<b>At 31 March 2023</b>	<b>4,158</b>
	<hr/>
At 31 March 2022	2,005
	<hr/>

### 10 Debtors

	2023	2022
	£	£
Trade debtors	110,319	69,952
Prepayment	15,436	9,667
Other debtors	11,101	22,629
Provision for doubtful debts	(969)	-
	<hr/>	<hr/>
	135,887	102,248
	<hr/>	<hr/>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 11 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors and accruals	64,143	32,418
Other creditors	8,519	43,349
Deferred Income	63,276	123,631
	<u>135,938</u>	<u>199,398</u>

### 12 Pension scheme

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Further information about both schemes is below:-

#### Defined benefit

The disclosures below are provided in respect of the Age Concern Section of the Age UK Retirement Benefits Scheme in respect of Age UK Enfield only ("the Scheme"), and presented in £000's in accordance with the actuarial note provided.

The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme was carried out as at 31 March 2022 and the results of this valuation have been updated to 31 March 2023 by a qualified independent actuary. The expected employer contributions for the year ending 31 March 2024 are £43,000. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2022 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2022, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligations was measured using the Projected Unit Method.

The principal assumptions used to calculate the liabilities under FRS102 are set out below:

#### Main financial assumptions:

	31 March 2023	31 March 2022
	%pa	%pa
RPI Inflation	3.25	3.60
CPI Inflation	2.45	2.80
Rate of increase in salaries	N/A	N/A
Pension increases		
Rate of increase in payment of pre 2006 pensions	3.70	3.60
Rate of increase in payment of post 2006 pensions	2.10	2.50
Discount rate for Scheme liabilities	4.85	2.80

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### Defined benefit (continued)

#### Main demographic assumptions:

	<b>2023</b>	<b>2022</b>
Mortality	100% of S3PMA base tables for males and 100% of S3PFA_M base tables for females projected by year of birth assuming future improvements in line with CMI 2021 projections (with parameters Sk = 7.0, A = 0.25% and w2020/w2021 = 10%) and a long-term rate of improvement of 1.25% pa.	95% of S3P base tables projected by year of birth assuming future improvements in line with CMI 2021 core projections with a long-term rate of improvement of 1.0% pa.
	<b>Years</b>	<b>Years</b>
Life expectancy for male currently aged 65	21.8 years (age 86.8)	22.1 years (age 87.1)
Life expectancy for female currently aged 65	23.8 years (age 88.8)	24.5 years (age 89.5)
Life expectancy at 65 for male currently aged 45	23.1 years (age 88.1)	23.1 years (age 88.1)
Life expectancy at 65 for female currently aged 45	25.2 years (age 90.2)	25.6 years (age 90.6)
Cash commutation	Allowance has been made for all members to exchange 70% of the maximum cash allowance available upon retirement.	Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.

#### Scheme asset allocation:

	<b>31 March 2023</b>		<b>31 March 2022</b>	
	<b>£000s</b>	<b>%</b>	<b>£000s</b>	<b>%</b>
Equities	115	9.1%	314	16.7%
Diversified Growth Fund	61	4.8%	237	12.6%
Property	164	13.0%	179	9.5%
Gilts and Bonds	885	70.2%	1,129	59.9%
Cash	35	2.9%	26	1.3%
Total	1,260	100.0%	1,885	100.0%

None of the scheme's assets are invested in any property or other assets used by the employer.

#### Reconciliation of funded status to balance sheet:

	<b>31 March 2023</b>	<b>31 March 2022</b>
	<b>£000s</b>	<b>£000s</b>
Fair value of assets	1,260	1,885
Present value of funded defined benefit obligations	(1,184)	(1,764)
Funded status	76	121
Asset/(liability) recognised on the balance sheet	76	121
Present value of unfunded defined benefit obligations	-	-

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### Defined benefit (continued)

#### Defined benefit (continued)

##### History of experience gains and losses:

	2023	2022
	£'000	£'000
Present value of scheme liabilities	1,260	1,885
Fair value of scheme assets	(1,184)	(1,764)
Surplus/ (deficit) in the scheme	76	121

##### Amounts recognised in income statement

	2023	2022
	£'000	£'000
Operating cost:		
Current service cost	-	-
Administration expenses	8	9
Past services cost (incl.curtailments)	-	-
Settlement cost	-	-
Financing cost :		
Interest on net defined benefit liability/(asset)	-	-
Pension expense recognised in profit and loss	8	9

##### Amounts recognised in Other Comprehensive Income (OCI)

	2023	2022
	£'000	£'000
Asset gains/(losses) arising during the year	(643)	50
Liability gains/losses arising during the year	563	51
Change in the effect of the asset ceiling	45	(121)
Total amount recognised in OCI	(35)	(20)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**Defined benefit (continued)**

**Changes to the present value of the defined benefit obligation during the year**

	<b>2023</b>	2022
	<b>£'000</b>	£'000
Opening defined benefit obligation (DBO)	1,764	1,836
Current service cost	-	-
Interest expense on DBO	48	38
Contributions by Scheme members	-	-
Actuarial (gains)/losses on scheme liabilities	(563)	(51)
Net benefits paid out	(65)	(59)
Past service cost (incl. curtailments)	-	-
Net increase in liabilities from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,184</u>	<u>1,764</u>

**Changes to the fair value of scheme assets during the year**

	<b>2023</b>	2022
	<b>£'000</b>	£'000
Opening fair value of Scheme assets	1,885	1,822
Interest Income on Scheme assets	48	38
Gain/(loss) on Scheme assets	(643)	50
Contributions by the employer	43	43
Contributions by Scheme members	-	-
Net benefits paid out	(65)	(59)
Administration costs incurred	(8)	(9)
Net increase in assets from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,260</u>	<u>1,885</u>

**Actual return on Scheme assets**

	<b>2023</b>	2022
	<b>£'000</b>	£'000
Interest income on Scheme assets	48	38
Gain/(loss) on Scheme assets	(643)	50
Actual return on Scheme assets	<u>(595)</u>	<u>88</u>

**Defined contribution**

The assets of the defined contribution scheme are held separately from those of the company in an independently administered fund. The pension cost charge for this scheme represents contributions payable by the company to the fund (7%) and amounted to £22,679 (2022: £22,901)

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**13 Analysis of net assets between funds 2023**

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	4,158	-	4,158
Current assets	549,568	30,145	579,713
Current liabilities	(135,938)	-	(135,938)
Defined benefit pension asset	76,000	-	76,000
<b>Net assets at 31 March 2023</b>	<u>493,788</u>	<u>30,145</u>	<u>523,933</u>

**Analysis of group net assets between funds 2022**

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	2,005	-	2,005
Current assets	683,307	29,276	712,583
Current liabilities	(199,398)	-	(199,398)
Defined benefit pension asset	121,000	-	121,000
<b>Net assets at 31 March 2022</b>	<u>606,914</u>	<u>29,276</u>	<u>636,190</u>

# AGE UK ENFIELD

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 14 Statement of funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
<b>Unrestricted funds</b>					
General fund	455,914	1,359,991	(1,392,702)	(35,415)	387,788
Designated funds - IT	30,000	-	-	-	30,000
Defined benefit pension asset	121,000	-	(45,000)	-	76,000
	<b>606,914</b>	<b>1,359,991</b>	<b>(1,437,702)</b>	<b>(35,415)</b>	<b>493,788</b>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
Digital Connections	44	-	-	(44)	-
Fit for Life	-	47,938	(57,079)	9,140	-
Carers Fitness Group	5,813	4,280	(11,450)	1,357	-
<b>Care Support Services</b>					
Community support Services	4,540	13,033	(40,579)	23,006	-
Day Care Service	-	12,500	(13,359)	859	-
Workforce fund	9,271	14,456	(13,161)	-	10,565
Infection Control fund	2,674	5,321	(5,403)	-	2,592
MCST	2,523	-	-	-	2,523
Tackling Loneliness	1,865	33,957	(31,882)	-	3,940
Men in Sheds	2,546	7,373	(11,016)	1,097	-
Information Services	-	16,178	(5,654)	-	10,525
<b>Total restricted funds</b>	<b>29,276</b>	<b>155,037</b>	<b>(189,585)</b>	<b>35,415</b>	<b>30,145</b>
<b>Total funds</b>	<b>636,190</b>	<b>1,515,028</b>	<b>(1,627,285)</b>	<b>-</b>	<b>523,933</b>

#### **Unrestricted funds:**

The **General fund** represents the unrestricted funds of the Charity that are not designated for particular purposes.

#### **Designated funds:**

A **designated fund** was created to meet the likely upcoming liabilities attached to the management and maintenance of the Parker center once the lease with the local authority has been finalised.

#### **Restricted funds:**

- The **Carers Fitness Group** funds encourage healthy lifestyles by giving respite to carers and inspire them to be active.
- The **Fit for Life** is a series of exercise and fitness classes for people over 50 funded by the City Bridge Trust Fund.
- The **Digital Connections** funds aimed to address digital exclusion amongst older people, particularly older people with dementia and their carers.
- **Community Support Services** fund represent a combination of grants received to help us provide services of a preventative nature and to promote health and wellbeing.
- The **Workforce Fund** provided by LBE helped us realised capacity to meet growing demand across the Care services during the financial year. It funded extra hours and new post to support our clients need.
- The **infection control** fund was used to pay for our PCR and natural flow testing to mitigate the infection risk of our vulnerable clients as well transport cost during the financial year.
- The **MCST** grant was to provide 2 sessions of cognitive stimulation therapy to people with dementia to reduce isolation and promote communication.
- The **Men in Sheds** fund is an outreach program that creates a space for men to get together in shed, build, make and mend things.
- **Information Services** funding was part of later life planning for people over 50 and their families, covering a range of topic like making a will, power of attorney and bereavement services.
- **Tackling loneliness** aim is to reduce social isolation and tackle loneliness in people that have served in the Armed Forces.

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**14 Statement of funds (comparative)**

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
<b>Unrestricted funds</b>					
General fund	448,863	1,180,123	(1,173,072)	-	455,914
Designated funds - IT	30,000	-	-	-	30,000
Defined benefit pension liability	(14,000)	121,000	14,000	-	121,000
	<b>464,863</b>	<b>1,301,123</b>	<b>(1,159,072)</b>	<b>-</b>	<b>606,914</b>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
Digital Connections	-	4,700	(4,656)	-	44
Fit for Life	-	58,817	(58,817)	-	-
Carers Fitness Group	6,247	-	(434)	-	5,813
<b>Care Support Services</b>					
Community support Services	-	42,681	(38,141)	-	4,540
Workforce fund	-	33,301	(24,030)	-	9,271
Infection Control fund	-	67,330	(64,657)	-	2,674
MCST	-	18,561	(16,039)	-	2,523
Tackling Loneliness	-	35,165	(33,300)	-	1,865
Men in Sheds	-	2,546	-	-	2,546
Information Services	-	7,810	(7,810)	-	-
<b>Total restricted funds</b>	<b>6,247</b>	<b>270,912</b>	<b>(247,883)</b>	<b>-</b>	<b>29,276</b>
<b>Total funds</b>	<b>471,110</b>	<b>1,572,035</b>	<b>(1,406,955)</b>	<b>-</b>	<b>636,190</b>

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**15 Statement of Cash Flows**

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	(67,257)	30,080
Adjustments for:		
Depreciation charges	2,577	1,914
Dividends, interest and rents from investments	(3,143)	(2,803)
(Increase)/decrease in debtors	(33,639)	(23,839)
Increase/(decrease) in Creditors	(63,460)	51,833
<i>Net cash provided by (used in) operating activities</i>	<u>(164,922)</u>	<u>57,185</u>

**15.2 Analysis of cash and cash equivalents**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Cash in hand	317,944	486,646
Notice deposits (less than 3 months)	125,882	123,689
<b>Total cash and cash equivalents</b>	<u>443,826</u>	<u>610,335</u>

**16 Related Party Transactions**

There were no related party transactions in the current year, none in 2022.

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

## 17 Comparative Sofa

**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2022**

		Unrestricted funds £	Restricted funds £	Total Funds 2022 £
<b>INCOMING AND ENDOWMENTS FROM:</b>				
<b>Donations and legacies</b>	Notes 2	52,429	-	52,429
<b>Charitable activities</b>				
Grants and contracts receivable	3	569,162	270,912	840,074
Client and Direct care Contributions	3.1	558,103	-	558,103
<b>Investments</b>	3.2	82	-	82
<b>Others</b>		347		347
<b>Total income and endowments</b>		<b>1,180,123</b>	<b>270,912</b>	<b>1,451,035</b>
<b>EXPENDITURE ON:</b>				
<i>Cost of raising funds</i>				
Raising Funds	4	(11,344)	(2,299)	(13,643)
<i>Charitable activities</i>	4			
Care and Support Services		(669,177)	(135,683)	(804,860)
Prevention and Wellbeing Services		(492,551)	(109,901)	(602,452)
<b>Total resources expended</b>	4	<b>(1,173,072)</b>	<b>(247,883)</b>	<b>(1,420,955)</b>
<b>Net income/(expenditure)</b>		<b>7,051</b>	<b>23,029</b>	<b>30,080</b>
Transfers between funds	14	-	-	-
<b>Net (income/(expenditure) before other recognised gains and losses</b>		<b>7,051</b>	<b>23,029</b>	<b>30,080</b>
<b>Other recognised gains and losses</b>				
Actuarial (loss)/gain on pension scheme	12	14,000	-	14,000
<b>Net movement in funds</b>		<b>21,051</b>	<b>23,029</b>	<b>44,080</b>
<b>Reconciliation of funds</b>				
Total funds brought forward		464,863	6,247	471,110
<b>Total funds carried forward</b>	14	<b>485,914</b>	<b>29,276</b>	<b>515,190</b>

## **AGE UK ENFIELD**

### **ACKNOWLEDGEMENT**

---

We would like to thank the following funders for their support during 2022/23 that has enabled us to maintain our valuable well established services, supported us to adapt those services to meet the challenges of the pandemic and increased client needs as well as develop new and innovative services to meet emerging needs.

