

AGE UK LEICESTER SHIRE & RUTLAND HOME HELP LIMITED

England & Wales · Charity number 1086862

Details

Other names	AGE CONCERN LEICESTERSHIRE AND RUTLAND (SPECIAL HOMECARE) LIMITED, AGE CONCERN LEICESTERSHIRE HOMEHELP
Status	Registered
Legal form	Charitable company
Company number	03768527
Registered	2001-05-31
Register	View on the Charity Commission register

Contact

Address	Lansdowne House 113 Princess Road East Leicester Leicester Midlands LE1 7LA
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Phone	0116 2992233
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Email	enquiries@ageukleics.org.uk
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Website	www.ageukleics.org.uk
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Activities

Objects: 1. TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER WHICH NOW OR HEREAFTER MAYBE DEEMED BY LAW TO BE CHARITABLE IN AND AROUND LEICESTERSHIRE, RUTLAND AND ADJOINING COUNTIES (HEREAFTER CALLED THE AREA OF BENEFIT)2. TO RAISE AWARENESS OF ELDERLY PEOPLE AS TO THE AVAILABILITY OF SERVICES IN THE AREA WHICH WOULD RELIEVE THEIR CHARITABLE NEEDS.

Activities: Provision of services to older or disadvantaged people in their homes. Providing personal care, cleaning, shopping, foot care, well being and other essential services that enables them to remain independent and living in the community. Provision of care in Extra Care Developments.

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

Geography

- **Area of benefit:** IN AND AROUND LEICESTERSHIRE, RUTLAND AND ADJOINING COUNTIES
- Leicester City
- Leicestershire
- Rutland

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,332,989	£1,332,229	£3,058	110
2024-03-31	£1,170,653	£1,169,115	£2,298	104
2023-03-31	£1,096,034	£1,095,437	£760	94
2022-03-31	£1,032,727	£1,050,999	£163	93
2021-03-31	£1,068,704	£1,061,859	£18,435	94

Trustees

Name	Role	Appointed
GRAHAM ANDREW FRANK SMITH	Chair	2013-08-21
BARBARA MARY FREESTONE		
CHRISTOPHER THOMAS SAUL		
DR Peter George Neville		2014-09-25
Joanne Kavanagh		2023-03-08
Kiran Hindocha		2025-09-10
Mark Evan Jones		2022-09-14
Martin Herbert		2026-03-11
Navin Parmar		2022-09-14
PAUL RICHARDS		
SIMON LINDLEY		
Sean Patrik Moran		2023-03-08

AGE UK LEICESTER SHIRE & RUTLAND HOME HELP LIMITED

England & Wales - Charity number 1086862

Accounts

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025**

Directors G A F Smith
A P Donovan

**Company registered
number** 03768527

**Charity registered
number** 1086862

Registered office Lansdowne House
113 Princess Road East
Leicester
LE1 7LA

Company secretary S Patel

Auditor Forvis Mazars LLP
Chartered Accountants
Statutory Auditor
6 Dominus Way
Meridian Business Park
Leicester
LE19 1RP

Bankers Barclays Bank Plc
PO Box 1500
Dominus Way
Meridian Business Park
Leicester
LE19 1RP

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

a. Constitution

The trustees who held office during the financial year and at the date of this report are set out on page 1.

The trustees are drawn from the trustees of the charity's controlling body, Age UK Leicester Shire and Rutland Limited. On appointment new trustees are invited to attend trustee training courses and are given a structured induction and activities along with those of the holding charity company. The finance and resources committee of Age UK Leicester Shire and Rutland Limited takes special interest in the finances of the company, and in turn, reports to the main body of trustees and the Trustee Board of the parent charity.

The statutory directors of the charity are:

Mr G F Smith – trustee

Mr A P Donovan – executive director

The charity's Chief Executive, Mr A P Donovan, is responsible for the day to day operation of the company, this responsibility is delegated to Ms R Connor (Director Services), who then manages the staff on behalf of the trustees and Mr S Patel (Finance Director) who manages financial and administrative functions. Remuneration for key management personnel is set by the parent charity in line with the parent charity methodology for setting pay.

The company provides cleaning and personal care services to older people in the community. The clients are assessed as having a "need" as the performance of such routine tasks would cause them pain or discomfort. Most work is privately commissioned by the client's themselves, although in some cases, relatives, social services or similar will pay for the work. Cleaners and carers in the field are managed on a team basis by Coordinators, who are in turn supervised by the Homecare Management. A respite sitting service operates through the company, providing respite care to the elderly and infirm, and thus granting periods of relief to the clients' full time carers. This work was originally commissioned by Leicestershire County Council Social Services Department, but increasingly is being commissioned by private clients. Handyman, practical services and gardening operations provide much needed support to clients providing repairs and small home improvements, along with gardening services to those clients that due to age, disability, or infirmity would not be able to complete such tasks on their own behalf.

The systems of financial control are designed to provide reasonable but not absolute assurance against material misstatements or loss. They include:

- A three-year strategy plan
- An annual budget approved by the executive committee (board of trustees) of the parent charity
- Regular monitoring of actual results against budget and forecasts
- Strict lines of delegation of authority to managers
- Segregation of staff duties

The charity raises most of its funds through charges for its services. Donations and grants are periodically received from various funding bodies.

The charity does not fundraise.

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

Structure, governance and management (continued)

b. Risk management

All work commissioned is subject to an initial risk assessment. Nearly all appointments take place in the clients' home or garden. Before any work is undertaken, a trained senior employee visits the premises to:

- Assess the need for the services by the prospective service recipient; and
- Carry out a risk assessment of the premises for the benefit of both carer and client

No regular schedule of appointments will commence without such assessment taking place.

The major ongoing risks are operational and are identified as those that may have a significant effect on:

- Performance of the charity to deliver its services in line with primary aims and objectives
- The charity's ability to meet the high expectations of carers and clients
- The health and safety of staff and clients
- The impact of Covid on demand and supply of services

The trustees, through the management, review these risks on an ongoing basis. Systems and procedures are in place to mitigate the risks identified and in some cases risks may be mitigated by insurance.

The following structures and procedures are in place to ensure potential risks are mitigated:

- Monthly Home Help management meetings
- Regular supervision of carers
- Mandatory training for carers
- Monthly financial reports to Home Help Management
- A clear structure of delegated authority and control
- A software rostering management system maintained by independent software specialists
- Monthly billing, debt chasing and financial procedures.
- A continuing review of key systems and procedure through internal audit arrangements
- Membership of appropriate Homecare organisations
- Regular meetings and reviews with trustees via the sub-committee structure
- Regular discussions with other Age UK brand partners providing a similar service

c. Financial instruments

The company does not actively use financial instruments as part of its financial risk management and is not exposed to credit risk or cash flow risk associated with selling on credit. The nature of its financial instruments means that they are not subject to significant price risk or liquidity risk.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Structure, governance and management (continued)

d. Activities for achieving objectives

Age UK Leicester Shire & Rutland Home Help Limited is a non governmental, non religious, non political organisation established in May 1999. The memorandum and articles of association which were amended on 18 December 2016, list the main objects as:

- To promote the relief of older, sick or disadvantaged people in any manner which now or hereafter may be deemed by law to be charitable in and around Leicestershire, Rutland and adjoining counties.
- To promote other Charitable benevolent and philanthropic purposes in and around the area of benefit.
- The charity provides Home Help services and undertakes routine domestic tasks for elderly persons in the area for whom such tasks would cause pain or discomfort. The services currently provided in include:
 - Domestic cleaning
 - Personal care services
 - Shopping
 - Training
 - Respite services
 - Handyman scheme and practical services – simple repairs and installation of disability aids
 - Gardening services
 - Personal assistant services
 - Deep clean

The trustees are of the opinion that all the purposes of Age UK Leicester Shire & Rutland Home Help Limited are for the benefit of the public. The trustees consider that they have complied with their duties under section 3 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charities Commission.

Achievements and performance

a. Review of activities

	FY 2025	FY 2024
Cleaning	23,602	23,104
Companionship	7,239	6,114
Practical support	5,216	5,413
Personal care & shopping	4,030	4,439
Other	2,540	2,669
Total hours	42,627	41,738

b. Financial review

During the year the charity raised £1,333k (2024: £1,171k) through direct service provision and received £0k (2024: £0k) through grants and other income. The increase in income is driven by prices to offset increase in staff costs.

Operational costs were £1,332k (2024: £1,169k), being the direct cost of service delivery. Fund balances carried forward at 31 March 2025 were £3k (2024: £2k).

Margins between what is charged and direct costs have narrowed over recent years. The introduction of and the impact of the national living wage have caused the contribution towards core costs to diminish on a per hour charged basis.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Achievements and performance (continued)

c. Plans for the future

The Management review the annual plan of the charity in the autumn of each year and have identified the main objectives as being:

1. To expand the service and thus make it available in all parts of Leicester, Leicestershire and Rutland.
2. To make the service financially self sustaining.
3. To continue to support the carers by offering good rates of pay, full and appropriate training, encourage
4. the achievement of applied qualifications and to provide a career development path for those who desire it.
5. To maintain a high quality, competitively priced, value for money service to the clients and funders.
6. To further develop the software and associated systems to improve operational efficiencies and to
7. Utilise technological advances in computing and mobile telephony to enhance communications with carers in the field and to improve appointment scheduling, monitoring and recording.
8. To expand the handyman, practical services and gardening operations.
9. To restructure and develop the internal management of the company to cater for changes in the volume of and types of services offered.

d. Reserves policy

It is the trustees aim to carry sufficient free reserves in the Age UK Leicester Shire and Rutland Limited Group to cover its working capital requirements. A minimum of six months costs have been targeted at group level so that should all income streams cease, the charity group would be able to pay off all debts and commitments and continue to operate whilst services were wound down. Before the, it was foreseen that the company would return to a near break even position, due to a re structuring of management and administration staff at the core, a review and increase in sales prices and the development of new services such as footcare. Ultimately it is planned to build up sufficient reserves to provide for six months operating costs as a standalone entity. The pandemic and the resultant effect on the local economy has in the short and medium term seriously affected future planning. The current policy remains to return the Home Help enterprise to profitability and thus to then build up reserves.

e. Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

f. Investment policy

The trustees have considered the way in which the company invests its funds and considers the most appropriate approach is for the funds to be held in bank accounts where the money is readily available.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Trustees' responsibilities statement

The trustees (Two of whom are also directors of Age UK Leicester Shire and Rutland Home Help Limited for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements 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 financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

In so far as the trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware. Additionally the trustees have taken all the necessary steps that they ought to have taken as trustees in order to make themselves aware of all relevant audit information and to establish that the Charitable Company's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in UK and Republic of Ireland (charities SORP (FRS 102)) and in accordance with the provisions applicable to companies entitled to the small companies exemption.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Small companies note

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the members of the board of Trustees on and signed on their behalf by:



A P Donovan
Director

Date: 18/11/2025

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Opinion

We have audited the financial statements of Age UK Leicester Shire and Rutland Home Help Limited (the 'Charity') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, Balance sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity'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 charity 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 charity'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 contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Other information (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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' 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 light of the knowledge and understanding of the Charity 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.
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption 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 page 6, 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' responsible for assessing the Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

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 the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

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.

Based on our understanding of the charity and its sector, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation, anti-money laundering regulation.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management, and where appropriate, those charged with governance, as to whether the charity is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as: tax legislation, pension legislation, the Charities Act 2011 and the Companies Act 2006.

In addition, we evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements, including the risk of management override of controls, and determined that the principal risks related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to, income recognition (which we pinpointed to the cut off assertion), and significant one-off or unusual transactions.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Auditor's responsibilities for the audit of the financial statements (continued)

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the Charity'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 Charity'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 Charity and the Charity's members as a body for our audit work, for this report, or for the opinions we have formed.


David Hoose (Nov 19, 2025 10:08:09 GMT)

David Hoose (Senior Statutory Auditor)

For and on behalf of

Forvis Mazars LLP
Chartered Accountants and Statutory Auditor
6 Dominus Way
Meridian Business Park
Leicester
LE19 1RP

Date: 19/11/2025

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

	Note	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:				
Donations and legacies	4	270	270	-
Charitable activities		1,332,719	1,332,719	1,170,653
Total income		<u>1,332,989</u>	<u>1,332,989</u>	<u>1,170,653</u>
Expenditure on:				
Charitable activities	3	1,332,229	1,332,229	1,169,115
Total expenditure		<u>1,332,229</u>	<u>1,332,229</u>	<u>1,169,115</u>
Net movement in funds		<u>760</u>	<u>760</u>	<u>1,538</u>
Reconciliation of funds:				
Total funds brought forward		2,298	2,298	760
Net movement in funds		760	760	1,538
Total funds carried forward		<u>3,058</u>	<u>3,058</u>	<u>2,298</u>

All income and expenditure activities are derived from continuing activities.

There were no other recognised gains and losses for the year ended 31 March 2025 or the year ended 31 March 2024 other than those included in the Statement of Financial Activities.

All funds are unrestricted funds for 2025 and 2024.

The notes on pages 15 to 22 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03768527

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Current assets			
Debtors	8	152,292	296,024
Cash at bank and in hand		5,953	8,759
		158,245	304,783
Current liabilities			
Creditors: amounts falling due within one year	9	(155,187)	(302,485)
Net current assets		3,058	2,298
Total net assets		3,058	2,298
Charity funds			
Unrestricted funds		3,058	2,298
Total funds		3,058	2,298

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 Section 1A - small entities.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



A P Donovan
Director

Date: 18/11/2025

The notes on pages 15 to 22 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash provided (used in)/by operating activities	10	(2,806)	2,334
Change in cash and cash equivalents in the year		(2,806)	2,334
Cash and cash equivalents at the beginning of the year		8,759	6,425
Cash and cash equivalents at the end of the year	11	5,953	8,759

The notes on pages 15 to 22 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

1. General information

Age UK Leicester Shire & Rutland Home Help Limited is a charitable company (company number 03768527) and is also registered as a charity at the Charity Commission in England and Wales. The charitable company is limited by guarantee and as such has not issued share capital. The liability of its members in the event of the company being wound up is limited to a sum not exceeding £1 each. The registered office and principal place of business is Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

The Charity's principal objective is to promote the relief of older, sick or disadvantaged people in any manner which now and hereafter may be deemed to be charitable in and around Leicestershire, Rutland and adjoining counties.

The following principal accounting policies have been applied:

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Leicester Shire and Rutland Home Help Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

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

2. Accounting policies (continued)

2.3 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Voluntary income, including donations are recognised where there is entitlement, probable receipt and the amount can be reliably measured.

Income from charitable activities is recognised as it is earned and consists of charges for the provisions of home help services and routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort.

Grant income provides funding to support performance activities and is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met and the amount can be reliably measured. Income is deferred when performance related grants are received in advance of the time period or expenditure to which they relate.

2.4 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs include central functions and governance costs have been allocated to activity cost categories on a basis consistent with the use of the resource.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

All expenditure is inclusive of irrecoverable VAT.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.6 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. Accounting policies (continued)

2.10 Financial instruments

Financial assets and liabilities are recognised when the Company becomes party to the contractual provisions of the financial instrument. The Company holds only basic financial instruments, which comprise cash and cash equivalents, debtors and creditors. The Company has chosen to apply the measurement and recognition provisions of Section 11 Basic Financial Instruments and Section 12 Other Financial Instrument Issues in full.

Financial assets - Classified as basic instruments

Financial assets are defined as cash or any asset from another entity, or a contractual right to receive cash or another financial asset from another entity. The categories of financial assets held by the Company are trade debtors, other debtors and cash at bank and in hand.

Debtors are assets with fixed or determinable payments that are not quoted on an active market, other than those that are categorised as financial assets at transaction value through the Profit and Loss Account. These are initially recognised at the transaction price.

At each Balance Sheet date, they are subsequently measured at cost.

Financial liabilities - Classified as basic instruments

Financial liabilities are defined as any liability that is a contractual obligation to pay cash or another financial asset to another entity. Financial liabilities held by the Company include trade creditors and accruals and deferred income. The only category of financial liability held by the Company is that measured at cost.

2.11 Pensions

The Company operated a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.12 Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no critical accounting estimates and areas of judgement to note.

3. Details of charitable activities

	2025	2024
	£	£
Home help services	1,260,416	1,099,496
Support costs	69,529	67,736
Governance costs	2,284	1,883
	<u>1,332,229</u>	<u>1,169,115</u>

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

4. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Donations	270	270	-
	<u>270</u>	<u>270</u>	<u>-</u>

5. Staff costs

	2025 £	2024 £
Wages and salaries	1,267,519	864,134
Social security costs	37,220	27,970
Other pension costs	28,313	25,717
	<u>1,333,052</u>	<u>917,821</u>

The average number of persons employed by the Company during the year was as follows:

	2025 No.	2024 No.
Provision of services	99	94
Administration	11	10
	<u>110</u>	<u>104</u>

No employee received remuneration amounting to more than £60,000 in either year.

The Charity employs a number of part-time employees who are included within the figures above, the average monthly number of full time equivalent employees during the year was 35 (2024 - 39).

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

6. Trustees' remuneration and expenses

(a) Trustees remuneration

During the year, no Trustees received any remuneration or other benefits (2024 - £Nil).

During the year, no expenses were claimed by Trustees from the charity (2024 - £Nil)

(b) Key management remuneration

The key management personnel of the charitable company are remunerated through the parent charitable company Age UK Leicester Shire and Rutland Limited.