#### **Our funders are:**

London Borough of Enfield

Enfield Clinical Commissioning Group

Age UK

Age UK – MCST Programme

Emmanuel Hospital Foundation

City Bridge Trust

The Armed Forces Covenant Trust Fund

London Marathon Trust & Transport for London

NHS Charities Together/Royal Free charity

(Long Covid & Digital Inclusion)

Tackling Poverty & Inequality

NorthCentral London Cancer Alliance/ LB Enfield

(I&A and Cancer Awareness)

**Age UK Enfield**

England & Wales - Charity number 1063696

---

# Accounts

---



# Annual Report 2021 / 2022

**Age Concern Enfield  
Operating as Age UK Enfield  
A Company Limited by Guarantee**

**Trustees' Report and Financial Statements**

**For the year ended 31 March 2022**

**Company Registration Number 3352062 (England and Wales)  
Charity Registration Number 1063696 (England and Wales)**

---

# REFERENCE AND ADMINISTRATIVE INFORMATION

C

---

<b>Company registration number</b>	3352062 (England and Wales)
<b>Charity registration number</b>	1063696 (England and Wales)
<b>Governing document</b>	Articles of Association
<b>Trustees</b>	Elaine Adkin Alison de Metz (from December 2021) Beryl De Souza Nicola Hyde (from December 2021) Enver Kannur Nicolas Kee Mew (from May 2021) Sandra Kirwan Annie Smol (from May 2021) Michael Zacharia (from December 2021)
<b>Company Secretary</b>	Kaya Taylor
<b>Senior Management team</b>	Ben Ingber ( to July 2022) Peter Glass ( from October 2022) Alison Gordon Vennetta Hunt Silvia Schehrer Kaya Taylor
<b>Registered office</b>	Age Concern Enfield John Jackson Library 35 Agricola Place Bush Hill Park Enfield EN1 1DW
<b>Independent auditors</b>	Knox Cropper LLP Chartered Accountants 65 Leadenhall Street London EC3A 2AD
<b>Bankers</b>	Barclays Bank Plc 259 High Street Ponders End, Enfield EN3 4DS

---

# CONTENTS

---

	Page
Chairs' Introduction	1
Trustees' report	2 - 13
Independent auditor's report	14-16
Statement of financial activities	17
Balance sheet	18
Statements of Cash Flows	19
Notes to the financial statements	20 -36
Acknowledgement	37

---

## **AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)**

### **Chairs' Introduction**

The past year has been a challenging one for Age UK Enfield where dedication, professionalism and motivation have been key in ensuring the continuation of delivering the much needed services that the older people of Enfield need. We had hoped to have started the year being free of Covid; sadly that was not the case and our home care services and day care services were once more impacted by the pandemic.

However, as the year progressed, and building on the resilience of our people, I was relieved to see some normality starting to return. We even had a Jubilee tea party at our Parker Centre with amazing entertainment led by Annie Smol, one of our trustees, and her team of entertainers.

There have also been additional challenges – namely the increases in the cost of living and inflation. Indeed, these will be of primary concern as we move forward and will present additional, new challenges for our clients, volunteers and staff, as well as the running of our charity.

Against this backdrop, we are continually supported by dedicated and skilled volunteers, staff and trustees – a truly fantastic team. We are so lucky to have a staff and volunteer resource who, regardless of role, match their skill and expertise with a total dedication to service the needs of our clients. They have continued to find innovative and thoughtful solutions to the challenges in front of them; I'm hopeful for more chances to thank them personally over the next year.

This team has been led by our Chief Executive Officer Ben Ingber who has focused through the year in leading our teams to improve our services and ways of working. Ben Ingber left the organisation in July 2022 and was succeeded by Peter Glass from October 2022.

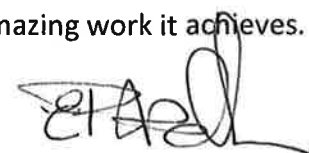
We were delighted this year that our efforts were recognised with success at the Great British Care Awards. Eleven of our team were shortlisted for various categories, with two winners: Andrew Hall from our Day Centre won the Dementia Care Worker award, and Age UK Enfield won the Covid Hero Award.

Of course, we would not be able to deliver our services without the support of a range of people, in particular via our partnerships with the London Borough of Enfield, the CCG, and other charities and funders.

We have continued to focus on the financial management of our services with new financial reports providing us with greater insights. I am pleased to say that our charity is in a healthier financial position at the end of the year than the beginning.

Looking forward we will remain committed to providing high quality, impactful and respectful services, driven by the needs of our community, whilst keeping a close eye on how we govern and manage the charity and its finances, so that we are best able to help the largest number of old people in the future.

I am very proud to be the Chair of this wonderful organisation and of the amazing work it achieves.



Elaine Adkin  
Chair, Board of Trustees

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2022

---

### Charity's mission and purpose

The trustees present their report and financial statements of the charity for the year ended 31 March 2022.

The trustees have complied with the duty to have due regard to guidance issued by the Charity Commission and have adopted the Statement of Recommended Practice (SORP FRS 102 second edition), which was effective from 1 January 2019.

### Our purpose

The charity's objects ('the objects') are specifically restricted to promoting the following purposes for the benefit of the public and older people in and around the London Borough of Enfield (the 'area of benefit') regardless of ethnic origin, gender, marital status, disability, sexual orientation or religious belief:

1. Preventing or relieving the poverty of older people
2. Advancing education for older people
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
4. Promoting equality and diversity in relation to older people
5. Assisting older people in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage
6. Such other charitable purposes for the benefit of older people as the board may from time to time decide, the outcome of this being the promotion of wellbeing of older people.

### Structure, Governance and Management

#### Governing document

The organisation is a charitable company limited by guarantee, incorporated on 14 April 1997 and registered as a charity on 30 July 1997. The charitable company formed in 1997 took on the assets and liabilities of a previous unincorporated charity. The company was established under a Memorandum of Association which defined the objects and powers of the charitable company. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

#### Public Benefit

The Trustees confirm that they referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives. They consider that the activities carried out, summarised in the Achievement & Performance section of this report below, provide benefit to the community.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

### Activities & Achievements

Age UK Enfield's services are organised in two categories: Prevention and Wellbeing Services, and Care and Support Services. As an organisation we continue to work hard to ensure there are clear pathways and referral routes across our services, streamlining to ensure a smooth experience for our clients. We have been improving our recording, reporting and monitoring to ensure we can evidence the work that we have been doing.

We have adapted to new ways of working, improving our technology to better enable home working, being flexible and taking innovative and creative approaches to the ever-changing range of guidelines and requirement that we follow – be that government guidance in relation to COVID-19 or other matters, charity and company governance and law, or from our sister organisation, Age UK National.

Age UK Enfield provides the following services:

#### Prevention and Wellbeing Services

- Falls prevention
- Memory service
- Frailty services
- iCan
- Enfield Wellbeing Network
- Later Life Planning
- Information and Advice
- Veterans in Enfield and Waltham Forest
- This Girl Can
- Fit for life

#### Care and Support Services

- Home care
- Day care
- Home from Hospital
- Maintenance Cognitive Stimulation Therapy (MCST)

## **Prevention and Wellbeing Services**

### **Falls prevention**

Our 'Fall Stop', falls prevention service, provides a range of information, exercise and activity sessions for people who have fallen or are at risk of falling.

As the pandemic restrictions ended in June 2021, the numbers of people seeking our Fall Stop Programme dramatically increased. This resulted in our first classes being over subscribed. In the year we had 1,584 people attend our weekly sessions and we increased to 5 classes a week to manage demand. In total we ran 182 classes and had 216 referred to our services, which exceeded our KPI's. We have successfully recruited two instructors and improved the delivery of our sessions. In addition, we have created a new tier of exercise for people that are not ready for Fit for Life and who contribute towards the instructor/hire costs.

*'When I first started, I was out of breath in about 10 steps and now I'm confident and I can walk with friends now.'* – Falls Prevention Client

### **Memory Service**

Our 'Memory Meet Up' is a social group which offers people with memory problems and their carers a chance to meet other people, hear talks from professionals in the field, and access information and support. Health & Wellbeing navigators support people from point of diagnosis, ensuring their journey to access services is as seamless as possible. During 2021/22, our referrals rose to 396 - which is 123 higher than the previous year. For the same period 330 people actually attended 'Memory Meet Ups'.

We returned to in person 'Memory Meet Up' in May, still applying full COVID-19 restrictions and limiting attendance to 15 clients per session.

In August we had to move from our stable base and went to The Jolly Farmers until December 2021. With Omicron disturbing the first few months of the year, we returned to zoom to keep people connected.

*'I cannot praise AUKE enough; the navigators have opened the door to so many opportunities now and it has been a delight to see my wife enjoying herself and dancing'* – Memory Service Client

### **Frailty Service**

In 2021/22 we received 453 referrals for Health & Wellbeing services that includes supporting people with long term health conditions to access social groups, income maximization and apply for travel concessions.

Our Frailty Service assists people to access a health, mobility and medications review and memory screening (if appropriate), to create a plan of wishes and preferences for future care, and access services that can help people to avoid hospital and remain independent.

We have continued to run online 'Craft-Along' monthly and 'Seated Yoga' as hybrid offers. 72 people have attended Craft-along online in the past year.

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

### **iCan**

iCan uses a holistic approach to improve the health and wellbeing of vulnerable adults of all ages, supporting them to live healthily and independently in the community.

In 2021/22, we received 645 referrals, facilitated 118 peer support sessions in a hybrid combination of in person and online, to which 1,270 people attended - double the attendance of 2020/21 (601 people attending). The upswing occurred as the last lockdown ended and people were able to return to in-person activities with 454 attendees at activities in Q2. There was a drop to 273 in Q3 caused by Omicron but attendance has risen to 345 clients in Q4.

We delivered 118 peer support sessions; again Q1 and Q3 had fewer sessions due to lack of available opportunities to deliver in person, so we continued with hybrid (online) offers. Once restrictions ended and we were able to book in person sessions, we returned to local libraries and Community House to deliver the service. Survey feedback illustrated that 100% of people were satisfied with the navigators, feeling that they listened and responded to their concerns.

### **Enfield Wellbeing Network**

Commissioned by London Borough of Enfield, EWN is a consortium led by Enfield Voluntary Action, with Mind in Enfield, Enfield Carers Centre and ourselves as delivery partners. We recruited a Health & Wellbeing Worker in November 2021 before the service was 'soft-launched' in January 2022. The project has a strong emphasis on helping people to help themselves and improve their health and wellbeing outcomes as well as helping Enfield residents to try new activities and connect with other people. If someone needs more encouragement, they can be linked to a health & wellbeing volunteer who will check in and encourage them to achieve their goals. Moving forward, the project will support 30 new referrals a quarter per delivery partner and monthly activities and events.

### **Planning for Later Life**

For people over 50 and their families, our free Planning for Later Life awareness sessions cover a range of topics including: making a will, power of attorney, advanced statements / decisions, and bereavement services. We also offer 1-1 individually tailored support for people with life-limiting conditions.

In 2021/22, 279 people attended awareness sessions throughout the year. The Later Life Adviser also saw 74 individuals for one-to-one sessions during this period. During Dying Matters week, we held Death Café with The North London Coffin.

### **Information, Advice and Advocacy**

The Information, Advice and Advocacy Service can support and enable anyone over 50, who is a resident of Enfield, to:

- maximise their income through welfare benefit checks
- claim benefits
- apply for travel concessions
- complete housing applications and local grants.

## AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

Request for the Customer Services via front door and Information, Advice and Advocacy remains high. To manage the needs and demands on service, we have benefitted from upskilling our Health & Wellbeing Navigators to undertake information and advice work. Recruiting volunteer advisers remains a challenge and in 2021/22, we have had several volunteers start and then move on to paid employment.

During 2021/22 we have worked hard to improve the customer journey through both the 'front door' entry point to the charity and our recording systems of the customer journey.

We noted demand of services increased during the pandemic. We recorded 4,302 calls to Customer Services solely during this period. Enquiries were wide ranging; some were immediately resolved and others escalated to our internal services.

Our Information and Advice Service has helped 1,144 clients to claim £460,776 throughout 2021/22. Advocacy services supported clients with issues ranging from complaints about care services to housing, repairs.

#### **Veterans in Enfield and Waltham Forest**

Veterans in Enfield and Waltham Forest is funded by Armed Forces Covenant Fund Trust, from April 2021 until March 2023. The aim of the service is to reduce social isolation and tackle loneliness in people that have served in The Armed Forces. Working with our partner Age UK Waltham Forest, we have recruited two coordinators across the areas and codesigned and launched initially two social groups for veterans in Enfield and Chingford. There is a regular cohort of veterans that attend all groups, with 60 people registered for the Saturday morning Breakfast Club. We have four volunteers supporting this Group and participants report feeling happier and connected. We attended Remembrance Day parades in both Waltham Forest and Enfield with our group members.

*'I met up with a chap I'd served in Germany with years ago, it was great to see each other again.'* – Veterans Service Client

#### **This Girl Can**

This project was funded by Sport England, for a year from July 2021. We successfully recruited a coordinator who developed free 12-week sessions for women over 50 who were recovering from cancer and other serious health conditions. 23 women have benefited from this project, with feedback generating a 100% satisfaction rate. All participants continued to exercise after the 12 weeks. We were fortunate to have airtime on BBC London radio to discuss the project.

*'It's been so good to meet other people and exercise with people who understand my condition.'* – This Girl Can Service Client

# **AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)**

## **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

---

### **Fit for Life**

The City Bridge Trust funded the Fit for Life (FFL) project, a series of exercise and fitness classes for people over 50. Classes take a place at a range of community venues across the borough, as well as walks of varying lengths in local parks.

The programme this year consisted of 12 varied exercise / dance classes, 4 weekly walks in town and country parks and a fortnightly quiz. FFL operates in the community offering a wide range of classes in Enfield, Palmers Green, Southgate and Edmonton. In total, 736 people took part in our activities during the year.

Alongside FFL, we run a cycling project funded by Groundwork London and TFL. We purchased 6 bikes and 2 trikes and work with two cycling instructors. This project was a hit from the start, reaching our Year 1 targets within a fortnight of starting the project.

### **Care and Support Services**

Our Care Services support many vulnerable people in the Borough through long term regular and ongoing support.

#### **Day Care**

The Parker Centre is a specialist dementia day care centre in Edmonton. Clients over 50 who have early to late-stage dementia, attend for the day and take part in a range of activities including reminiscence sessions, chair-based exercise, arts and crafts, and much more. We provide a nutritious, freshly cooked meal as well as refreshments throughout the day.