7. Auditors' remuneration

Fees payable to the auditors in respect of both audit and non-audit services are as follows:

	2025 £	2024 £
Audit services - statutory audit of charitable company	2,026	1,789

8. Debtors

	2025 £	As restated 2024 £
Trade debtors	27,069	32,763
Amounts owed by group undertakings	20	179,408
Prepayments and accrued income	125,203	83,853
	<u>152,292</u>	<u>296,024</u>

Amounts owed by group undertakings are unsecured, interest free and repayable on demand.

During the year, the directors identified that the an amount of £80,506 classified as trade debtors at 31 March 2024 would have been more appropriately accounted for as prepayments and accrued income. The comparative amounts have been restated to reflect this. The prior period adjustment has no impact on the reported result for either period or net assets at either balance sheet date.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

9. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	2,691	5,096
Amounts owed to group undertakings	97,186	250,902
Other taxation and social security	7,750	5,507
Other creditors	4,345	3,707
Accruals and deferred income	43,215	37,273
	<u>155,187</u>	<u>302,485</u>

Amounts owed to group undertakings are unsecured, interest free and repayable on demand.

10. Reconciliation of net movement in funds to net cash flow from operating activities

	2025	2024
	£	£
Net income for the year (as per Statement of Financial Activities)	760	1,538
	<u> </u>	<u> </u>
Adjustments for:		
Decrease/(increase) in debtors	143,732	(148,460)
(Decrease)/increase in creditors	(147,298)	149,256
	<u> </u>	<u> </u>
Net cash (used in)/provided by operating activities	<u>(2,806)</u>	<u>2,334</u>

11. Analysis of cash and cash equivalents

	2025	2024
	£	£
Cash in bank	5,953	8,759
	<u> </u>	<u> </u>

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

12. Analysis of changes in net funds

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	8,759	(2,806)	5,953

13. Pension commitments

The Company operates defined contribution pension schemes. The assets of the scheme are held separately from those of the Company in independently administered funds. The pension costs charge £28,313 (2024 - £25,717) represents contributions payable by the charitable company to the pension scheme. At the year end there was a pension creditor balance of £4,269 (2024 - £3,703).

14. Related party transactions

During the year, the Charity paid rents of £43,890 (2024 - £40,930) to Age UK Leicester Shire & Rutland a company under common ownership of the Charity.

The Charity paid salary costs and other net recharges of £23,371 (2024 - £293) to Age UK Leicester Shire & Rutland.

At the year end, £Nil (2024 - £249,159) was payable to Age UK Leicester Shire & Rutland. A balance of £97,185 (2024 - £179,388) was receivable from Age UK Leicester Shire & Rutland.

At the year end, £Nil (2024 - £1,743) was payable to Age UK Leicester Shire & Rutland Transport & Trading Limited, a company under common ownership of the Charity.

At the year end, £20 (2024 - £20) was receivable from Age UK Leicester Shire & Rutland Insurance Services Limited, a company under common ownership of the Charity.

15. Ultimate parent undertaking and controlling party

The Company is a 100% subsidiary of Age UK Leicester Shire and Rutland, a Company registered in England and Wales (charity registration number 1146649). The parent Company's registered office, Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA. In the opinion of the Directors, Age UK Leicester Shire and Rutland is the Company's immediate and ultimate controlling party.

This is the largest and smallest group for which consolidated financial statements are prepared. Consolidated financial statements are available from the charitable company's registered office Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

AGE UK LEICESTER SHIRE & RUTLAND HOME HELP LIMITED

England & Wales - Charity number 1086862

Accounts

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024**

Directors	G A F Smith A P Donovan
Company registered number	03768527
Charity registered number	1086862
Registered office	Lansdowne House 113 Princess Road East Leicester LE1 7LA
Company secretary	S Patel
Auditor	Forvis Mazars LLP Chartered Accountants Statutory Auditor 6 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	Barclays Bank Plc PO Box 1500 Dominus Way Meridian Business Park Leicester LE19 1RP

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

a. Constitution

The trustees who held office during the financial year and at the date of this report are set out on page 1.

The trustees are drawn from the trustees of the charity's controlling body, Age UK Leicester Shire and Rutland Limited. On appointment new trustees are invited to attend trustee training courses and are given a structured induction and activities along with those of the holding charity company. The finance and resources committee of Age UK Leicester Shire and Rutland Limited takes special interest in the finances of the company, and in turn, reports to the main body of trustees and the Trustee Board of the parent charity.

The statutory directors of the charity are:

Mr G F Smith – trustee

Mr D R Hodgen - trustee (resigned 4 September 2023)

Mr A P Donovan – executive director

The charity's Chief Executive, Mr A P Donovan, is responsible for the day to day operation of the company, this responsibility is delegated to Ms R Connor (Head of Care Services), who then manages the staff on behalf of the trustees and Mr S Patel (Finance Director) who manages financial and administrative functions. Remuneration for key management personnel is set by the parent charity in line with the parent charity methodology for setting pay.

The company provides cleaning and personal care services to older people in the community. The clients are assessed as having a "need" as the performance of such routine tasks would cause them pain or discomfort. Most work is privately commissioned by the client's themselves, although in some cases, relatives, social services or similar will pay for the work. Cleaners and carers in the field are managed on a team basis by Coordinators, who are in turn supervised by the Homecare Management. A respite sitting service operates through the company, providing respite care to the elderly and infirm, and thus granting periods of relief to the clients' full time carers. This work was originally commissioned by Leicestershire County Council Social Services Department, but increasingly is being commissioned by private clients. Handyman, practical services and gardening operations provide much needed support to clients providing repairs and small home improvements, along with gardening services to those clients that due to age, disability, or infirmity would not be able to complete such tasks on their own behalf.

The systems of financial control are designed to provide reasonable but not absolute assurance against material misstatements or loss. They include:

- A three-year strategy plan
- An annual budget approved by the executive committee (board of trustees) of the parent charity
- Regular monitoring of actual results against budget and forecasts
- Strict lines of delegation of authority to managers
- Segregation of staff duties

The charity raises most of its funds through charges for its services. Donations and grants are periodically received from various funding bodies.

The charity does not fundraise.

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

Structure, governance and management (continued)

b. Risk management

All work commissioned is subject to an initial risk assessment. Nearly all appointments take place in the clients' home or garden. Before any work is undertaken, a trained senior employee visits the premises to:

- Assess the need for the services by the prospective service recipient; and
- Carry out a risk assessment of the premises for the benefit or both carer and client

No regular schedule of appointments will commence without such assessment taking place.

The major ongoing risks are operational and are identified as those that may have a significant effect on:

- Performance of the charity to deliver its services in line with primary aims and objectives
- The charity's ability to meet the high expectations of carers and clients
- The health and safety of staff and clients
- The impact of Covid on demand and supply of services

The trustees, through the management, review these risks on an ongoing basis. Systems and procedures are in place to mitigate the risks identified and in some cases risks may be mitigated by insurance.

The following structures and procedures are in place to ensure potential risks are mitigated:

- Monthly Home Help management meetings
- Regular supervision of carers
- Mandatory training for carers
- Monthly financial reports to Home Help Management
- A clear structure of delegated authority and control
- A software rostering management system maintained by independent software specialists
- Monthly billing, debt chasing and financial procedures.
- A continuing review of key systems and procedure through internal audit arrangements
- Membership of appropriate Homecare organisations
- Regular meetings and reviews with trustees via the sub-committee structure
- Regular discussions with other Age UK brand partners providing a similar service

c. Financial instruments

The company does not actively use financial instruments as part of its financial risk management and is not exposed to credit risk or cash flow risk associated with selling on credit. The nature of its financial instruments means that they are not subject to significant price risk or liquidity risk.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Structure, governance and management (continued)

d. Activities for achieving objectives

Age UK Leicester Shire & Rutland Home Help Limited is a non governmental, non religious, non political organisation established in May 1999. The memorandum and articles of association which were amended on 18 December 2016, list the main objects as:

- To promote the relief of older, sick or disadvantaged people in any manner which now or hereafter may be deemed by law to be charitable in and around Leicestershire, Rutland and adjoining counties.
- To promote other Charitable benevolent and philanthropic purposes in and around the area of benefit.
- The charity provides Home Help services and undertakes routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort. The services currently provided include:
 - Domestic cleaning
 - Personal care services
 - Shopping
 - Training
 - Respite services
 - Handyman scheme and practical services – simple repairs and installation of disability aids
 - Gardening services
 - Personal assistant services

The trustees are of the opinion that all the purposes of Age UK Leicester Shire & Rutland Home Help Limited are for the benefit of the public. The trustees consider that they have complied with their duties under section 3 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charities Commission.

Achievements and performance

a. Review of activities

	2023/2024	2022/2023
Hours of cleaning appts	17,383	15,749
Hours of Respite Care	325	759
Hours of Personal Care, Shopping & Other	29,787	29,224
Total care Hours	47,495	45,732
Average monthly clients	728	699
Average monthly carers	274	290

b. Financial review

During the year the charity raised £1,171k (2023: £1,056k) through direct service provision and received £0k (2023: £40k) through grants and other income. The increase in income is driven by prices to offset increase in staff costs.

Operational costs were £1,169k (2023: £1,095k), being the direct cost of service delivery. Fund balances carried forward at 31 March 2024 were £0k (2023: £1k).

Margins between what is charged and direct costs have narrowed over recent years. The introduction of and the impact of the national living wage have caused the contribution towards core costs to diminish on a per hour charged basis.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Achievements and performance (continued)

c. Plans for the future

The Management review the annual plan of the charity in the autumn of each year and have identified the main objectives as being:

1. To expand the service and thus make it available in all parts of Leicester, Leicestershire and Rutland.
2. To make the service financially self sustaining.
3. To continue to support the carers by offering good rates of pay, full and appropriate training, encourage
4. the achievement of applied qualifications and to provide a career development path for those who desire it.
5. To maintain a high quality, competitively priced, value for money service to the clients and funders.
6. To further develop the software and associated systems to improve operational efficiencies and to
7. utilise technological advances in computing and mobile telephony to enhance communications with carers in the field and to improve appointment scheduling, monitoring and recording.
8. To expand the handyman, practical services and gardening operations.
9. To restructure and develop the internal management of the company to cater for changes in the volume of and types of services offered.

d. Reserves policy

It is the trustees aim to carry sufficient free reserves in the Age UK Leicester Shire and Rutland Limited Group to cover its working capital requirements. A minimum of six months costs have been targeted at group level so that should all income streams cease, the charity group would be able to pay off all debts and commitments and continue to operate whilst services were wound down. Before the, it was foreseen that the company would return to a near break even position, due to a re structuring of management and administration staff at the core, a review and increase in sales prices and the development of new services such as footcare. Ultimately it is planned to build up sufficient reserves to provide for six months operating costs as a standalone entity. The pandemic and the resultant effect on the local economy has in the short and medium term seriously affected future planning. The current policy remains to return the Home Help enterprise to profitability and thus to then build up reserves.

e. Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

f. Investment policy

The trustees have considered the way in which the company invests its funds and considers the most appropriate approach is for the funds to be held in bank accounts where the money is readily available.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Trustees' responsibilities statement

The trustees (Two of whom are also directors of Age UK Leicester Shire and Rutland Home Help Limited for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements 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 financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

In so far as the trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware. Additionally the trustees have taken all the necessary steps that they ought to have taken as trustees in order to make themselves aware of all relevant audit information and to establish that the Charitable Company's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in UK and Republic of Ireland (charities SORP (FRS 102)) and in accordance with the provisions applicable to companies entitled to the small companies exemption.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Auditors

The auditors, Forvis Mazars LLP, have indicated their willingness to continue in office. The Designated Trustees will propose a motion re-appointing the auditors at a meeting of the Trustees.

Small companies note

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the members of the board of Trustees on and signed on their behalf by:



G Smith
Director

Date: Oct 28, 2024

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Opinion

We have audited the financial statements of Age UK Leicester Shire and Rutland Home Help Limited (the 'Charity') 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 FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity'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 Charity 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Other information (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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report which includes the strategic report and 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 strategic report and 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 light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or 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.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 6, 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' responsible for assessing the Charity'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 Charity or to cease operations, or have no realistic alternative but to do so.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

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 the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

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. Based on our understanding of the charity and its activities, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation and anti-money laundering regulation.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management, and where appropriate, those charged with governance, as to whether the charity is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006, Charities Act 2011 and the Charities Statement of Recommended Practice.

In addition, we evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements including the risk of override of controls and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to revenue recognition (which we pinpointed to the cut off assertion subject to your revenue recognition significant fraud risk) and significant one-off or unusual transactions.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Auditor's responsibilities for the audit of the financial statements (continued)

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the Charity'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 Charity'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 Charity and the Charity's members as a body for our audit work, for this report, or for the opinions we have formed.



David Hoose (Oct 29, 2024 09:03 GMT)

David Hoose (Senior Statutory Auditor)

For and on behalf of

Forvis Mazars LLP
Chartered Accountants and Statutory Auditor
6 Dominus Way
Meridian Business Park
Leicester
LE19 1RP

Date: Oct 29, 2024

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

	Note	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:				
Charitable activities		1,170,653	1,170,653	1,056,352
Grant and other income		-	-	39,682
Total income		1,170,653	1,170,653	1,096,034
Expenditure on:				
Charitable activities	3	1,169,115	1,169,115	1,095,437
Total expenditure		1,169,115	1,169,115	1,095,437
Net movement in funds		1,538	1,538	597
Reconciliation of funds:				
Total funds brought forward		760	760	163
Net movement in funds		1,538	1,538	597
Total funds carried forward		2,298	2,298	760

All income and expenditure activities are derived from continuing activities.

There were no other recognised gains and losses for the year ended 31 March 2024 or the year ended 31 March 2023 other than those included in the Statement of Financial Activities.

All funds are unrestricted funds for 2024 and 2023.

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03768527

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Current assets			
Debtors	7	296,024	147,564
Cash at bank and in hand		8,759	6,425
		<u>304,783</u>	<u>153,989</u>
Creditors: amounts falling due within one year	8	(302,485)	(153,229)
Net current assets		<u>2,298</u>	<u>760</u>
Total net assets		<u><u>2,298</u></u>	<u><u>760</u></u>
Charity funds			
Unrestricted funds		<u>2,298</u>	<u>760</u>
Total funds		<u><u>2,298</u></u>	<u><u>760</u></u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 Section 1A - small entities.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



G Smith
Director

Date: Oct 28, 2024

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash provided by/(used in) operating activities	9	2,334	(101)
Change in cash and cash equivalents in the year		2,334	(101)
Cash and cash equivalents at the beginning of the year		6,425	6,526
Cash and cash equivalents at the end of the year	10	8,759	6,425

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

1. General information

Age UK Leicester Shire & Rutland Home Help Limited is a charitable company (company number 03768527) and is also registered as a charity at the Charity Commission in England and Wales. The charitable company is limited by guarantee and as such has not issued share capital. The liability of its members in the event of the company being wound up is limited to a sum not exceeding £1 each. The registered office and principal place of business is Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

The Charity's principal objective is to promote the relief of older, sick or disadvantaged people in any manner which now and hereafter may be deemed to be charitable in and around Leicestershire, Rutland and adjoining counties.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Leicester Shire and Rutland Home Help Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

2.3 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Voluntary income, including donations are recognised where there is entitlement, probable receipt and the amount can be reliably measured.

Income from charitable activities is recognised as it is earned and consists of charges for the provisions of home help services and routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort.

Grant income provides funding to support performance activities and is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met and the amount can be reliably measured. Income is deferred when performance related grants are received in advance of the time period or expenditure to which they relate.

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

2. Accounting policies (continued)

2.4 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs include central functions and governance costs have been allocated to activity cost categories on a basis consistent with the use of the resource.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

All expenditure is inclusive of irrecoverable VAT.

2.6 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.10 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Pensions

The Company operated a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.12 Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no critical accounting estimates and areas of judgement to note.

3. Details of charitable activities

	2024	2023
	£	£
Home help services	1,099,496	1,017,237
Support costs	67,736	76,529
Governance costs	1,883	1,671
	<u>1,169,115</u>	<u>1,095,437</u>

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

4. Staff costs

	2024 £	2023 £
Wages and salaries	864,134	838,021
Social security costs	27,970	21,676
Other pension costs	25,717	22,008
	<u>917,821</u>	<u>881,705</u>

The average number of persons employed by the Company during the year was as follows:

	2024 No.	2023 No.
Provision of services	94	84
Administration	10	10
	<u>104</u>	<u>94</u>

No employee received remuneration amounting to more than £60,000 in either year.

The Charity employs a number of part-time employees who are included within the figures above, the average monthly number of full time equivalent employees during the year was 39 (2023 - 30).

5. Trustees' remuneration and expenses

(a) Trustees remuneration

During the year, no Trustees received any remuneration or other benefits (2023 - £Nil).

During the year, no expenses were claimed by Trustees from the charity (2023 - £Nil)

(b) Key management remuneration

The key management personnel of the charitable company are remunerated through the parent charitable company Age UK Leicester Shire and Rutland Limited.