Following the COVID-19 restrictions, we re-opened the Day Centre on 12 April 2021, and throughout the next 3 to 4 months all those clients who we had been supporting at home returned to the centre.

We also focussed on growing the service to achieve the capacity levels we had before the pandemic. Throughout the year we supported 65 people and their families – 3,262 day care placements were provided, 2,849 hot meals were cooked and served on site, and 6,190 daily trips were made using our transport to and from the day centre.

#### **MCST**

Maintenance Cognitive Stimulation Therapy is a therapeutic approach to offer a programme of engaging activities to people with mild to moderate dementia. It helps reduce isolation, promotes communication, concentration and recall as well as leading to greater wellbeing.

We were awarded funding from Age UK National for MCST, and started this 12-month project in March 2021. We have now incorporated the project into our day centre offer on a Monday, Wednesday and Thursday, which has helped increase our referrals into the day centre.

Throughout the year we helped and supported 24 people with dementia through this project and continue to support those clients attending our service.

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

### **Home Care**

Home Care offers a range of services within people's homes with the aim of enabling them to continue living independently. This can include organising stimulating activities, personal care, assistance with medication, accompanying people to appointments, organising shopping, and a broad range of household tasks.

We needed to increase our delivery hours for Home Care to ensure services were sustainable throughout the period and to also ensure quality was maintained. We therefore recruited additional staff members and continue recruiting on an ongoing basis so we can grow capacity in line with increase in delivery.

We commissioned a mock inspection in July 2021, following which we developed an action plan in advance of our next Care Quality Commission (CQC) inspection; this resulted in our maintaining our 'Good' rating at the inspection post-year end in July 2022.

Overall, in Home Care Services we have supported 65 people and their families, delivering 9,701 hours of care, support, cleaning, shopping and companionship to people living in their own homes.

### **Home from Hospital**

Home from Hospital provides support over a three-week period after discharge from hospital. This is a critical period in people's recovery, where assistance with everyday tasks including shopping, light housework and food preparation can ensure clients are able to rest and recover with some support. It is also an opportunity to assess if there are any other services that might be of benefit including occupational therapy, adult social care, Information and Advice, and more.

Over the past year we have supported 64 people to return safely home from hospital, delivering 377 hours of support to help get people settled back in their own homes after a stay in hospital.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

### The Board of Trustees

In accordance with the Articles of Association, the Company has a Board. Under the requirements of the Articles of the Company, the members of the Board are elected to serve for a period of three years from the date of their election and are eligible for re-election to service for a maximum of nine years. The members of the Board are the Company's Directors for the purpose of company law and Trustees of the Charity for the purposes of charity law.

- In accordance with the Articles, the Board consists of a minimum of five trustees and a maximum of fifteen, to be elected by the members at a General Meeting or appointed to fill a casual vacancy or co-opted.
- The Honorary Officers (Co-Chairs, Treasurer and Honorary Secretary) are appointed by the Board from amongst the trustees in accordance with the Articles.
- Up to two representatives of the Statutory Health Authority and the Local Authority are entitled to attend Board meetings as observers.

The Board meets approximately every two months to review and agree major areas of policy and the strategic direction of the Charity.

The Board has two formal sub-committees to which certain management responsibilities have been delegated.

The Board from time to time also forms working groups which consist of a combination of staff and trustees e.g. Parker Centre or Constitution Review Group. These working groups have a very specific remit and report to the Board.

Members of the Board who served during the financial year were as follows:

Director / Trustee	Appointment Date	Resignation Date
Elaine Adkin	08/12/2020	
Maria Aranjó	24/11/2016	28/04/2021
Nicola Hyde	08/12/2021	
Enver Kannur	25/08/2015	
Nicolas Kee Mew	26/05/2021	
Sandra Kirwan	24/11/2016	
Alison de Metz	08/12/2021	
Annie Smol	26/05/2021	
Beryl De Souza	16/02/2017	
Michael Zacharia	08/12/2021	

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

### **Governance**

The Board ensures that the composition and the breadth of experience are sufficient for it to discharge its responsibilities. To these ends the Board regularly reviews its composition and where necessary identifies suitable people to strengthen its skills and experience.

### **Induction**

Prospective trustees are invited to meet the Chair and the Chief Executive for informal interviews. At these interviews the duties and responsibilities of trustees, and the amount of commitment to the organisation required are fully discussed and suitable literature is provided to them. If the prospective trustee is approved by the Chair they are invited to attend a number of Board meetings, before a final decision is made by the individual and the Board. Alternatively new trustees can be elected by the members at a general meeting.

### **Training**

Each joining trustee is allocated a mentor and furnished with a number of documents which are listed below and include the responsibilities and duties of honorary officers and trustees.

- Guidance on the nomination of Honorary Officers and Trustees/Directors;
- An Information pack on Roles and Responsibilities;
- Role description for Trustee;
- Role descriptions for each of the Honorary Officers;
- Changes in charity law and compliance with company regulations are notified to the trustees at their regular meetings;
- The latest Annual Report.

In addition the Charity operates internal training and an annual trustee training day.

### **Financial Review**

Total incoming resources were £1,451,035 (2020: £1,335,832) for the year and expenditure amounted to £1,420,955 (2020: £1,244,553) resulting in a net surplus of £30,080. There was an actuarial (“below the line”) gain on the pension surplus of £135,000. The final salary pension scheme is with national Age UK and was closed to staff several years ago. The scheme is currently in surplus, but Age UK Enfield is contributing over £43,000 per annum as part of the plan to maintain this surplus. See also Note 12.

### **Significant Contracts**

The Charity has significant contractual relationships with the London Borough of Enfield Social Services and Enfield Clinical Commissioning Group which provide the majority of the Charity’s funding. Contract income of £608,227 was received in the year ended 31 March 2022 to support the provision of services for older people during a challenging year.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

### Reserves Policy

As of 31 March 2022 the charity held free reserves of £453,909. Free reserves are unrestricted general funds not tied up in fixed assets, restricted or designated funds.

Free reserves are held to ensure the continuity of care to older people, given the relative uncertainty of future project funding and to protect the long term viability of the Charity. The medium term financial strategy regards a three to six months reserves required to cover income volatility and short term working capital requirements. The current reserves is within that range.

### Investment Policy

Funds not immediately required by the charity for its charitable activities are invested in short term interest yielding bank deposit accounts at the prevailing market rates of interest.

### Risk Management

The Board regularly reviews the risks to the organisation, ensuring proper systems and procedures are in place to manage these risks.

#### Inability to generate sufficient income to meet our objectives and deliver our services

We have taken a number of steps to diversify our income, including continuing to invest in a part-time Development Manager to secure income from a wide range of sources. We review all relevant opportunities to generate income that will further our objectives and monitor our expenditure closely. We are aware of the challenges ahead in a post-COVID-19 world and are developing our strategy accordingly. We are particularly conscious of the need to ensure full cost recovery in our Day Care and Home Care services. Costs relating to these services are monitored and reviewed monthly by the senior staff team, and at each meeting of the Finance and Operations Sub-Committee of trustees.

#### Insufficient reserves to withstand a downturn in activity

We have improved our reserves position over the course of the financial year and intend to ensure we maintain a level of reserves consistent with our Reserves Policy, but this remains a challenge in the current operating environment. We closely monitor our income and expenditure, and plan to grow our unrestricted income over the coming period.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

### Insufficient front line staffing capacity to deliver care services

In response to an increasingly difficult recruitment environment, a growing service, and on-going high absence rates due to COVID-19 and other reasons, we have held ongoing recruitment for services, ensure flexibility of staff between services where appropriate and necessary, and restructured managerial and other roles to increase capacity. We also continue to review staff salaries, noting the challenges in this area.

### Insecurity of premises arrangements

We continue to work closely with Enfield Council to agree future arrangements for premises from which to deliver our services. We have reduced our reliance on a fixed office space for administrative staff.

We also continue to look at new and different ways of working. During the coming year, we will continue to review and update our infrastructure including IT, telephony and remote working options, and will have significantly modernised in this respect by the end of 2021/22.

### **Plans for Future Periods**

We worked on developing a new strategy during 2021/22 financial year, which has now been approved. We consulted with older people in Enfield, and drew on the expertise of our staff, volunteers and partners, to ensure our plans meet the needs of the diverse community we serve.

Our new strategy is focused on six priority areas: developing our services; participation and influence; partnerships and collaboration; measuring our impact; developing our people; and income generation and sustainability.

### **Going Concern**

The financial trend has been positive with increased income during the reporting period, and a recorded a surplus. Therefore after reviewing the charity's initial forecasts and projections and its strategy for growth, the directors have reasonable expectations that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements, even under these unprecedented times where as a charity we have had to consistently revisit our business model and forecast.

### **Trustees' responsibilities in relation to the financial statements**

The trustees (who are also the directors of Age Concern Enfield for the purposes of company law) are responsible for preparing the trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

## AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

Company law requires the trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including income and expenditure, of the charitable group for that period. In preparing these accounts, 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 departure disclosed and explained in the accounts;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The 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 accounts 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.

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.

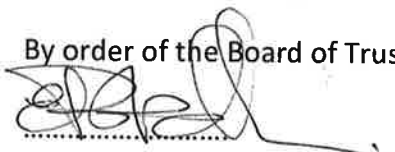
#### Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information, being information needed by the auditor in connection with preparing their report, of which the group's auditor is unaware; and
- the trustees having made enquiries of fellow directors and the group's auditor on steps that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees



Elaine Adkin  
Chair of Trustees  
2<sup>nd</sup> December 2022

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN ENFIELD

---

### Opinion

We have audited the financial statements of Age Concern Enfield (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN ENFIELD (continued)

---

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, 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 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 company or to cease operations, or have no realistic alternative but to do so.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN ENFIELD

---

### 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 is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

A further description of our responsibilities for the audit of the financial statements is located 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.

*Knox Cropper LLP*

Simon Goodridge (Senior Statutory Auditor)

7 December 2022

For and on behalf of Knox Cropper LLP, Statutory Auditor and Chartered Accountants  
65 Leadenhall Street  
London EC3A 2AD

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

		Unrestricted funds £	Restricted funds £	Total Funds 2022 £	Total Funds 2021 £
<b>INCOMING AND ENDOWMENTS</b>					
<b>FROM:</b>					
	<b>Notes</b>				
Donations and legacies	2	52,429	-	52,429	46,775
Charitable activities					
Grants and contracts receivable	3	569,162	270,912	840,074	873,494
Client and Direct care Contributions	3.1	558,103	-	558,103	415,276
<b>Other trading activities:</b>					
Fundraising	3.2	-	-	-	-
Investments	3.3	82	-	82	288
Others		347		347	
		<b>1,180,123</b>	<b>270,912</b>	<b>1,451,035</b>	<b>1,335,832</b>
<b>EXPENDITURE ON:</b>					
<i>Cost of raising funds</i>					
Raising Funds	4	(11,344)	(2,299)	(13,643)	(7,655)
<i>Charitable activities</i>					
Care and Support Services	4	(669,177)	(135,683)	(804,860)	(629,622)
Prevention and Wellbeing Services		(492,551)	(109,901)	(602,452)	(587,276)
		<b>(1,173,072)</b>	<b>(247,883)</b>	<b>(1,420,955)</b>	<b>(1,224,553)</b>
<b>Net income/(expenditure)</b>		<b>7,051</b>	<b>23,029</b>	<b>30,080</b>	<b>111,279</b>
Transfers between funds	14	-	-	-	-
<b>Net (income/(expenditure) before other recognised gains and losses)</b>		<b>7,051</b>	<b>23,029</b>	<b>30,080</b>	<b>111,279</b>
<b>Other recognised gains and losses</b>					
Actuarial (loss)/gain on pension scheme	12	135,000	-	135,000	(2,000)
<b>Net movement in funds</b>		<b>142,051</b>	<b>23,029</b>	<b>165,080</b>	<b>109,279</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		464,863	6,247	471,110	361,831
<b>Total funds carried forward</b>	14	<b>606,914</b>	<b>29,276</b>	<b>636,190</b>	<b>471,110</b>

The notes from pages 20 are an integral part of these financial statements.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## BALANCE SHEET AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
<b>FIXED ASSETS</b>			
Tangible assets	9	2,005	3,920
		<b>2,005</b>	<b>3,920</b>
<b>CURRENT ASSETS</b>			
Debtors	10	102,248	78,409
Short term deposits		123,689	123,636
Cash at bank and in hand		486,646	426,710
		<b>712,583</b>	<b>628,755</b>
<b>Creditors: amount falling due within one year</b>	11	(199,398)	(147,565)
<b>NET CURRENT ASSETS</b>		<b>513,185</b>	<b>481,190</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>515,190</b>	<b>485,110</b>
Pension scheme asset	12	121,000	(14,000)
<b>NET ASSETS</b>		<b>636,190</b>	<b>471,110</b>
<b>FUNDS</b>			
Unrestricted funds		455,914	448,863
Pension reserve	12	121,000	(14,000)
		576,914	434,863
Designated Funds	14	30,000	30,000
Restricted funds		29,276	6,247
<b>TOTAL FUNDS</b>	14	<b>636,190</b>	<b>471,110</b>

The notes from pages 20 an integral part of these financial statements.

These financial statements were approved and authorised for issue by the board of trustees on 2<sup>nd</sup> December 2022 and signed on its behalf by:-



Elaine Adkin  
Chair



Michael Zacharia  
Treasurer

Company Registration Number: 3352062 (England and Wales)

## AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

### Statement of Cash Flows for the year ending 31 March 2022

	Note	2022 £	2021 £
<b>Cash used in operating activities:</b>	16.1		
<i>Net cash provided by operating activities</i>		<u>57,185</u>	<u>208,569</u>
<b>Cash flows from investing activities</b>			
<i>Interest income</i>		2,803	3,252
<b>Net cash used in investing activities</b>		<u>2,803</u>	<u>3,252</u>
<b>Increase (decrease) in cash and cash equivalents in the year</b>		<u>59,988</u>	<u>211,821</u>
<b>Cash and cash equivalents at the beginning of the year</b>	16.2	550,347	338,525
<b>Total cash and cash equivalents at the end of the year</b>		<u>610,335</u>	<u>550,346</u>

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

---

### 1 Accounting policies

#### 1.1 Accounting convention

The financial statements are prepared in accordance with the Statement of Recommended Practice: Accounting and reporting by charities (SORP FRS 102 second edition – effective 1 January 2019), applicable accounting standards and the Companies Act 2006. The financial statements are presented in Sterling (£).

#### 1.2 Going Concern

The SMT and current trustees have worked hard to secure income and manage expenditure and are confident about the charity's viability in the near future and therefore consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

#### 1.3 Donations

Voluntary income is received by way of donations, legacies and gifts and is included in full in the SOFA when receivable.

The value of services provided by volunteers has not been included in the accounts.

#### 1.4 Grants, contracts and other income

Grants and contracts are recognised in full in the SOFA when receivable. Other incoming resources are included in the SOFA when receivable.

#### 1.5 Resources expended

All expenditure is accounted for on an accruals basis and is inclusive of VAT. Expenditure has been classified under activities which allocate all costs related to the activity including the cost of managing and administering the activity.

The cost of managing and administering the activity (support cost) is an indirect cost and is allocated to the activity based on direct service costs incurred on that activity.

As a growing organisation we have reviewed our previous Resources categorisations on the face of the Sofa and our notes and have grouped them under two charitable activities to better reflect the current structure of our organisation.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

#### 1.6 Fund accounting

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

#### 1.7 Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

Depreciation is provided at rates calculated to write off the cost of each asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Furniture and other equipment: 20% reducing balance

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

### 1.8 Operating leases

Rentals payable under operating leases are charged to the SOFA as incurred over the term of the lease.

### 1.9 Pension costs

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Both schemes are accounted for in accordance with FRS 102 and described in more detail in note 12.

### 2 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Donations and gift aid donations	26,343	-	26,343	35,483
Legacies	25,500	-	25,500	1,000
Trading distribution - donated	-	-	-	9,548
Membership fees	586	-	586	744
	<u>52,429</u>	<u>-</u>	<u>52,429</u>	<u>46,775</u>

### 3 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
<b>Grants &amp; Contracts</b>				
UK Government Job Retention Scheme	-	(3)	(3)	10,037
LB of Enfield -ICF, Workforce & Other grants	-	110,436	110,436	10,097
Age UK -EON	11,150	0	11,150	9,362
EDA -Information & Advice Project	21,840	-	21,840	21,840
TFL and The London Marathon Trust	-	3,817	3,817	1,104
Home from Hospital (Alpah Specialists Ltd)	7,540	-	7,540	4,458
London Community Response	-	4,700	4,700	23,692
Age UK London -Special reserve fund	-	28,084	28,084	7,567
Age UK London -Grant	-	18,561	18,561	5,668
Enfield Wellbeing Network	17,933	-	17,933	-
This Girl Can grant	-	8,542	8,542	-
GVC Ladbrokes-Men in Sheds	-	2,547	2,547	-
LB of Enfield-VCS Carers Outcome 2 (iCan)	253,675	-	253,675	253,675
NHS- Falls Prevention, Dementia & Frailty	244,116	-	244,116	226,616
Big Lottery Fund - Fit for Life	328	12,388	12,716	31,737
CAF	-	-	-	45,734
Community Barnet	10,500	-	10,500	13,000
The Julia and Hans Rausing Trust	-	-	-	81,770
City Bridge Trust	-	43,392	43,392	14,367
The Armed Forces Covenant Fund Trust	-	35,168	35,168	9,568
Age UK - Support service	-	-	-	24,678
Age UK Charity- Emmanuel Hospital fund	-	3,280	3,280	38,031
LB of Enfield -Covid-19 appeal	-	-	-	39,613
LB of Enfield -Covid-19 vaccination	2,080	-	2,080	880
	<u>569,162</u>	<u>270,912</u>	<u>840,074</u>	<u>873,493</u>

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 3.1 Client and Direct care contributions

	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total 2022 £</b>	<b>Total 2021 £</b>
Clients and Direct Care Contributions	558,103	-	558,103	415,276
	<u>558,103</u>	<u>-</u>	<u>558,103</u>	<u>415,276</u>

### 3.2 Bank and investment interest

	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total 2022 £</b>	<b>Total 2021 £</b>
	82	-	82	288
	<u>82</u>	<u>-</u>	<u>82</u>	<u>288</u>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

4 Expenditure	Care and Support Services £	Prevention and Wellbeing Services £	Total 2022 £	Total 2021
<b>Charitable activities</b>				
Costs directly allocated to activities staff costs (excluding indirect staff costs)	804,860	602,452	1,407,312	1,216,898
<b>Total expenditure excluding Raising funds</b>	<b>804,860</b>	<b>602,452</b>	<b>1,407,312</b>	<b>1,216,898</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	7,671	5,972	13,643	7,655
<b>Total expenditure</b>	<b>812,531</b>	<b>608,424</b>	<b>1,420,955</b>	<b>1,224,553</b>

All support costs including overhead are directly allocated to departments and therefore included in our charitable activities. Care and Support services received funding for workforce and ICF which were used to increase staffing resources and expand capacity.

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

4 Expenditure Prior year	Care and Support Services	Prevention and Wellbeing Services	Total 2021 £	Total 2020
<b>Charitable activities</b>				
Costs directly allocated to activities staff costs (excluding indirect staff costs)	629,622	587,276	1,216,898	1,252,299
<b>Total expenditure excluding Raising funds</b>	<b>629,622</b>	<b>587,276</b>	<b>1,216,898</b>	<b>1,252,299</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	2,669	4,986	7,655	12,007
<b>Total expenditure</b>	<b>632,292</b>	<b>592,262</b>	<b>1,224,553</b>	<b>1,264,306</b>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

5 Support costs	Care and Support Services £	Prevention and Wellbeing Services £	Total 2022 £
<b>Admin Charges (Management &amp; Service Fees)</b>	34,555	24,659	59,214
<b>Finance &amp; IT charges</b>	37,827	19,974	57,801
<b>HR charges</b>	36,437	19,212	55,649
	<b>108,819</b>	<b>63,845</b>	<b>172,664</b>
<i>Prior year</i>			
	Care and Support Services £	Prevention and Wellbeing Services £	Total 2021 £
<b>Admin Charges (Management &amp; Service Fees)</b>	7,664	7,148	14,812
<b>Finance &amp; IT charges</b>	319	296	615
<b>HR charges</b>	293	273	566
	<b>8,276</b>	<b>7,717</b>	<b>15,993</b>

2020 to 2021 was an exceptional year in which we received generous donations and funding to cover our core activities which drastically reduced the support costs direct allocation. Support costs are allocated to charitable Activities on the basis of staff time.

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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

	2022	2021
	£	£
Net movement in funds is stated after charging:		
Depreciation	1,915	627
Auditors' remuneration	5,190	5,040
Operating leases – equipment	8,590	6,711
	<u>          </u>	<u>          </u>

### 7 Trustees' remuneration and reimbursed expenses

The trustees received no remuneration nor reimbursement during the year (2021: £nil)

### 8 Staff costs and numbers

	Total 2022	Total 2021
	£	£
Salaries and wages	841,769	798,396
Social security costs	60,871	56,001
Pension contributions	22,901	22,383
Pension Scheme recovery payments	43,248	21,624
Temporary Staff costs	42,984	26,033
Staff travel, training, recruitment & payroll processing costs	30,438	19,274
	<u>          </u>	<u>          </u>
	1,042,211	943,711
	<u>          </u>	<u>          </u>

The average number of full and part-time employees during the year were as follows:

	2021	2020
Care and Support Services	29	28
Prevention and Wellbeing Services	16	12
Management, Finance and Administration	6	5
	<u>          </u>	<u>          </u>
	51	45
	<u>          </u>	<u>          </u>

No employees received emoluments of more than £60,000 per annum.

Senior Management Personnel costs amounted to £171,012k (2020;149,558k).

The Senior Management team is made up of :

- Ben Ingber - Chief Executive Officer
- Venetta Hunt - Head of Care Services
- Kaya Taylor – Financial Director
- Alison Gordon – Head of Prevention Services
- Silvia Schehrer – Development Manager

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

---

### 9 Tangible fixed assets

Furniture and Equipment

	£
<b>Cost</b>	
At 1 April 2021	24,070
	<hr/>
<b>At 31 March 2022</b>	<b>24,070</b>
	<hr/>
<b>Depreciation</b>	
At 1 April 2021	20,150
Charge for the year	1,915
	<hr/>
<b>At 31 March 2022</b>	<b>22,065</b>
	<hr/>
<b>Net book value</b>	
<b>At 31 March 2022</b>	<b>2,005</b>
	<hr/>
At 31 March 2021	3,920
	<hr/>

### 10 Debtors

	<b>2022</b>	<b>2021</b>
	£	£
Trade debtors	69,952	55,529
Prepayment	9,667	8,196
Other debtors	22,629	14,711
	<hr/>	<hr/>
	102,248	78,409
	<hr/>	<hr/>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 11 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors and accruals	32,418	16,823
Other creditors	43,349	20,702
Deferred Income	123,631	110,040
	<u>199,398</u>	<u>147,565</u>

### 12 Pension scheme

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Further information about both schemes is below:-

#### Defined benefit

The disclosures below are provided in respect of the Age Concern Section of the Age UK Retirement Benefits Scheme in respect of Age UK Enfield only ("the Scheme"), and presented in £000's in accordance with the actuarial note provided.

The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2022 by a qualified independent actuary. The expected employer contributions for the year ending 31 March 2023 are £43,000. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligations was measured using the Projected Unit Method.

The principal assumptions used to calculate the liabilities under FRS102 are set out below:

#### Main financial assumptions:

	31 March 2022	31 March 2021
	%pa	%pa
RPI Inflation	3.60	3.10
CPI Inflation	2.80	2.30
Rate of increase in salaries	N/A	N/A
Pension increases		
Rate of increase in payment of pre 2006 pensions	3.60	3.10
Rate of increase in payment of post 2006 pensions	2.50	2.50
Discount rate for Scheme liabilities	2.80	2.10

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### Defined benefit (continued)

#### Main demographic assumptions:

	2022	2021
Mortality	95% of S3P base tables projected by year of birth assuming future improvements in line with CMI 2021 core projections with a long-term rate of improvement of 1.0% pa.	95% of S3P base tables projected by year of birth assuming future improvements in line with CMI 2020 core projections with a long-term rate of improvement of 1.0% pa.
Life expectancy for male currently aged 65	22.1 years (age 87.1)	22.1 years (age 87.1)
Life expectancy for female currently aged 65	24.5 years (age 89.4)	24.4 years (age 89.4)
Life expectancy at 65 for male currently aged 45	23.1 years (age 88.1)	23.1 years (age 88.1)
Life expectancy at 65 for female currently aged 45	25.6 years (age 90.6)	25.6 years (age 90.6)
Cash commutation	Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.	Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.

#### Scheme asset allocation:

	31 March 2022		31 March 2021	
	£000s	%	£000s	%
Equities	314	16.7%	351	19.3%
Diversified Growth Fund	237	12.6%	229	12.5%
Property	179	9.5%	-	0.0%
Gilts and Bonds	1,129	59.9%	1,199	65.8%
Cash	26	1.3%	43	2.4%
Total	1,885	100.0%	1,822	100.0%

None of the scheme's assets are invested in any property or other assets used by the employer.

#### Reconciliation of funded status to balance sheet:

	31 March 2022	31 March 2021
	£000s	£000s
Fair value of assets	1,885	1,822
Present value of funded defined benefit obligations	(1,764)	(1,836)
Funded status	121	(14)
Asset/(liability) recognised on the balance sheet	121	(14)
Present value of unfunded defined benefit obligations	-	-

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### Defined benefit (continued)

#### Defined contribution

The assets of the defined contribution scheme are held separately from those of the company in an independently administered fund. The pension cost charge for this scheme represents contributions payable by the company to the fund (7%) and amounted to £22,901 (2021: £22,383)

### Defined benefit (continued)

#### History of experience gains and losses:

	2022 £'000	2021 £'000
Present value of scheme liabilities	1,885	1,822
Fair value of scheme assets	(1,764)	(1,836)
Unrecognised asset	(121)	-
Surplus/ (deficit) in the scheme	0	(14)

#### Amounts recognised in income statement

	2022 £'000	2021 £'000
Operating cost:		
Current service cost	-	-
Administration expenses	9	10
Past services cost (incl. curtailments)	-	-
Settlement cost	-	-
Financing cost :		
Interest on net defined benefit liability/(asset)	-	-
Pension expense recognised in profit and loss	9	10

#### Amounts recognised in Other Comprehensive Income (OCI)

	2022 £'000	2021 £'000
Asset gains/(losses) arising during the year	50	134
Liability gains/losses arising during the year	51	(148)
Change in the effect of the asset ceiling	(121)	0
Total amount recognised in OCI	(20)	(14)

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### Defined benefit (continued)

#### Changes to the present value of the defined benefit obligation during the year

	<b>2022</b>	2021
	<b>£'000</b>	£'000
Opening defined benefit obligation (DBO)	1,836	1,704
Current service cost	0	0
Interest expense on DBO	38	37
Contributions by Scheme members	0	0
Actuarial (gains)/losses on scheme liabilities	(51)	148
Net benefits paid out	(59)	(53)
Past service cost (incl. curtailments)	0	0
Net increase in liabilities from disposals/acquisitions	0	0
Settlements	0	0
Closing fair value of scheme assets	<u>1,764</u>	<u>1,836</u>

#### Changes to the fair value of scheme assets during the year

	<b>2022</b>	2021
	<b>£'000</b>	£'000
Opening fair value of Scheme assets	1,822	1,692
Interest Income on Scheme assets	38	37
Gain/(loss) on Scheme assets	50	134
Contributions by the employer	43	22
Contributions by Scheme members	-	-
Net benefits paid out	(59)	(53)
Administration costs incurred	(9)	(10)
Net increase in assets from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,885</u>	<u>1,822</u>

#### Actual return on Scheme assets

	<b>2022</b>	2021
	<b>£'000</b>	£'000
Interest income on Scheme assets	38	37
Gain/(loss) on Scheme assets	50	134
Actual return on Scheme assets	<u>88</u>	<u>171</u>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 13 Analysis of net assets between funds 2022

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	2,005	-	2,005
Current assets	683,307	29,276	712,583
Current liabilities	(199,398)	-	(199,398)
Defined benefit pension asset	121,000	-	121,000
<b>Net assets at 31 March 2022</b>	<b>606,914</b>	<b>29,276</b>	<b>636,190</b>

### Analysis of group net assets between funds 2021

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	3,920	-	3,920
Current assets	622,508	6,247	628,755
Current liabilities	(147,565)	-	(147,565)
Defined benefit pension liability	(14,000)	-	(14,000)
<b>Net assets at 31 March 2021</b>	<b>464,863</b>	<b>6,247</b>	<b>471,110</b>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 14 Statement of funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
<b>Unrestricted funds</b>					
General fund	448,863	1,180,123	(1,173,072)	-	455,914
Designated funds - IT	30,000	-	-	-	30,000
Defined benefit pension liability	(14,000)	121,000	14,000	-	121,000
	<b>464,863</b>	<b>1,301,123</b>	<b>(1,159,072)</b>	<b>-</b>	<b>606,914</b>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
Digital Connections	-	4,700	(4,656)	-	44
Fit for Life	-	58,817	(58,817)	-	-
Carers Fitness Group	6,247	-	(434)	-	5,813
<b>Care Support Services</b>					
Community support Services	-	42,681	(38,141)	-	4,540
Workforce fund	-	33,301	(24,030)	-	9,271
Infection Control fund	-	67,330	(64,657)	-	2,674
MCST	-	18,561	(16,039)	-	2,523
Tackling Loneliness	-	35,165	(33,300)	-	1,865
Men in Sheds	-	2,546	-	-	2,546
Information Services	-	7,810	(7,810)	-	-
<b>Total restricted funds</b>	<b>6,247</b>	<b>270,912</b>	<b>(247,883)</b>	<b>-</b>	<b>29,276</b>
<b>Total funds</b>	<b>471,110</b>	<b>1,572,035</b>	<b>(1,406,955)</b>	<b>-</b>	<b>636,190</b>

#### **Unrestricted funds:**

The **General fund** represents the unrestricted funds of the Charity that are not designated for particular purposes.