6. Auditors' remuneration

Fees payable to the auditors in respect of both audit and non-audit services are as follows:

	2024 £	2023 £
Audit services - statutory audit of charitable company	<u>1,789</u>	<u>1,720</u>

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

7. Debtors

	2024 £	2023 £
Trade debtors	113,269	91,281
Amounts owed by group undertakings	179,408	52,883
Other debtors and prepayments	3,347	3,400
	<u>296,024</u>	<u>147,564</u>

Amounts owed by group undertakings are unsecured, interest free and repayable on demand.

8. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	5,096	9,092
Amounts owed to group undertakings	250,902	101,749
Other taxation and social security	5,507	4,858
Other creditors	3,707	3,124
Accruals and deferred income	37,273	34,406
	<u>302,485</u>	<u>153,229</u>

Amounts owed to group undertakings are unsecured, interest free and repayable on demand.

9. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income for the year (as per Statement of Financial Activities)	1,538	597
Adjustments for:		
Increase in debtors	(148,460)	(42,949)
Increase in creditors	149,256	42,251
Net cash provided by/(used in) operating activities	<u>2,334</u>	<u>(101)</u>

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

10. Analysis of cash and cash equivalents

	2024	2023
	£	£
Cash in bank	8,759	6,425
	<u>8,759</u>	<u>6,425</u>

11. Analysis of changes in net funds

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	6,425	2,334	8,759
	<u>6,425</u>	<u>2,334</u>	<u>8,759</u>

12. Pension commitments

The Company operates defined contribution pension schemes. The assets of the scheme are held separately from those of the Company in independently administered funds. The pension costs charge £25,717 (2023 - £22,008) represents contributions payable by the charitable company to the pension scheme. At the year end there was a pension creditor balance of £3,703 (2023 - £3,106).

13. Related party transactions

During the year, the Charity paid rents of £40,930 (2023 – £25,440) to Age UK Leicester Shire & Rutland a company under common ownership of the Charity.

The Charity paid salary costs and other net recharges of £293 (2023 - £19,663) to Age UK Leicester Shire & Rutland.

At the year end, £249,159 (2023 - £97,470) was payable to Age UK Leicester Shire & Rutland. A balance of £179,388 (2023 - £52,863) was receivable from Age UK Leicester Shire & Rutland.

At the year end, £1,743 (2023 - £4,279) was payable to Age UK Leicester Shire & Rutland Transport & Trading Limited, a company under common ownership of the Charity.

At the year end, £20 (2023 - £20) was receivable from Age UK Leicester Shire & Rutland Insurance Services Limited, a company under common ownership of the Charity.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

14. Ultimate parent undertaking and controlling party

The Company is a 100% subsidiary of Age UK Leicester Shire and Rutland, a Company registered in England and Wales (charity registration number 1146649). The parent Company's registered office, Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA. In the opinion of the Directors, Age Uk Leicester Shire and Rutland is the Company's immediate and ultimate controlling party.

This is the largest and smallest group for which consolidated financial statements are prepared. Consolidated financial statements are available from the charitable company's registered office Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

AGE UK LEICESTER SHIRE & RUTLAND HOME HELP LIMITED

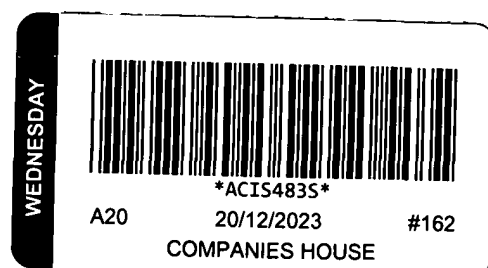
England & Wales - Charity number 1086862

Accounts

Registered number: 03768527
Charity number: 1086862

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023



AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Directors	G A F Smith D R Hodgen A P Donovan
Company registered number	03768527
Charity registered number	1086862
Registered office	Lansdowne House 113 Princess Road East Leicester LE1 7LA
Company secretary	S Patel
Auditor	Mazars LLP Chartered Accountants Statutory Auditor 6 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	Barclays Bank Plc PO Box 1500 Dominus Way Meridian Business Park Leicester LE19 1RP

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management

a. Constitution

The trustees who held office during the financial year and at the date of this report are set out on page 1.

The trustees are drawn from the trustees of the charity's controlling body, Age UK Leicester Shire and Rutland Limited. On appointment new trustees are invited to attend trustee training courses and are given a structured induction and activities along with those of the holding charity company. The finance and resources committee of Age UK Leicester Shire and Rutland Limited takes special interest in the finances of the company, and in turn, reports to the main body of trustees and the Trustee Board of the parent charity.

The statutory directors of the charity are:

Mr G F Smith – trustee

Mr D R Hodgen (resigned 4 September 2023) – trustee

Mr A P Donovan – executive director

The charity's Chief Executive, Mr A P Donovan, is responsible for the day to day operation of the company, this responsibility is delegated to Ms Connor (Head of Home care and Support Services), who then manages the staff on behalf of the trustees and S Patel (Finance Director) who manages financial and administrative functions. Remuneration for key management personnel is set by the parent charity in line with the parent charity methodology for setting pay.

The Company provides cleaning and personal care services to older people in the community. The clients are assessed as having a "need" as the performance of such routine tasks would cause them pain or discomfort. Most work is privately commissioned by the client's themselves, although in some cases, relatives, social services or similar will pay for the work. Cleaners and carers in the field are managed on a team basis by Coordinators, who are in turn supervised by the Homecare Management. A respite sitting service operates through the company, providing respite care to the elderly and infirm, and thus granting periods of relief to the clients' full time carers. This work was originally commissioned by Leicestershire County Council Social Services Department, but increasingly is being commissioned by private clients. Handyman, practical services and gardening operations provide much needed support to clients providing repairs and small home improvements, along with gardening services to those clients that due to age, disability, or infirmity would not be able to complete such tasks on their own behalf.

The systems of financial control are designed to provide reasonable but not absolute assurance against material misstatements or loss. They include:

- A three-year strategy plan
- An annual budget approved by the executive committee (board of trustees) of the parent charity
- Regular monitoring of actual results against budget and forecasts
- Strict lines of delegation of authority to managers
- Segregation of staff duties

The charity raises most of its funds through charges for its services. Donations and grants are periodically received from various funding bodies.

The charity does not fundraise.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Structure, governance and management (continued)

b. Risk management

All work commissioned is subject to an initial risk assessment. Nearly all appointments take place in the clients' home or garden. Before any work is undertaken, a trained senior employee visits the premises to:

- Assess the need for the services by the prospective service recipient; and
- Carry out a risk assessment of the premises for the benefit or both carer and client

No regular schedule of appointments will commence without such assessment taking place.

The major ongoing risks are operational and are identified as those that may have a significant effect on:

- Performance of the charity to deliver its services in line with primary aims and objectives
- The charity's ability to meet the high expectations of carers and clients
- The health and safety of staff and clients
- The impact of Covid on demand and supply of services

The trustees, through the management, review these risks on an ongoing basis. Systems and procedures are in place to mitigate the risks identified and in some cases risks may be mitigated by insurance.

The following structures and procedures are in place to ensure potential risks are mitigated:

- Monthly Home Help management meetings
- Regular supervision of carers
- Mandatory training for carers
- Monthly financial reports to Home Help Management
- A clear structure of delegated authority and control
- A software rostering management system maintained by independent software specialists
- Monthly billing, debt chasing and financial procedures.
- A continuing review of key systems and procedure through internal audit arrangements
- Membership of appropriate Homecare organisations
- Regular meetings and reviews with trustees via the sub-committee structure
- Regular discussions with other Age UK brand partners providing a similar service

c. Financial instruments

The company does not actively use financial instruments as part of its financial risk management and is not exposed to credit risk or cash flow risk associated with selling on credit. The nature of its financial instruments means that they are not subject to significant price risk or liquidity risk.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Structure, governance and management (continued)

d. Activities for achieving objectives

Age UK Leicester Shire & Rutland Home Help Limited is a non governmental, non religious, non political organisation established in May 1999. The memorandum and articles of association which were amended on 18 December 2016, list the main objects as:

- To promote the relief of older, sick or disadvantaged people in any manner which now or hereafter may be deemed by law to be charitable in and around Leicestershire, Rutland and adjoining counties.
- To promote other Charitable benevolent and philanthropic purposes in and around the area of benefit.
- The charity provides Home Help services and undertakes routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort. The services currently provided include:
 - Domestic cleaning
 - Personal care services
 - Shopping
 - Training
 - Respite services
 - Handyman scheme and practical services – simple repairs and installation of disability aids
 - Gardening services
 - Personal assistant services

The trustees are of the opinion that all the purposes of Age UK Leicester Shire & Rutland Home Help Limited are for the benefit of the public. The trustees consider that they have complied with their duties under section 3 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charities Commission.