#### **Designated funds:**

A **designated fund** was created to meet the likely upcoming liabilities attached to the management and maintenance of the Parker center once the lease with the local authority has been finalised.

#### **Restricted funds:**

- The **Carers Fitness Group** funds encourage healthy lifestyles by giving respite to carers and inspire them to be active.
- The **Fit for Life** is a series of exercise and fitness classes for people over 50 funded by the City Bridge Trust Fund.
- The **Digital Connections** funds aimed to address digital exclusion amongst older people, particularly older people with dementia and their carers.
- **Community Support Services** fund represent a combination of grants received to help us provide services of a preventative nature and to promote health and wellbeing.
- The **Workforce Fund** provided by LBE helped us realised capacity to meet growing demand across the Care services during the financial year. It funded extra hours and new post to support our clients need.
- The **infection control** fund was used to pay for our PCR and natural flow testing to mitigate the infection risk of our vulnerable clients as well transport cost during the financial year.
- The **MCST** grant was to provide 2 sessions of cognitive stimulation therapy to people with dementia to reduce isolation and promote communication.
- The **Men in Sheds** fund is an outreach program that creates a space for men to get together in shed, build, make and mend things.
- **Information Services** funding was part of later life planning for people over 50 and their families, covering a range of topic like making a will, power of attorney and bereavement services.
- **Tackling loneliness** aim is to reduce social isolation and tackle loneliness in people that have served in the Armed Forces.

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 14 Statement of funds (comparative)

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
<b>Unrestricted funds</b>					
General fund	329,467	1,106,052	(1,024,206)	37,550	448,863
Designated funds	-	30,000	-	-	30,000
Defined benefit pension liability	(12,000)	-	(2,000)	-	(14,000)
	<b>317,467</b>	<b>1,136,052</b>	<b>(1,026,206)</b>	<b>37,550</b>	<b>464,863</b>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
	-	-	-	-	-
Digital Connections	-	23,692	(23,692)	-	-
Fit for Life	38,117	58,796	(58,796)	(38,117)	-
Carers Fitness Group	6,247	-	-	-	6,247
<b>Care Support Services</b>					
	-	-	-	-	-
Community support Services	-	48,744	(48,744)	-	-
Day care Services	-	42,673	(42,731)	58	-
Covid-19 appeal	-	-	-	-	-
The Armed Forces Trust	-	9,568	(9,616)	48	-
Information Services	-	16,307	(16,768)	461	-
<b>Total restricted funds</b>	<b>44,364</b>	<b>199,780</b>	<b>(200,347)</b>	<b>(37,550)</b>	<b>6,247</b>
<b>Total funds</b>	<b>361,831</b>	<b>1,335,832</b>	<b>(1,226,553)</b>	<b>-</b>	<b>471,110</b>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 15 Statement of Cash Flows

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

	<b>Current Year</b>	<b>Prior Year</b>
	<b>£</b>	<b>£</b>
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	30,080	111,279
Adjustments for:		
Depreciation charges	1,914	627
Dividends, interest and rents from investments	(2,803)	(3,252)
(Increase)/decrease in debtors	(23,839)	3,881
Increase/(decrease) in Creditors	51,833	96,034
<i>Net cash provided by (used in) operating activities</i>	<u>57,185</u>	<u>208,569</u>

#### 15.2 Analysis of cash and cash equivalents

	<b>Current Year</b>	<b>Prior Year</b>
	<b>£</b>	<b>£</b>
Cash in hand	486,646	426,710
Notice deposits (less than 3 months)	123,689	123,636
<b>Total cash and cash equivalents</b>	<u>610,335</u>	<u>550,346</u>

### 16 Related Party Transactions

There were no related party transactions in the current year, none in 2021.

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 17 Comparative Sofa

#### STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

		Unrestricted funds £	Restricted funds £	Total Funds 2021 £
<b>INCOMING AND ENDOWMENTS FROM:</b>	<b>Notes</b>			
Donations and legacies		46,775	-	46,775
Charitable activities				
Grants and contracts receivable		673,713	199,780	873,493
Client and Direct care Contributions		415,276	-	415,276
<b>Other trading activities:</b>				
Fundraising		-	-	-
Investments		288	-	288
<b>Total income and endowments</b>		<b>1,136,052</b>	<b>199,780</b>	<b>1,335,832</b>
<b>EXPENDITURE ON:</b>				
<i>Cost of raising funds</i>				
Raising Funds		(7,398)	(257)	(7,655)
<i>Charitable activities</i>				
Care and Support Services		(538,221)	(91,401)	(629,622)
Prevention and Wellbeing Services		(478,587)	(108,689)	(587,276)
<b>Total resources expended</b>		<b>(1,024,206)</b>	<b>(200,347)</b>	<b>(1,224,553)</b>
<b>Net income/(expenditure)</b>		<b>111,846</b>	<b>(567)</b>	<b>111,279</b>
Transfers between funds		37,550	(37,550)	-
<b>Net (income/(expenditure) before other recognised gains and losses)</b>		<b>149,396</b>	<b>(38,117)</b>	<b>111,279</b>
<b>Other recognised gains and losses</b>				
Actuarial (loss)/gain on pension scheme		(2,000)	-	(2,000)
<b>Net movement in funds</b>		<b>147,396</b>	<b>(38,117)</b>	<b>109,279</b>
<b>Reconciliation of funds</b>				
Total funds brought forward		317,467	44,364	361,831
<b>Total funds carried forward</b>		<b>464,863</b>	<b>6,247</b>	<b>471,110</b>

## **AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)**

### **ACKNOWLEDGEMENT**

---

We would like to thank the following funders for their support during 2021/22 that has enabled us to maintain our valuable well established services, supported us to adapt those services to meet the challenges of the pandemic and increased client needs as well as develop new and innovative services to meet emerging needs.

#### **Our funders are:**

London Borough of Enfield

Enfield Clinical Commissioning Group

Age UK

Age UK – MCST Programme

Age UK London Special Reserve Fund

Emmanuel Hospital Foundation

City Bridge Trust

The Armed Forces Covenant Trust Fund

London Marathon Trust & Transport for London

Sport England – This Girl Can

NHS Charities Together/Royal Free charity

(Long Covid & Digital Inclusion)

Tackling Poverty & Inequality

NorthCentral London Cancer Alliance/ LB Enfield

(I&A and Cancer Awareness)

**Age UK Enfield**

England & Wales - Charity number 1063696

---

# Accounts

---



# Annual Report 2020 / 2021

**Age Concern Enfield  
Operating as Age UK Enfield  
A Company Limited by Guarantee**

**Trustees' Report and Financial Statements**

**For the year ended 31 March 2021**

**Company Registration Number 3352062 (England and Wales)  
Charity Registration Number 1063696 (England and Wales)**

---

## REFERENCE AND ADMINISTRATIVE INFORMATION

---

<b>Company registration number</b>	3352062 (England and Wales)
<b>Charity registration number</b>	1063696 (England and Wales)
<b>Governing document</b>	Articles of Association
<b>Trustees</b>	Elaine Adkin Rasheed Sadegh-Zadeh (resigned 08/12/2020) Andy Pallikarou (resigned 09/11/2020) Enver Kannur Beryl De Souza Rasheeda Ali-Selvaratnam (resigned 31/03/2021) Maria Aranjo (resigned 28/04/2021) Jacqueline Wood (resigned 06/01/2021) Sandra Kirwan Andreea Nadina Hausmann (resigned 16/02/2021) Nicolas Wan Thoung Kee Mew (appointed 26/05/2021) Anne Smol (appointed 26/05/2021)
<b>Company Secretary</b>	Kaya Taylor
<b>Registered office</b>	Age Concern Enfield John Jackson Library 35 Agricola Place Bush Hill Park Enfield EN1 1DW
<b>Independent auditors</b>	Knox Cropper LLP Chartered Accountants 65 Leadenhall Street London EC3A 2AD
<b>Bankers</b>	Barclays Bank Plc 259 High Street Ponders End Enfield EN3 4DS

---

# CONTENTS

---

	Page
Chairs' Introduction	1
Trustees' report	2 - 12
Independent auditor's report	13-15
Statement of financial activities	16
Balance sheet	17
Statements of Cash Flows	18
Notes to the financial statements	19 -34
Acknowledgement	35

---

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## Chairs' Introduction

Reflecting on this past year brings a range of mixed emotions. The impact that the pandemic has had on everyone in the community has been immense, with so many struggling, and sadly many people grieving the loss of loved ones. Older people have of course been hit particularly hard, with many shielding and unable to access their normal sources of help and support, we saw many of our clients suffering with loneliness, isolation, and deteriorating health and wellbeing.

However we also look back on the year with an enormous sense of pride. Age UK Enfield staff and volunteers pulled together to deliver an outstanding level of service, adapting quickly and creatively to ever-changing circumstances. We worked with LB Enfield to provide hot meals to those unable to get out, we collected prescriptions, conducted wellbeing phone calls and visits, shopped for people, provided home based exercise packs to keep people fit and active, as well as accompanying online video exercise classes, all backed up with digital projects to ensure that older people are no longer left behind in the 'digital divide'.

We have also seen some changes within the organisation. Ben Ingber started as Chief Executive Officer in April 2020 just before lockdown, overseeing much of the covid response services. During the financial year, we said goodbye to some much appreciated members of the Board of Trustees: Andy Pallikarou joined in 2016, becoming Chair of the Board the following year, leading with integrity and insight, using her specialism as a solicitor to help develop our services with the interest of our clients at the heart of everything she did. Rasheed Sadegh-Zadeh left having served his maximum of 9 years on the board, we are incredibly grateful for his significant contribution to AUKE during this time. Jacqui Wood has been a trustee since 2016, having dedicated many years to AUKE as a volunteer before this, and will be sorely missed by staff, volunteers and clients.

The board has widen the skill set amongst our trustees by the appointment of three new board members.

While there have been significant financial challenges, we have worked hard to find and create funding opportunities. As a result, we have been able to strengthen our reserves, which will be essential for our future success. We are dedicated to leading the organisation into the next year in as strong a position as possible, ready to meet the challenges of the coming year and beyond.

Finally, we would like to express our sincere thanks to our wonderful team of staff and volunteers, who, along with our partnerships with LB Enfield, the CCG, and many organisations across the community, have continued to make a real and tangible difference to the older people that we support.

*Sandra Kirwan & Elaine Adkin  
Co-Chairs, Board of Trustees*

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021

---

### Charity's mission and purpose

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

The trustees have complied with the duty to have due regard to guidance issued by the Charity Commission and have adopted the Statement of Recommended Practice (SORP FRS 102 second edition), which was effective from 1 January 2019.

### Our purpose

The charity's objects ('the objects') are specifically restricted to promoting the following purposes for the benefit of the public and older people in and around the London Borough of Enfield (the 'area of benefit') regardless of ethnic origin, gender, marital status, disability, sexual orientation or religious belief:

1. Preventing or relieving the poverty of older people
2. Advancing education for older people
3. Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
4. Promoting equality and diversity in relation to older people
5. Assisting older people in need by reason of ill health, disability, financial hardship, social exclusion or other disadvantage
6. Such other charitable purposes for the benefit of older people as the board may from time to time decide, the outcome of this being the promotion of wellbeing of older people.

### Structure, Governance and Management

#### Governing document

The organisation is a charitable company limited by guarantee, incorporated on 14 April 1997 and registered as a charity on 30 July 1997. The charitable company formed in 1997 took on the assets and liabilities of a previous unincorporated charity. The company was established under a Memorandum of Association which defined the objects and powers of the charitable company. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

#### Public Benefit

The Trustees confirm that they referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives. They consider that the activities carried out, summarised in the Achievement & Performance section of this report below, provide benefit to the community.

# **AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)**

## **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021**

---

### **Activities & Achievements**

Age UK Enfield services are organised in two categories: Prevention and Wellbeing Services, and Care and Support Services. As an organisation we have worked hard to ensure there are clear pathways and referral routes across our services, streamlining to ensure a smooth experience for our clients. We have been improving our recording, reporting and monitoring to ensure we can evidence the work that we have been doing.

We have adapted to new ways of working, improving our technology to better enable home working, being flexible and taking innovative and creative approaches to the ever-changing guidelines.

### **Prevention and Wellbeing Services**

- Falls prevention
- Memory service
- Frailty services
- iCan
- Planning for later life
- Information and Advice
- Veterans' project
- Fit for life

### **Care and Support Services**

- Home care
- Day care
- Home from Hospital
- Covid response services (including hot meals, prescription collection, shopping and more)
- Digital connections project

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

---

### Prevention and Wellbeing Services

#### Falls prevention

Our falls prevention service provides a range of information, exercise and activity sessions for people who have fallen or are at risk of falling. During lockdowns we quickly adjusted to online activities including Tai Chi and Seated Yoga, as well as distributing a Tai Chi Falls prevention pack for those who aren't online. Our telephone befriending service assisted with wellbeing phonecalls to check in on how clients were doing. During lockdowns, **358 people attended our weekly online sessions**. While referrals from Barnet, Enfield and Haringey Mental Health Trust (BEHT) fell as staff were seconded to other roles, we had an increase in the number of people self-referring.

#### Memory Service

Our Memory club is a weekly social group which offers people with memory problems and their carers a chance to meet other people, hear talks from professionals in the field, and access information and support. Memory care navigators support people from point of diagnosis, ensuring their journey to access services is as seamless as possible.

During lockdown, the memory club was quickly moved online via zoom, supporting around 35 people per month, and we developed a hybrid offer of support including hand delivering 40 activity packs each month, as well as telephone befriending. **273 newly diagnosed people benefited** from our navigators' support.

#### Frailty service

Our Frailty service assists people to access a health, mobility and medications review and memory screening (if appropriate), to create a plan of wishes and preferences for future care, and access services that can help people to avoid hospital and remain independent.

As clinics were suspended, referrals from these areas fell and we weren't able to continue in-person services, so we adapted to offer online activities along with our Digital Champions who assist people new to technology with one-to-one support. Online Activities offered up to 12 sessions per week of creative activities, Craft-along, Three Generations, Social Singing, Giggle Box, Book Club, Poetry, and History. In the peak of lockdown **132 people a month** benefited from connecting to others online.

#### iCan

iCan uses a holistic approach to improve the health and wellbeing of vulnerable adults of all ages, supporting them to live healthily and independently in the community.

During periods of lockdown, the service rapidly transformed to offer telephone assessments and telephone wellbeing checks, online activities, doorstep visits and three different activity packs that were delivered to our clients. Despite losing our community presence, referrals into the service remained steady and we supported people who needed urgent help with hot meals, grants, benefits, housing issues, and more. The team planned activities that could safely be carried out within guidelines, so were ready to return to in person activities as soon as they were able. The Stroke café facilitated by Attend became weekly due to increased demand, and our target of 420 referrals was almost doubled. We exceeded targets in all areas, including **601 attendees at groups**.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

---

### Planning for Later Life / End of life

For people over 50 and their carers, our free Planning for Later Life awareness sessions cover a range of topics including: making a will, power of attorney, advanced statements / decisions, and bereavement services. We also offer 1-1 individually tailored support for people with life-limiting conditions. During lockdowns, we continued offering awareness sessions via zoom, and offered information packs, and the opportunity for further discussion and support as required. People on our enhanced 1-1 service were helped through regular phone calls and emotional support, working together to develop solutions to issues they were facing. We continue to work closely with partner organisations including North London Hospice, Adult Social Care, and Occupational Therapy, as well as Age UK Enfield services. **190 people attended zoom awareness sessions, and 42 people were supported on the enhanced 1-1 programme.**

### Veterans' Project

Funded by the Armed Forces Covenant Fund, this six month project supported Veterans living in Enfield. We conduct a benefits check to ensure that they are receiving all the benefits they are entitled to, offer a home exercise pack, provide other information that might be useful, and put them in touch with other veterans or military organisations that can offer support including the Royal Legion, SSAFA The Armed Forces Charity, and the Ministry of Defence to apply for medals. **60 benefit checks were completed resulting in securing benefits equating to approximately £191,570.72**, with a total of 81 referrals.

### Fit for Life

Fit for Life is a series of exercise and fitness classes for people over 50. Classes take a place at a range of community venues across the borough, as well as walks of varying lengths in local parks.

During the pandemic all classes moved online. The team set up a YouTube channel with a range of exercise classes, which achieved over 9,000 views. This was used in conjunction with the 2000 Home Exercise booklets and resistance bands that were circulated to older people in the borough, enabling them to stay fit and active within their homes.

Fit for Life classes resumed as soon as it was safe to do so, and are now offering a programme of **19 classes and walks in the community**, as well as two zoom classes per week. We also run the Ground Works Cycling project, teaching cycling in local parks, which has been extremely popular, hitting their 1 year targets within 2 weeks.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

---

### Information and Advice

Our information and advice service offers advice, information and support on a variety of issues affecting older people. This can include applications for benefits or housing, blue badge applications, advice on money or debt, funeral plans, care choices, employment and pensions, tax issues, referrals to social services and occupational therapy, and much more.

Demand for our services increased during the pandemic. We continued to support our existing clients via telephone and video calls, as well as helping many new clients and many concerned family members who weren't able to visit and assist their loved ones.

### Care and Support Services

#### Day care

The Parker Centre is a specialist dementia day care centre in Edmonton. Clients over 50 who have early to late stage dementia, attend for the day and take part in a range of activities including reminiscence sessions, chair based exercise, arts and crafts, and many other activities. . We provide a nutritious, freshly cooked meal as well as refreshments throughout the day. When we had to close the centre during lockdowns, we quickly re-organised to provide help at home for some of our more vulnerable members. Throughout this time we have been focussed on supporting our clients and families, knowing that the uncertainty can be particularly challenging for people with dementia, and difficult for families and carers who rely on the respite that the centre provides. We supported **64 day centre clients**, and their families.

#### Home care

Our home care service offers a range of services within peoples homes, with the aim of enabling them to continue living independently. This could include; organising stimulating activities, personal care, assistance with medication, accompanying people to appointments, organising shopping, and a broad range of household tasks. During lockdowns, many people were shielding so we reassessed how we could continue to support our clients; in some cases this meant continuing to support them in their homes (with full PPE), in others it was telephone or online support. We remained in contact with clients and their families, and continued to check on how they were doing. During this year, we **supported 88 clients and their families**.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

---

### Home from Hospital

Home from hospital provides support over a three week period after discharge from hospital. This is a critical period in people's recovery, where the assistance with everyday tasks including shopping, light housework and food preparation can ensure clients are able to rest and recover with some support. It is also an opportunity to assess if there are any other services that might be of benefit, including occupational therapy, adult social care, Information and Advice, and more. **29 people were supported** to return safely home from hospital.

### Digital connections

Digital Connections aimed to address digital exclusion amongst older people, particularly older people with dementia and their carers. Staff facilitated older people using tablets to explore the internet; people who had never been online before were able to access a wide range of resources and activities, including video clips, reminiscence and historical research, online games, hobbies and news. **38 older people** benefitted from this project, with 98% saying they got what they wanted from the sessions, and 88% said they'd like to use a tablet again.

### Covid-19 response services

As soon as lockdown hit, we worked with our partners and LB Enfield to provide a series of emergency response services. This included delivering hot meals to vulnerable older people, collecting prescriptions, and doing shopping for people who were shielding. We were regularly checking in on clients via telephone, providing information and advice, and befriending where appropriate. We recruited a team of volunteers to help support these services, along with staff who had any spare capacity. During this time, **200 people had hot meals delivered daily, 132 people had prescriptions collected and delivered and we supported others with a range of services such as shopping and regular calls.** We also changed the way we worked across the organisation, with both the office and the Parker Day centre closed to the public and being used as resource hubs for the Covid response services. Many staff members worked from home and continue to do so.

Delivering differently provided the organisation with the opportunity to identify changes to the IT systems to better support online service delivery and home working. We upgraded our IT infrastructure, replacing or upgrading laptops and mobile phones as well as improving some of the systems we use, to ensure that home working is as efficient as possible.

We sought expert advice which resulted in improved use of existing IT systems, freeing up staff time and creating more efficient communications between AUKE and clients and their families, as well as between departments.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

---

### The Board of Trustees

In accordance with the Articles of Association, the Company has a Board. Under the requirements of the Articles of the Company, the members of the Board are elected to serve for a period of three years from the date of their election and are eligible for re-election to service for a maximum of nine years. The members of the Board are the Company's Directors for the purpose of company law and Trustees of the Charity for the purposes of charity law.

- In accordance with the Articles, the Board consists of a minimum of five trustees and a maximum of fifteen, to be elected by the members at a General Meeting or appointed to fill a casual vacancy or co-opted.
- The Honorary Officers (Co-Chairs, or Chair and Vice Chair, Treasurer and Honorary Secretary) are appointed by the Board from amongst the trustees in accordance with the Articles.
- Up to two representatives of the Statutory Health Authority and the Local Authority are entitled to attend Board meetings as observers.

The Board meets approximately every two months to review and agree major areas of policy and the strategic direction of the Charity.

The Board has two formal sub-committees to which certain management responsibilities have been delegated.

The Board from time to time also forms working groups which consist of a combination of staff and trustees e.g. Risk Management, Fundraising, Parker Centre. These working groups have a very specific remit and report to the Board.

Members of the Board who served during the financial year were as follows:

Director / Trustee	Appointment Date	Resignation Date
Elaine Adkin	08/12/2020	
Rasheed Sadegh-Zadeh	08/06/2011	08/12/2020
Andy Pallikarou	25/05/2016	09/11/2020
Enver Kannur	28/08/2015	
Beryl De Souza	24/02/2017	
Rasheeda Ali-Selvaratnam	24/02/2017	31/03/2021
Maria Aranjó	29/11/2016	28/04/2021
Jacqueline Wood	29/11/2016	06/11/2020
Sandra Kirwan	29/11/2016	
Nicolas Wan Thoung Kee Mew	26/05/2021	
Anne Smol	26/05/2021	
Andreea Nadina Hausmann	14/12/2017	16/02/2021

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

---

### **Governance**

The Board ensures that the composition and the breadth of experience are sufficient for it to discharge its responsibilities. To these ends the Board regularly reviews its composition and where necessary identifies suitable people to strengthen its skills and experience.

### **Induction**

Prospective trustees are invited to meet the Co-Chairs, and the Chief Executive for informal interviews. At these interviews the duties and responsibilities of trustees, and the amount of commitment to the organisation required are fully discussed and suitable literature is provided to them. If the prospective trustee is approved by the Co-Chairs they are invited to attend a number of Board meetings, before a final decision is made by the individual and the Board. Alternatively potential new trustees can be elected by the members at a general meeting.

### **Training**

Each joining trustee is furnished with a number of documents which are listed below and include the responsibilities and duties of honorary officers and trustees.

- Guidance on the nomination of Honorary Officers and Trustees/Directors;
- An Information pack on Roles and Responsibilities;
- Role description for Trustee;
- Role descriptions for each of the Honorary Officers;
- Changes in charity law and compliance with company regulations are notified to the trustees at their regular meetings;
- The latest Annual Report.

In addition the Charity operates internal training and an annual trustee training day.

### **Financial Review**

Total incoming resources increased to £1,335,832 (2020: £1,332,947) for the year and expenditure amounted to £1,224,554 (2020: £1,264,306) resulting in a net surplus of £111,279. There was an actuarial (“below the line”) loss on the pension deficit of £2,000. The pension deficit is with national Age UK and the final salary scheme was closed to staff several years ago. Age UK Enfield is contributing over £43,000 per annum to reduce the deficit. See also Note 12.

We also transferred £37,550 from Restricted funds to Unrestricted funds as explained in Note 14.

### **Significant Contracts**

The Charity has significant contractual relationships with the London Borough of Enfield Social Services and Enfield Clinical Commissioning Group which provide the majority of the Charity’s funding. Funding income of £575,758 were received in the year ended 31 March 2021 to support the provision of services for older people during a challenging year.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

---

### Reserves Policy

As of 31 March 2021 the charity held free reserves of £430,943. Free reserves are unrestricted general funds not tied up in fixed assets, restricted or designated funds.

Free reserves are held to ensure the continuity of care to older people, given the relative uncertainty of future project funding and to protect the long term viability of the Charity. The medium term financial strategy regards at least three months reserves as the minimum required to cover income volatility and short term working capital requirements. Although we are within our reserves policy, and in light of the Covid-19 pandemic the trustees have considered the current reserves policy and still feel that it should be increased in the future. The organisation has identified new sources of funding to provide a range of emergency response services to older people in Enfield.

In the light of regular financial reviews and the Annual Accounts the trustees believe the organisation to be viable and is operating within our reserves policy

### Investment Policy

Funds not immediately required by the charity for its charitable activities are invested in short term interest yielding bank deposit accounts at the prevailing market rates of interest.

### Risk Management

The Board regularly reviews the risks to the organisation, ensuring robust systems and procedures are in place to manage these risks.

### Inability to generate sufficient income to meet our objectives and deliver our services

We have taken a number of steps to diversify our income, including continuing to invest in a part-time Development Manager to secure income from a wide range of sources. We review all relevant opportunities to generate income that will further our objectives and monitor our expenditure closely. We are aware of the challenges ahead in a post-COVID world and are developing our strategy accordingly.

### Insufficient reserves to withstand a downturn in activity

We have improved our reserves position over the course of the financial year and intend to ensure we maintain a level of reserves consistent with our Reserves Policy, but this remains a challenge in the current operating environment. We closely monitor our income and expenditure, and plan to grow our unrestricted income over the coming period. The Reserves Policy will be reviewed in 2022.

### Insecurity of premises arrangements

We are working closely with Enfield Council to agree future arrangements for premises from which to deliver our services.

## **AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)**

### **TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021**

---

#### **The Impact of COVID-19 and Plans for Future Periods**

COVID-19 and the associated lockdowns led to a transformation of our charity. We closed our face-to-face services and premises in March 2020 and immediately refocused our activities to meet the rapidly changing needs of the older people we support, and many more who were not previously in need of our services.

The financial impact of COVID-19 on the charity was partially mitigated by our rapid response to the pandemic. We have generated income to expand existing services and develop new ones, and reduced our costs where possible. We continue to monitor our expenditure closely, while simultaneously working hard to generate the income needed to fund our essential services and build our reserves to ensure we are resilient and sustainable in the uncertain years ahead.

We will be developing a new strategy during the coming year. We will be consulting further with older people in Enfield, and drawing on the expertise of our staff, volunteers and partners, to ensure our plans meet the needs of the diverse community we serve.