Achievements and performance

a. Review of activities

	2022/2023	2021/2022
Hours of cleaning appts	23,618	24,606
Hours of Respite Care	759	972
Hours of Personal Care, Shopping & Other	14,510	13,059
Total care Hours	38,887	38,637
Average monthly clients	473	451
Average monthly carers	82	74

b. Financial review

During the year the charity raised £1,056k (2022 - £908k) through direct service provision and received £40k (2022 - £125k) through grants and other income. The year ending 2023 saw a significant decrease in grant income in particular as a result of the various government schemes put in place to support organisations through Covid in the prior year. Charitable activities increased as a result of most services resumed following Covid restrictions.

Operational costs were £1,095k (2022 - £1,051k), being the direct cost of service delivery. Fund balances carried forward at 31 March 2023 were - £1k (2022 - £0k).

Margins between what is charged and direct costs have narrowed over recent years. The introduction of and the impact of the national living wage, workplace pensions and increasing employer's national insurance payments have caused the contribution towards core costs to diminish on a per hour charged basis.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Achievements and performance (continued)

c. Plans for the future

The Management review the annual plan of the charity in the autumn of each year and have identified the main objectives as being:

1. To expand the service and thus make it available in all parts of Leicester, Leicestershire and Rutland.
2. To make the service financially self sustaining.
3. To continue to support the carers by offering good rates of pay, full and appropriate training, encourage the achievement of applied qualifications and to provide a career development path for those who desire it.
5. To maintain a high quality, competitively priced, value for money service to the clients and funders.
6. To further develop the software and associated systems to improve operational efficiencies and to utilise technological advances in computing and mobile telephony to enhance communications with carers in the field and to improve appointment scheduling, monitoring and recording.
8. To expand the handyman, practical services and gardening operations.
9. To restructure and develop the internal management of the company to cater for changes in the volume of and types of services offered.

d. Reserves policy

It is the trustees aim to carry sufficient free reserves in the Age UK Leicester Shire and Rutland Limited Group to cover its working capital requirements. A minimum of six months costs have been targeted at group level so that should all income streams cease, the charity group would be able to pay off all debts and commitments and continue to operate whilst services were wound down. Before the, it was foreseen that the company would return to a near break even position, due to a re structuring of management and administration staff at the core, a review and increase in sales prices and the development of new services such as footcare. Ultimately it is planned to build up sufficient reserves to provide for six months operating costs as a standalone entity. The pandemic and the resultant effect on the local economy has in the short and medium term seriously affected future planning. The current policy remains to return the Home Help enterprise to profitability and thus to then build up reserves.

e. Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

f. Investment policy

The trustees have considered the way in which the company invests its funds and considers the most appropriate approach is for the funds to be held in bank accounts where the money is readily available.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Financial review

Structure, governance and management

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in UK and Republic of Ireland (charities SORP (FRS 102)).

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Auditors

The auditors, Mazars LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Small companies note

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the members of the board of Trustees and signed on their behalf by:

G A F Smith
G A F Smith (Dec 19, 2023 10:24 GMT)

G Smith
Director

Date: Dec 19, 2023

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Opinion

We have audited the financial statements of Age UK Leicester Shire and Rutland Home Help Limited (the 'Charity') 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 FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity'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 Charity 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon contained within the annual report. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Other information (continued)

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report which includes the strategic report and 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 strategic report and directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or 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.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 6, 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' responsible for assessing the Charity'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 to liquidate the Charity or to cease operations, or Trustees' no realistic alternative but to do so.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

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 the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

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. Based on our understanding of the charity and its activities, we considered that non-compliance with the following laws and regulations might have a material effect on the financial statements: employment regulation, health and safety regulation and anti-money laundering regulation.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management, and where appropriate, those charged with governance, as to whether the charity is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the company which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006 and the Charities Statement of Recommended Practice.

In addition, we evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements including the risk of override of controls and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to revenue recognition (which we pinpointed to the cut off assertion subject to your revenue recognition significant fraud risk) and significant one-off or unusual transactions.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Auditor's responsibilities for the audit of the financial statements (continued)

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the Charity'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 Charity'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 Charity and the Charity's members as a body for our audit work, for this report, or for the opinions we have formed.

DRH

David Hoose (Dec 19, 2023 10:38 GMT)

David Hoose (Senior Statutory Auditor)

For and on behalf of

Mazars LLP
Chartered Accountants and Statutory Auditor
6 Dominus Way
Meridian Business Park
Leicester
LE19 1RP

Date: Dec 19, 2023

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

	Note	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:				
Charitable activities		1,056,352	1,056,352	907,874
Grant and other income		39,682	39,682	124,853
Total income		1,096,034	1,096,034	1,032,727
Expenditure on:				
Charitable activities	3	1,095,437	1,095,437	1,050,999
Total expenditure		1,095,437	1,095,437	1,050,999
Net movement in funds		597	597	(18,272)
Reconciliation of funds:				
Total funds brought forward		163	163	18,435
Net movement in funds		597	597	(18,272)
Total funds carried forward		760	760	163

All income and expenditure activities are derived from continuing activities.

There were no other recognised gains and losses for the year ended 31 March 2023 or the year ended 31 March 2022 other than those included in the Statement of Financial Activities.

All funds are unrestricted funds for 2023 and 2022.

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03768527

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Current assets			
Debtors	7	147,564	104,615
Cash at bank and in hand		6,425	6,526
		<u>153,989</u>	<u>111,141</u>
Creditors: Amounts falling due within one year	8	(153,229)	(110,978)
Net current assets		<u>760</u>	<u>163</u>
Total net assets		<u><u>760</u></u>	<u><u>163</u></u>
Charity funds			
Unrestricted funds		<u>760</u>	<u>163</u>
Total funds		<u><u>760</u></u>	<u><u>163</u></u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 Section 1A - small entities.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

G A F Smith
G A F Smith (Dec 19, 2023 10:24 GMT)

G Smith
Director

Date: Dec 19, 2023

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Cash flows from operating activities		
Net cash used in operating activities	(101)	1,380
Change in cash and cash equivalents in the year	(101)	1,380
Cash and cash equivalents at the beginning of the year	6,526	5,146
Cash and cash equivalents at the end of the year	6,425	6,526

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

1. General information

Age UK Leicester Shire & Rutland Home Help Limited is a charitable company (company number 03768527) and is also registered as a charity at the Charity Commission in England and Wales. The charitable company is limited by guarantee and as such has not issued share capital. The liability of its members in the event of the company being wound up is limited to a sum not exceeding £1 each. The registered office and principal place of business is Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

The Charity's principal objective is to promote the relief of older, sick or disadvantaged people in any manner which now and hereafter may be deemed to be charitable in and around Leicestershire, Rutland and adjoining counties.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Leicester Shire and Rutland Home Help Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

2.3 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Voluntary income, including donations are recognised where there is entitlement, probable receipt and the amount can be reliably measured.

Income from charitable activities is recognised as it is earned and consists of charges for the provisions of home help services and routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort.

Grant income provides funding to support performance activities and is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met and the amount can be reliably measured. Income is deferred when performance related grants are received in advance of the time period or expenditure to which they relate.

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

2. Accounting policies (continued)

2.4 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs include central functions and governance costs have been allocated to activity cost categories on a basis consistent with the use of the resource.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

All expenditure is inclusive of irrecoverable VAT.

2.6 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.10 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Pensions

The Company operated a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.12 Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no critical accounting estimates and areas of judgement to note.

3. Details of charitable activities

	2023 £	2022 £
Home help services	1,017,237	987,613
Support costs	76,529	62,626
Governance costs	1,671	2,760
	<u>1,095,437</u>	<u>1,052,999</u>

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

4. Staff costs

	2023	2022
	£	£
Wages and salaries	838,021	885,929
Social security costs	21,676	30,921
Other pension costs	22,008	23,581
	<u>881,705</u>	<u>940,431</u>

The average number of persons employed by the Company during the year was as follows:

	2023	2022
	No.	No.
Provision of services	92	91
Administration	2	2
	<u>94</u>	<u>93</u>

No employee received remuneration amounting to more than £60,000 in either year.

The Charity employs a number of part-time employees who are included within the figures above, the average monthly number of full time equivalent employees during the year was 30 (2022 - 37).

The charitable Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension costs charge £22,008 (2022 - £23,581) represents contributions payable by the charitable company to the pension scheme. At the year end £3,106 (2022 - £4,701) was owed to the pension scheme and is included within creditors.

5. Trustees' remuneration and expenses

(a) Trustees remuneration

During the year, no Trustees received any remuneration or other benefits (2022 - £Nil).

During the year, no expenses were claimed by Trustees from the charity (2022 - £Nil)

(b) Key management remuneration

The key management personnel of the charitable company are remunerated through the parent charitable company Age UK Leicester Shire and Rutland Limited.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

6. Net income/(expenditure)

Fees payable to the auditors in respect of both audit and non-audit services are as follows:

	2023 £	2022 £
Audit services - statutory audit of charitable company	1,720	2,337

7. Debtors

	2023 £	2022 £
Trade debtors	91,281	98,384
Amounts owed by group undertakings	52,883	2,855
Other debtors and prepayments	3,400	3,376
	<u>147,564</u>	<u>104,615</u>

Amounts owed by group undertakings are unsecured, interest free and repayable on demand.