Other key areas of focus this year will be ensuring a safe return of clients to our Day Centre, refreshing our approach to volunteer co-ordination, and implementing our new services such as a project to support veterans we are running in partnership with Age UK Waltham Forest, and our new Maintenance Cognitive Stimulation Therapy groups for people living with dementia.

We also continue to look at new and different ways of working. During the coming year, we will continue to review and update our infrastructure including IT, telephony and remote working options, and will have significantly modernised in this respect by the end of 2021/22.

#### **Going Concern**

The financial trend has been positive with increased income during the reporting period, and a recorded surplus. Therefore after reviewing the charity's initial forecasts and projections and its strategy for growth, the directors have reasonable expectations that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

#### **Trustees' responsibilities in relation to the financial statements**

The trustees (who are also the directors of Age Concern Enfield for the purposes of company law) are responsible for preparing the trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

## AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

### TRUSTEES REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Company law requires the trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and of the income and expenditure for that period. In preparing these accounts, 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 departure disclosed and explained in the accounts;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping accurate and up to date accounting records that disclose at any time the financial position of the charitable company and enable them to ensure that the accounts 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.

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.

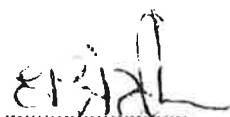
Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware; and
- the trustees having made enquiries of fellow directors and the charity's auditor on steps that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies' regime.

By order of the Board of Trustees



Elaine Adkin  
Co-Chair



Sandra Kirwan  
Co-Chair

08 November 2021

## AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN ENFIELD

---

#### Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN ENFIELD (continued)

---

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' 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 directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on pages 11 and 12, 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 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 company or to cease operations, or have no realistic alternative but to do so.

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN ENFIELD

---

### 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 is detailed below:

- The Charitable Company is required to comply with both company law and charity law and, based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur. Our considerations included the risk of management override.
- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

A further description of our responsibilities for the audit of the financial statements is located 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.

*Knox Cropper LLP*

18/11/21

Simon Goodridge (Senior Statutory Auditor)

For and on behalf of Knox Cropper LLP, Statutory Auditor and Chartered Accountants

65 Leadenhall Street

London EC3A 2AD

## AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

### STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

		Unrestricted funds £	Restricted funds £	Total Funds 2021 £	Restated Total Fund 2020
<b>INCOMING AND ENDOWMENTS FROM:</b>	<b>Notes</b>				
Donations and legacies	2	46,775	-	46,775	26,311
Charitable activities					
Grants and contracts receivable	3	673,713	199,780	873,493	653,721
Client and Direct care Contributions	3.1	415,276	-	415,276	639,151
<b>Other trading activities:</b>					
Fundraising	3.2	-	-	-	12,871
Investments	3.3	288	-	288	88
<b>Total income and endowments</b>		<b>1,136,052</b>	<b>199,780</b>	<b>1,335,832</b>	<b>1,332,941</b>
<b>EXPENDITURE ON:</b>					
<i>Cost of raising funds</i>					
Raising Funds	4	(7,398)	(257)	(7,655)	(12,007)
Charitable activities	4				
Care and Support Services		(538,221)	(91,401)	(629,622)	(715,303)
Prevention and Wellbeing Services		(478,587)	(108,689)	(587,276)	(536,996)
<b>Total resources expended</b>	4	<b>(1,024,206)</b>	<b>(200,347)</b>	<b>(1,224,553)</b>	<b>(1,264,306)</b>
<b>Net income/(expenditure)</b>		<b>111,846</b>	<b>(567)</b>	<b>111,279</b>	<b>68,641</b>
Transfers between funds	14	37,550	(37,550)	-	
<b>Net (income/(expenditure) before other recognised gains and losses)</b>		<b>149,396</b>	<b>(38,117)</b>	<b>111,279</b>	<b>68,641</b>
<b>Other recognised gains and losses</b>					
Actuarial (loss)/gain on pension scheme	12	(2,000)	-	(2,000)	78,000
<b>Net movement in funds</b>		<b>147,396</b>	<b>(38,117)</b>	<b>109,279</b>	<b>146,641</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		317,467	44,364	361,831	215,191
<b>Total funds carried forward</b>	14	<b>464,863</b>	<b>6,247</b>	<b>471,110</b>	<b>361,831</b>

The notes on pages 19 to 34 form an integral part of these financial statements.

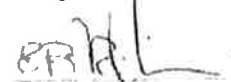
## AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

### BALANCE SHEET AS AT 31 MARCH 2021

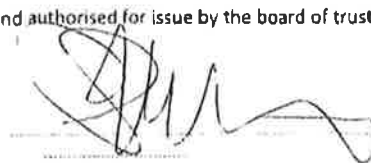
	Notes	2021 £	2020 £
<b>FIXED ASSETS</b>			
Tangible assets	9	3,920	4,547
		<b>3,920</b>	<b>4,547</b>
<b>CURRENT ASSETS</b>			
Debtors	10	78,409	82,290
Short term deposits		123,636	123,491
Cash at bank and in hand		426,710	215,034
		<b>628,755</b>	<b>420,815</b>
<b>Creditors: amount falling due within one year</b>	11	(147,565)	(51,531)
<b>NET CURRENT ASSETS</b>		<b>481,190</b>	<b>369,284</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>485,110</b>	<b>373,831</b>
<b>Defined benefit pension scheme Liability</b>	12	(14,000)	(12,000)
<b>NET ASSETS</b>		<b>471,110</b>	<b>361,831</b>
<b>FUNDS</b>			
Unrestricted funds		448,863	329,467
Pension reserve	12	(14,000)	(12,000)
		434,863	317,467
Designated Funds	14	30,000	-
Restricted funds		6,247	44,364
<b>TOTAL FUNDS</b>	14	<b>471,110</b>	<b>361,831</b>

The notes on pages 19 to 34 form an integral part of these financial statements.

These financial statements were approved and authorised for issue by the board of trustees on 08 November 2021 and signed on its behalf by:-



Elaine Adkin  
Co Chair



Sandra Kirwan  
Co Chair



Enver Kannur  
Treasurer

Company Registration Number: 3352062 (England and Wales)

## AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

### Statement of Cash Flows for the year ending 31 March 2021

---

	Note	2021 £	2020 £
<b>Cash used in operating activities:</b>	16.1		
<i>Net cash provided by operating activities</i>		<u>208,569</u>	<u>153,075</u>
<b>Cash flows from investing activities</b>			
<i>Interest income</i>		3,252	3,889
<b>Net cash used in investing activities</b>		<u>3,252</u>	<u>3,889</u>
<b>Increase (decrease) in cash and cash equivalents in the year</b>		<u>211,821</u>	<u>156,967</u>
<b>Cash and cash equivalents at the beginning of the year</b>	16.2	338,525	181,558
<b>Total cash and cash equivalents at the end of the year</b>		<u>550,346</u>	<u>338,525</u>

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

---

### 1 Accounting policies

#### 1.1 Accounting convention

The financial statements are prepared in accordance with the Statement of Recommended Practice: Accounting and reporting by charities (SORP FRS 102 second edition – effective 1 January 2019), applicable accounting standards and the Companies Act 2006. The financial statements are presented in Sterling (£).

#### 1.2 Going Concern

18 months on from the first lockdown the SMT and current trustees have worked hard to mitigate the overall impact of the COVID-19 pandemic on both its income and expenditure and are confident about the charity's viability in the near future and therefore consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

#### 1.3 Donations

Voluntary income is received by way of donations, legacies and gifts and is included in full in the SOFA when receivable.

The value of services provided by volunteers has not been included in the accounts.

#### 1.4 Grants, contracts and other income

Grants and contracts are recognised in full in the SOFA when receivable. Other incoming resources are included in the SOFA when receivable.

#### 1.5 Resources expended

All expenditure is accounted for on an accruals basis and is inclusive of VAT. Expenditure has been classified under activities which allocate all costs related to the activity including the cost of managing and administering the activity.

The cost of managing and administering the activity (support cost) is an indirect cost and is allocated to the activity based on direct service costs incurred on that activity.

As a growing organisation we have reviewed our previous Resources categorisations on the face of the Sofa and our notes and have grouped them under two charitable activities to better reflect the current structure of our organisation.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

#### 1.6 Fund accounting

Restricted funds are grants and contracts, donations and other incoming resources, which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. In the event that following the completion of the specific purpose for which the funds had been received there are funds remaining unspent, the original donor of the funds is contacted. Following discussions with the donor the funds are returned, or with the donor's consent either retained and transferred to unrestricted funds or used for similar purposes on another project. Unrestricted funds are grants and contracts, donations and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

#### 1.7 Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised.

Depreciation is provided at rates calculated to write off the cost of each asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Furniture and other equipment: 20% reducing balance

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

### 1.8 Operating leases

Rentals payable under operating leases are charged to the SOFA as incurred over the term of the lease.

### 1.9 Pension costs

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Both schemes are accounted for in accordance with FRS 102 and described in more detail in note 12.

### 2 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Donations and gift aid donations	35,483	-	35,483	18,124
Legacies	1,000	-	1,000	
Trading distribution - donated	9,548	-	9,548	7,217
Membership fees	744	-	744	969
	<u>46,775</u>	<u>-</u>	<u>46,775</u>	<u>26,310</u>

### 3 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
UK Government Job Retention Scheme	-	10,037	10,037	-
LB of Enfield -ICF grant	-	10,097	10,097	-
Age UK -EON		9362	9,362	-
EDA -Information & Advice Project	21,840	-	21,840	21,840
TFL and The London Marathon Trust	-	1,104	1,104	-
Home from Hospital (Alpha Care Specialists)	4,458	-	4,458	25,000
London Community Response	-	23,692	23,692	-
Age UK London -Special reserve fund	-	7,567	7,567	-
Age UK London -TAM Grant		5,668	5,668	-
LB of Enfield-VCS Carers Outcome 2 (iCan)	253,675	-	253,675	266,500
NHS- Falls Prevention, Dementia & Frailty	226,616	-	226,616	224,787
Foot care	-	-	-	24,741
Big Lottery Fund - Fit for Life	-	31,737	31,737	63,096
CAF	-	45,734	45,734	-
Community Barnet	13,000	-	13,000	10,500
The Julia and Hans Rausing Trust	81,770	-	81,770	-
City Bridge Trust	7,183	7,184	14,367	-
The Armed Forces Covenant Fund Trust		9,568	9,568	-
Age UK - Support Services	24,678	-	24,678	17,263
Age UK Charity- Emergency response	-	38,031	38,031	-
LB of Enfield -Covid-19 response	39,613	-	39,613	-
LB of Enfield -Covid-19 vaccination	880	-	880	-
	<u>673,713</u>	<u>199,780</u>	<u>873,493</u>	<u>653,726</u>

# AGE CONCERN ENFIELD (OPERATING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 3.1 Client and Direct care contributions

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Clients and Direct Care Contributions	415,276	-	415,276	639,150
	<u>415,276</u>	<u>-</u>	<u>415,276</u>	<u>639,150</u>

### 3.2 Income earned from other trading activities

	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Raffles	-	-	-	947
Fundraising	-	-	-	11,927
	<u>-</u>	<u>-</u>	<u>-</u>	<u>12,874</u>

### 3.3 Bank and investment interest

Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
288		288	887
<u>288</u>		<u>288</u>	<u>887</u>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

4 Expenditure	£	£	Total 2021 £	Total 2020
<b>Charitable activities</b>				
Costs directly allocated to activities staff costs (excluding indirect staff costs)	629,622	587,276	1,216,898	1,252,299
<b>Total expenditure excluding Raising funds</b>	<b>629,622</b>	<b>587,276</b>	<b>1,216,898</b>	<b>1,252,299</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	2,669	4,986	7,655	12,007
<b>Total expenditure</b>	<b>632,292</b>	<b>592,262</b>	<b>1,224,553</b>	<b>1,264,306</b>

All support costs including overhead are directly allocated to departments and therefore included in our charitable activities.

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

4 Expenditure Prior year	Care and Support Services £	Prevention and Wellbeing Services £	Total 2020 £	Total 2019
<b>Charitable activities</b>				
Costs directly allocated to activities staff costs (excluding indirect staff costs)	715,303	536,996	1,252,299	1,309,303
<b>Total expenditure excluding Raising funds</b>	<b>715,303</b>	<b>536,996</b>	<b>1,252,299</b>	<b>1,309,303</b>
<b>Raising funds</b>				
Fundraising, advert and marketing, subscriptions, publications, conference, material & branding	1,169	10,838	12,007	9,966
<b>Total expenditure</b>	<b>716,472</b>	<b>547,834</b>	<b>1,264,306</b>	<b>1,319,268</b>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

### 5 Support costs

	Care and Support Services	Prevention and Wellbeing Services	Total 2021
	£	£	£
Office Occupancy (service charge)	3,521	3,284	6,805
Admin Charges (Management)	4,143	3,864	8,007
Finance & IT charges	319	296	615
HR charges	293	273	566
	8,276	7,717	15,993

### Prior year

	Care and Support Services	Prevention and Wellbeing Services	Total 2020
	£	£	£
Office Occupancy (service charge)	9,503	7,135	16,638
Admin Charges (Management)	50,594	37,982	88,576
Finance & IT charges	22,986	17,256	40,242
HR charges	20,129	15,112	35,241
	103,212	77,485	180,697

2020 to 2021 was an exceptional year in which we received generous donations and funding to cover our core activities which drastically reduced the support costs direct allocation.

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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

	2021 £	2020 £
Net movement in funds is stated after charging:		
Depreciation	627	2,519
Auditors' remuneration	7,380	7,200
Operating leases – equipment	6,711	9,469
	<u>          </u>	<u>          </u>

### 7 Trustees' remuneration and reimbursed expenses

The trustees received no remuneration nor reimbursement during the year (2020: £nil)

The cost of trustee indemnity insurance amounted to 1,404, (2020: £1,172)

### 8 Staff costs and numbers

	Total 2021 £	Total 2020 £
Salaries and wages	798,396	746,796
Social security costs	56,001	54,814
Pension contributions	22,383	20,878
Pension Scheme recovery payments	21,624	43,248
Temporary Staff costs	26,033	78,043
Staff travel, training, recruitment & payroll processing costs	19,274	25,456
	<u>          </u>	<u>          </u>
	943,711	969,235
	<u>          </u>	<u>          </u>

The average number of full and part-time employees during the year were as follows:

	2021	2020
Care and Support Services	28	28
Prevention and Wellbeing Services	12	12
Management, Finance and Administration	5	5
	<u>          </u>	<u>          </u>
	45	45
	<u>          </u>	<u>          </u>

No employees received emoluments of more than £60,000 per annum.

Senior Management Personnel costs amounted to £153k (2020;110k).

The Senior Management team is made up of :

- Ben Ingber - Chief Executive Officer
- Venetta Hunt - Head of Care Services
- Kaya Taylor – Financial Director
- Alison Gordon – Head of Prevention Services

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 9 Tangible fixed assets

Furniture and Equipment

**Cost**

At 1 April 2020

£

24,070

**At 31 March 2021**

**24,070**

**Depreciation**

At 1 April 2020

19,523

Charge for the year

627

**At 31 March 2021**

**20,150**

**Net book value**

**At 31 March 2021**

**3,920**

At 31 March 2020

4,547

### 10 Debtors

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Trade debtors	55,529	68,774
Prepayment	8,169	8,196
Other debtors	14,711	5,320
	<hr/>	<hr/>
	78,409	82,290
	<hr/>	<hr/>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 11 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors and accruals	16,823	19,408
Other creditors	20,702	32,123
Deferred Income	110,040	
	<u>147,565</u>	<u>51,531</u>

### 12 Pension scheme

The company participates in the Age Concern section of the Age UK Retirement Benefits scheme, which is a multi-employer defined benefit scheme. The company also operates a defined contribution pension scheme. Further information about both schemes is below:-

#### Defined benefit

The disclosures below are provided in respect of the Age Concern Section of the Age UK Retirement Benefits Scheme in respect of Age UK Enfield only ("the Scheme"), and presented in £000's in accordance with the actuarial note provided.

The level of benefits provided by the Scheme depends on a member's length of service and their salary at their date of leaving the Scheme. This Section of the Scheme closed to future accrual on 30 November 2008.

A full actuarial valuation of the Scheme was carried out as at 31 March 2019 and the results of this valuation have been updated to 31 March 2021 by a qualified independent actuary. The expected employer contributions for the year ending 31 March 2022 are £43,000. These contributions include an allowance for administration expenses and PPF levies.

The results of the latest funding valuation at 31 March 2019 have been adjusted to the balance sheet date taking account of experience over the period since 31 March 2019, changes in market conditions and differences in the financial and demographic assumptions. The present value of the defined benefit obligations was measured using the Projected Unit Method.

The principal assumptions used to calculate the liabilities under FRS102 are set out below:

#### Main financial assumptions:

	31 March 2021 %pa	31 March 2020 %pa
RPI Inflation	3.10	2.80
CPI Inflation	2.30	1.80
Rate of increase in salaries	N/A	N/A
Pension increases		
Rate of increase in payment of pre 2006 pensions	3.10	3.00
Rate of increase in payment of post 2006 pensions	2.50	2.50
Discount rate for Scheme liabilities	2.10	2.20

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### Defined benefit (continued)

#### Main demographic assumptions:

	2021	2020
Mortality	95% of S3P base tables projected by year of birth assuming future improvements in line with CMI 2020 core projections with a long-term rate of improvement of 1.0% pa.	S3P base tables projected by year of birth assuming future improvements in line with CMI 2019 core projections with a long-term rate of improvement of 1.0% pa
Life expectancy for male currently aged 65	22.1 years (age 87.1)	21.7 years (age 86.7)
Life expectancy for female currently aged 65	24.4 years (age 89.4)	24.0 years (age 89.0)
Life expectancy at 65 for male currently aged 45	23.1 years (age 88.1)	22.7 years (age 87.7)
Life expectancy at 65 for female currently aged 45	25.6 years (age 90.6)	25.2 years (age 90.2)
Cash commutation	Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.	Allowance has been made for all members to exchange 80% of the maximum cash allowance available upon retirement.

#### Scheme asset allocation:

	31 March 2021		31 March 2020	
	£000s	%	£000s	%
Equities	351	19.3%	249	14.7%
Diversified Growth Fund	229	12.5%	209	12.4%
Property	-	0.0%	120	7.1%
Gilts and Bonds	1,199	65.8%	1,097	64.8%
Cash	43	2.4%	17	1.0%
Total	1,822	100.0%	1,692	100.0%

None of the scheme's assets are invested in any property or other assets used by the employer.

#### Reconciliation of funded status to balance sheet:

	31 March 2021	31 March 2020
	£000s	£000s
Fair value of assets	1,822	1,692
Present value of funded defined benefit obligations	(1,836)	(1,704)
Funded status	(14)	(12)
Unrecognised asset	-	-
Asset/(liability) recognised on the balance sheet	(14)	(12)
Present value of unfunded defined benefit obligations	-	-

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### Defined benefit (continued)

#### Defined contribution

The assets of the defined contribution scheme are held separately from those of the company in an independently administered fund. The pension cost charge for this scheme represents contributions payable by the company to the fund (7%) and amounted to £22,383 (2020: £20,878)

### Defined benefit (continued)

#### History of experience gains and losses:

	2021 £'000	2020 £'000
Present value of scheme liabilities	1,822	1,692
Fair value of scheme assets	(1,836)	(1,704)
Surplus/ (deficit) in the scheme	<u>(14)</u>	<u>(12)</u>

#### Amounts recognised in income statement

	2021 £'000	2020 £'000
Operating cost:		
Current service cost	-	-
Administration expenses	10	9
Past services cost (incl.curtailments)	-	-
Settlement cost	-	-
Financing cost :		
Interest on net defined benefit liability/(asset)	-	1
Pension expense recognised in profit and loss	<u>10</u>	<u>10</u>

#### Amounts recognised in Other Comprehensive Income (OCI)

	2021 £'000	2020 £'000
Asset gains/(losses) arising during the year	134	(31)
Liability gains/losses arising during the year	(148)	76
Change in the effect of the asset ceiling	0	0
Total amount recognised in OCI	<u>(14)</u>	<u>45</u>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### Defined benefit (continued)

#### Changes to the present value of the defined benefit obligation during the year

	<b>2021</b>	2020
	<b>£'000</b>	£'000
Opening defined benefit obligation (DBO)	1,704	1,790
Current service cost	0	0
Interest expense on DBO	37	42
Contributions by Scheme members	0	0
Actuarial (gains)/losses on scheme liabilities	148	(76)
Net benefits paid out	(53)	(52)
Past service cost (incl. curtailments)	0	0
Net increase in liabilities from disposals/acquisitions	0	0
Settlements	0	0
Closing fair value of scheme assets	<u>1,836</u>	<u>1,704</u>

#### Changes to the fair value of scheme assets during the year

	<b>2021</b>	2020
	<b>£'000</b>	£'000
Opening fair value of Scheme assets	1,692	1,700
Interest Income on Scheme assets	37	41
Gain/(loss) on Scheme assets	134	(31)
Contributions by the employer	22	43
Contributions by Scheme members	-	-
Net benefits paid out	(53)	(52)
Administration costs incurred	(10)	(9)
Net increase in assets from disposals/acquisitions	-	-
Settlements	-	-
Closing fair value of scheme assets	<u>1,822</u>	<u>1,692</u>

#### Actual return on Scheme assets

	<b>2021</b>	2020
	<b>£'000</b>	£'000
Interest income on Scheme assets	37	41
Gain/(loss) on Scheme assets	134	(31)
Actual return on Scheme assets	<u>171</u>	<u>10</u>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 13 Analysis of net assets between funds 2021

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	3,920	-	3,920
Current assets	622,508	6,247	628,755
Current liabilities	(147,565)	-	(147,565)
Defined benefit pension liability	(14,000)	-	(14,000)
<b>Net assets at 31 March 2021</b>	<b>464,863</b>	<b>6,247</b>	<b>471,110</b>

### Analysis of group net assets between funds 2020

	Unrestricted funds	Restricted funds	Total Funds
	£	£	£
Tangible fixed assets	4,547	-	4,547
Current assets	376,451	44,364	420,815
Current liabilities	(51,531)	-	(51,531)
Defined benefit pension liability	(12,000)	-	(12,000)
<b>Net assets at 31 March 2020</b>	<b>317,467</b>	<b>44,364</b>	<b>361,831</b>

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 14 Statement of funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
<b>Unrestricted funds</b>					
General fund	329,467	1,106,052	(1,024,206)	37,550	448,863
Designated funds	-	30,000	-	-	30,000
Defined benefit pension liability	(12,000)	-	(2,000)	-	(14,000)
	<u>317,467</u>	<u>1,136,052</u>	<u>(1,026,206)</u>	<u>37,550</u>	<u>464,863</u>
<b>Restricted funds</b>					
<b>Healthy Living Services</b>					
	-	-	-	-	-
Digital Connections	-	23,692	(23,692)	-	-
Fit for Life	38,117	58,796	(58,796)	(38,117)	-
Carers Fitness Group	6,247	-	-	-	6,247
<b>Care Support Services</b>					
	-	-	-	-	-
Community support Services	-	48,744	(48,744)	-	-
Day care Services	-	42,673	(42,731)	58	-
Covid-19 appeal	-	-	-	-	-
The Armed Forces Trust	-	9,568	(9,616)	48	-
Information Services	-	16,307	(16,768)	461	-
<b>Total restricted funds</b>	<u>44,364</u>	<u>199,780</u>	<u>(200,347)</u>	<u>(37,550)</u>	<u>6,247</u>
<b>Total funds</b>	<u>361,831</u>	<u>1,335,832</u>	<u>(1,226,553)</u>	<u>-</u>	<u>471,110</u>

#### **Unrestricted funds:**

The **General fund** represents the unrestricted funds of the Charity that are not designated for particular purposes.

#### **Designated funds:**

A **designated fund** was created to meet the likely upcoming liabilities attached to the management and maintenance of the Parker center once the lease with the local authority has been finalised.

#### **Restricted funds:**

- The **Carers Fitness Group** funds encourage healthy lifestyles by giving respite to carers and encourage them to be active.

#### **Restricted funds transfer:**

- The Fit For Life Big Lottery funding covered the period from 2012-2020. Following the completion of the project funded by the Big Lottery the income and expenditure across the whole period has been reconciled and the transfer represents a reimbursement of Unrestricted funds for restricted project expenditure which had been historically charged to Unrestricted Funds

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

14 Statement of funds (comparative)	At 1 April 2019	Income	Expenditure	Transfers / pension scheme movement	At 31 March 2020
	£	£	£	£	£
<b>Unrestricted funds</b>					
General fund	273,920	1,245,110	(1,184,082)	(5,481)	329,467
Defined benefit pension liability	(90,000)		78,000	-	(12,000)
	<u>183,920</u>	<u>1,245,110</u>	<u>(1,106,082)</u>	<u>(5,481)</u>	<u>317,467</u>
<b>Restricted funds</b>					
Fit for life	25,023	63,096	(50,002)	-	38,117
Carers 'fitness Group	6,247			-	6,247
<b>Care support services</b>					
Footcare	-	24,741	(30,222)	5,481	-
	<u>31,270</u>	<u>87,837</u>	<u>(80,224)</u>	<u>5,481</u>	<u>44,364</u>
<b>Total restricted funds</b>					
	<u>31,270</u>	<u>87,837</u>	<u>(80,224)</u>	<u>5,481</u>	<u>44,364</u>
<b>Total funds</b>	<u>215,190</u>	<u>1,332,947</u>	<u>(1,186,306)</u>	<u>-</u>	<u>361,831</u>

### Unrestricted funds:

The **General fund** represents the unrestricted funds of the Charity that are not designated for particular purposes.

### Restricted funds:

#### **Healthy Living Services:**

- The **Fit for Life** funds encourage healthy lifestyles to enable older people to age well.

#### **Care Support Services**

- The **Home from Hospital** fund is to support and assist older people on return from hospital.
- The **Footcare** fund is to provide footcare services for older people.
- The **Home Support Network** fund helps older people live independently by enabling them to access information, advice, support and practical help.

## 15 Related party

There were no related party transactions during the year or prior year (2020:nil)

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 16 Statement of Cash Flows

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

	<b>Current Year</b>	<b>Prior Year</b>
	<b>£</b>	<b>£</b>
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	111,279	68,641
Adjustments for:		
Depreciation charges	627	2,519
Dividends, interest and rents from investments	(3,252)	(3,889)
(Increase)/decrease in debtors	3,881	69,245
Increase/(decrease) in Creditors	96,034	16,559
<i>Net cash provided by (used in) operating activities</i>	<u>208,569</u>	<u>153,075</u>

#### 16.2 Analysis of cash and cash equivalents

	<b>Current Year</b>	<b>Prior Year</b>
	<b>£</b>	<b>£</b>
Cash in hand	426,710	215,034
Notice deposits (less than 3 months)	123,636	123,491
<b>Total cash and cash equivalents</b>	<u>550,346</u>	<u>338,525</u>

### 17 Impact of Covid-19 Pandemic

The COVID-19 outbreak in early 2020 and the subsequent events has the potential to have a long-term impact on the charity's incoming funds and resources expended in the coming years, as well as on the fair value of the charity's assets and liabilities. However, the Trustees having considered the risks faced by the charity as well as the opportunities for growth the pandemic offered, are confident that it has sufficient plans, reserves and flexibility to ensure that it can continue to expand and deliver its essential services for the foreseeable future.

2020/21 was a year that brought in many challenges but also offered the charity the opportunity to increase its visibility in the borough, to work closely with the local government and local CCG, to better serve and support its clients and their families.

# AGE CONCERN ENFIELD (TRADING AS AGE UK ENFIELD)

## ACKNOWLEDGEMENT

---

We would like to thank the following funders for their support during 2020/21 that has enabled us to maintain our valuable well established services, supported us to adapt those services to meet the challenges of the pandemic and increased client needs as well as develop new and innovative services to meet emerging needs.

### Our funders are:

London Borough of Enfield

Enfield Clinical Commissioning Group

The Julia and Hans Rausing Trust Charity Survival Fund

City Bridge Trust

Armed Forces Covenant Fund Trust

Transport for London & The London Marathon Trust

Age UK National

Awards for All

National Lottery

Age UK London Special Reserve fund

Charity Aid Foundation (CAF) Resilience Fund

London Funders Wave 2- City Bridge Trust