8. Creditors: Amounts falling due within one year

	2023 £	2022 £
Trade creditors	9,092	3,901
Amounts owed to group undertakings	101,749	48,017
Other taxation and social security	4,858	7,593
Other creditors	3,124	4,807
Accruals and deferred income	34,406	46,660
	<u>153,229</u>	<u>110,978</u>

At 31 March 2023, the Charity was holding £Nil in deferred income in respect of grants received in advance (2022 - £11,206).

Amounts owed to group undertakings are unsecured, interest free and repayable on demand.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

9. Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	2022 £
Net income/expenditure for the year (as per Statement of Financial Activities)	597	(18,272)
Adjustments for:		
Decrease in stocks	-	3,207
(Increase)/decrease in debtors	(42,949)	6,586
Increase in creditors	42,251	9,859
Net cash provided by/(used in) operating activities	(101)	1,380

10. Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in bank	6,425	6,526

11. Analysis of changes in net funds

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank and in hand	6,526	(101)	6,425

12. Pension commitments

The Company operates defined contribution pension schemes. The assets of the scheme are held separately from those of the Company in independently administered funds. The pension cost charge of £22,008 (2022 - £23,581) represents contributions payable by the Company funds. At the year end there was a pension creditor balance of £3,106 (2022 - £4,701).

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

13. Related party transactions

During the year, the Charity paid rents of £25,440 (2022 – £23,650) to Age UK Leicester Shire & Rutland a company under common ownership of the Charity.

The Charity paid salary costs and other net recharges of £19,663 (2022 - £55,571) to Age UK Leicester Shire & Rutland.

At the year end, £80,847 was payable to Age UK Leicester Shire & Rutland (2022 - £44,433).

At the year end, £4,279 (2022 - £749) was payable to Age UK Leicester Shire & Rutland Transport & Trading Limited, a company under common ownership of the Charity.

At the year end, £20 (2022 - £20) was receivable from Age UK Leicester Shire & Rutland Insurance Services Limited, a company under common ownership of the Charity.

14. Ultimate parent undertaking and controlling party

The Company is a 100% subsidiary of Age UK Leicester Shire and Rutland, a Company registered in England and Wales (charity registration number 1146649). The parent Company's registered office, Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA. In the opinion of the Directors, Age UK Leicester Shire and Rutland is the Company's immediate and ultimate controlling party.

This is the largest and smallest group for which consolidated financial statements are prepared. Consolidated financial statements are available from the charitable company's registered office Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

AGE UK LEICESTER SHIRE & RUTLAND HOME HELP LIMITED

England & Wales - Charity number 1086862

Accounts

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2022**

Directors	G A F Smith D R Hodgen A P Donovan
Company registered number	03768527
Charity registered number	1086862
Registered office	Lansdowne House 113 Princess Road East Leicester LE1 7LA
Company secretary	S Patel (appointed 26 July 2022) N Gallagher (resigned 15 July 2022)
Auditor	Mazars LLP Chartered Accountants 6 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	Barclays Bank Plc PO Box 1500 Dominus Way Meridian Business Park Leicester LE19 1RP

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management

a. Constitution

The trustees who held office during the financial year and at the date of this report are set out on page 1.

The trustees are drawn from the trustees of the charity's controlling body, Age UK Leicester Shire and Rutland Limited. On appointment new trustees are invited to attend trustee training courses and are given a structured induction and activities along with those of the holding charity company. The finance and resources committee of Age UK Leicester Shire and Rutland Limited takes special interest in the finances of the company, and in turn, reports to the main body of trustees and the Trustee Board of the parent charity.

The statutory directors of the charity are:

Mr G F Smith – trustee

Mr D R Hodgen – trustee

Mr A P Donovan – executive director

The charity's Chief Executive, Mr A P Donovan, is responsible for the day to day operation of the company, this responsibility is delegated to Ms Roisin Connor (Homecare and Support Services Manager), who then manages the staff on behalf of the trustees and Mr Neil Gallagher (Finance Director) who manages financial and administrative functions. Remuneration for key management personnel is set by the parent charity in line with the parent charity methodology for setting pay.

The company provides cleaning and personal care services to older people in the community. The clients are assessed as having a "need" as the performance of such routine tasks would cause them pain or discomfort. Most work is privately commissioned by the client's themselves, although in some cases, relatives, social services or similar will pay for the work. Cleaners and carers in the field are managed on a team basis by Coordinators, who are in turn supervised by the Homecare Management. A respite sitting service operates through the company, providing respite care to the elderly and infirm, and thus granting periods of relief to the clients' full time carers. This work was originally commissioned by Leicestershire County Council Social Services Department, but increasingly is being commissioned by private clients. Handyman, practical services and gardening operations provide much needed support to clients providing repairs and small home improvements, along with gardening services to those clients that due to age, disability, or infirmity would not be able to complete such tasks on their own behalf.

The systems of financial control are designed to provide reasonable but not absolute assurance against material misstatements or loss. They include:

- A three-year strategy plan
- An annual budget approved by the executive committee (board of trustees) of the parent charity
- Regular monitoring of actual results against budget and forecasts
- Strict lines of delegation of authority to managers
- Segregation of staff duties

The charity raises most of its funds through charges for its services. Donations and grants are periodically received from various funding bodies, the year ending 2022 saw a significant decrease in grant income in particular as a result of the various government schemes put in place to support organisations through Covid in the prior year.

The charity does not fundraise.

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

Structure, governance and management (continued)

b. Risk management

All work commissioned is subject to an initial risk assessment. Nearly all appointments take place in the clients' home or garden. Before any work is undertaken, a trained senior employee visits the premises to:

- Assess the need for the services by the prospective service recipient; and
- Carry out a risk assessment of the premises for the benefit or both carer and client

No regular schedule of appointments will commence without such assessment taking place.

The major ongoing risks are operational and are identified as those that may have a significant effect on:

- Performance of the charity to deliver its services in line with primary aims and objectives
- The charity's ability to meet the high expectations of carers and clients
- The health and safety of staff and clients
- The impact of Covid on demand and supply of services

The trustees, through the management, review these risks on an ongoing basis. Systems and procedures are in place to mitigate the risks identified and in some cases risks may be mitigated by insurance.

The following structures and procedures are in place to ensure potential risks are mitigated:

- Monthly Home Help management meetings
- Regular supervision of carers
- Mandatory training for carers
- Monthly financial reports to Home Help Management
- A clear structure of delegated authority and control
- A software rostering management system maintained by independent software specialists
- Monthly billing, debt chasing and financial procedures.
- A continuing review of key systems and procedure through internal audit arrangements
- Membership of appropriate Homecare organisations
- Regular meetings and reviews with trustees via the sub-committee structure
- Regular discussions with other Age UK brand partners providing a similar service

c. Financial instruments

The company does not actively use financial instruments as part of its financial risk management and is not exposed to credit risk or cash flow risk associated with selling on credit. The nature of its financial instruments means that they are not subject to significant price risk or liquidity risk.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Structure, governance and management (continued)

d. Activities for achieving objectives

Age UK Leicester Shire & Rutland Home Help Limited is a non governmental, non religious, non political organisation established in May 1999. The memorandum and articles of association which were amended on 18 December 2016, list the main objects as:

- To promote the relief of older, sick or disadvantaged people in any manner which now or hereafter may be deemed by law to be charitable in and around Leicestershire, Rutland and adjoining counties.
- To promote other Charitable benevolent and philanthropic purposes in and around the area of benefit.
- The charity provides Home Help services and undertakes routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort. The services currently provided include:
 - Domestic cleaning
 - Personal care services
 - Shopping
 - Training
 - Respite services
 - Handyman scheme and practical services – simple repairs and installation of disability aids
 - Gardening services
 - Personal assistant services

The trustees are of the opinion that all the purposes of Age UK Leicester Shire & Rutland Home Help Limited are for the benefit of the public. The trustees consider that they have complied with their duties under section 3 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charities Commission.

Achievements and performance

a. Review of activities

	2021/2022	2020/2021
Hours of cleaning appts	24,606	19,809
Hours of Respite Care	972	1,003
Hours of Personal Care, Shopping & Other	13,059	12,869
Total care Hours	38,637	33,681
Average monthly clients	451	351
Average monthly carers	74	62

b. Financial review

During the year the charity raised £908k (2021 - £707k) through direct service provision and received £125k (2021: £361k) through grants and other income. The year ending 2022 saw a significant decrease in grant income in particular as a result of the various government schemes put in place to support organisations through Covid in the prior year. Charitable activities increased as a result of most services resumed following Covid restrictions.

Operational costs were £1,051k (2021 - £1,062k), being the direct cost of service delivery. Fund balances carried forward at 31 March 2022 were £0k (2021 - £18k).

Margins between what is charged and direct costs have narrowed over recent years. The introduction of and the impact of the national living wage, workplace pensions and increasing employer's national insurance payments have caused the contribution towards core costs to diminish on a per hour charged basis.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Achievements and performance (continued)

c. Plans for the future

The Management review the annual plan of the charity in the autumn of each year and have identified the main objectives as being:

1. To expand the service and thus make it available in all parts of Leicester, Leicestershire and Rutland.
2. To make the service financially self sustaining.
3. To continue to support the carers by offering good rates of pay, full and appropriate training, encourage
4. the achievement of applied qualifications and to provide a career development path for those who desire it.
5. To maintain a high quality, competitively priced, value for money service to the clients and funders.
6. To further develop the software and associated systems to improve operational efficiencies and to
7. utilise technological advances in computing and mobile telephony to enhance communications with carers in the field and to improve appointment scheduling, monitoring and recording.
8. To expand the handyman, practical services and gardening operations.
9. To restructure and develop the internal management of the company to cater for changes in the volume of and types of services offered.

d. Reserves policy

It is the trustees aim to carry sufficient free reserves in the Age UK Leicester Shire and Rutland Limited Group to cover its working capital requirements. A minimum of six months costs have been targeted at group level so that should all income streams cease, the charity group would be able to pay off all debts and commitments and continue to operate whilst services were wound down. Before the, it was foreseen that the company would return to a near break even position, due to a re structuring of management and administration staff at the core, a review and increase in sales prices and the development of new services such as footcare. Ultimately it is planned to build up sufficient reserves to provide for six months operating costs as a standalone entity. The pandemic and the resultant effect on the local economy has in the short and medium term seriously affected future planning. The current policy remains to return the Home Help enterprise to profitability and thus to then build up reserves.

e. Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

f. Investment policy

The trustees have considered the way in which the company invests its funds and considers the most appropriate approach is for the funds to be held in bank accounts where the money is readily available.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in UK and Republic of Ireland (charities SORP (FRS 102)).

Auditors

The auditors, Mazars LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:


A P Donovan (Nov 21, 2022 08:13 GMT)

A P Donovan
Director

Date: Nov 21, 2022

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Opinion

We have audited the financial statements of Age UK Leicester Shire and Rutland Home Help Limited (the 'Charity') 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 FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity'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 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Other information (continued)

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report which includes the strategic report and 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 strategic report and directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or 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.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 6, 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' responsible for assessing the Charity'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 to liquidate the Charity or to cease operations, or Trustees' no realistic alternative but to do so.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

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 the financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

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. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, the Charities Statement of Recommended Practice, UK tax legislation, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19.

To help us identify instances of non-compliance with these laws and regulations, and in identifying and assessing the risks of material misstatement in respect to non-compliance, our procedures included, but were not limited to:

- Inquiring of management and, where appropriate, those charged with governance, as to whether the charity is in compliance with laws and regulations, and discussing their policies and procedures regarding compliance with laws and regulations;
- Inspecting correspondence, if any, with relevant licensing or regulatory authorities;
- Communicating identified laws and regulations to the engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the company which were contrary to applicable laws and regulations, including fraud.

We also considered those laws and regulations that have a direct effect on the preparation of the financial statements, such as tax legislation, pension legislation, the Companies Act 2006 and the Charities Statement of Recommended Practice.

In addition, we evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to income recognition (which we pinpointed to the cut off assertion) and significant one-off or unusual transactions.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the Trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LEICESTER SHIRE AND
RUTLAND HOME HELP LIMITED**

Auditor's responsibilities for the audit of the financial statements (continued)

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the Charity'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 Charity'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 Charity and the Charity's members as a body for our audit work, for this report, or for the opinions we have formed.



[David Hoose \(Nov 21, 2022 08:15 GMT\)](#)

David Hoose (Senior Statutory Auditor)

For and on behalf of

Mazars LLP
Chartered Accountants and Statutory Auditor
6 Dominus Way
Meridian Business Park
Leicester
LE19 1RP

Date: Nov 21, 2022

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

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

	Note	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:				
Charitable activities		907,874	907,874	707,150
Grant and other income		124,853	124,853	361,554
Total income		1,032,727	1,032,727	1,068,704
Expenditure on:				
Charitable activities	3	1,050,999	1,050,999	1,061,859
Total expenditure		1,050,999	1,050,999	1,061,859
Net movement in funds		(18,272)	(18,272)	6,845
Reconciliation of funds:				
Total funds brought forward		18,435	18,435	11,590
Net movement in funds		(18,272)	(18,272)	6,845
Total funds carried forward		163	163	18,435

All income and expenditure activities are derived from continuing activities.

There were no other recognised gains and losses for the year ended 31 March 2022 or the year ended 31 March 2021 other than those included in the Statement of Financial Activities.

All funds are unrestricted funds for 2022 and 2021.

The notes on pages 14 to 20 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03768527

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Current assets			
Stocks		-	3,207
Debtors	7	104,615	111,201
Cash at bank and in hand		6,526	5,146
		<u>111,141</u>	<u>119,554</u>
Creditors: amounts falling due within one year	8	(110,978)	(101,119)
		<u>163</u>	<u>18,435</u>
Net current assets		<u>163</u>	<u>18,435</u>
Total net assets		<u>163</u>	<u>18,435</u>
Charity funds			
Unrestricted funds		<u>163</u>	<u>18,435</u>
Total funds		<u>163</u>	<u>18,435</u>

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


A P Donovan (Nov 21, 2022 08:13 GMT)

A P Donovan
Director

Date: Nov 21, 2022

The notes on pages 14 to 20 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Cash flows from operating activities		
Net cash used in operating activities	1,380	(1,660)
Change in cash and cash equivalents in the year	1,380	(1,660)
Cash and cash equivalents at the beginning of the year	5,146	6,806
Cash and cash equivalents at the end of the year	<u>6,526</u>	<u>5,146</u>

The notes on pages 14 to 20 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. General information

Age UK Leicester Shire & Rutland Home Help Limited is a charitable company (company number 03768527) and is also registered as a charity at the Charity Commission in England and Wales. The charitable company is limited by guarantee and as such has not issued share capital. The liability of its members in the event of the company being wound up is limited to a sum not exceeding £1 each. The registered office and principal place of business is Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

The Charity's principal objective is to promote the relief of older, sick or disadvantaged people in any manner which now and hereafter may be deemed to be charitable in and around Leicestershire, Rutland and adjoining counties.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Leicester Shire and Rutland Home Help Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

2.3 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Voluntary income, including donations are recognised where there is entitlement, probable receipt and the amount can be reliably measured.

Income from charitable activities is recognised as it is earned and consists of charges for the provisions of home help services and routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort.

Grant income provides funding to support performance activities and is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met and the amount can be reliably measured. Income is deferred when performance related grants are received in advance of the time period or expenditure to which they relate.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

2. Accounting policies (continued)

2.4 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs include central functions and governance costs have been allocated to activity cost categories on a basis consistent with the use of the resource.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

All expenditure is inclusive of irrecoverable VAT.

2.6 Taxation

The Company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.7 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

2.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

2. Accounting policies (continued)

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.11 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.12 Pensions

The Company operated a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2.13 Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no critical accounting estimates and areas of judgement to note.

3. Details of charitable activities

	2022 £	2021 £
Home help services	987,613	991,949
Support costs	62,626	58,073
Governance costs	2,760	11,837
	<u>1,052,999</u>	<u>1,061,859</u>

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

4. Staff costs

	2022 £	2021 £
Wages and salaries	885,929	872,437
Social security costs	30,921	17,709
Other pension costs	23,581	20,153
	<u>940,431</u>	<u>910,299</u>

The average number of persons employed by the Company during the year was as follows:

	2022 No.	2021 No.
Provision of services	91	92
Administration	2	2
	<u>93</u>	<u>94</u>

No employee received remuneration amounting to more than £60,000 in either year.

The Charity employs a number of part-time employees who are included within the figures above, the average monthly number of full time equivalent employees during the year was 37 (2021 - 44).

The charitable Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension costs charge £23,581 (2021 - £20,153) represents contributions payable by the charitable company to the pension scheme. At the year end £4,701 (2021 - £3,233) was owed to the pension scheme and is included within creditors.

5. Trustees' remuneration and expenses

(a) Trustees remuneration

During the year, no Trustees received any remuneration or other benefits (2021 - £Nil).

(b) Key management remuneration

The key management personnel of the charitable company are remunerated through the parent charitable company Age UK Leicester Shire and Rutland Limited.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

6. Net income/(expenditure)

Fees payable to the auditors in respect of both audit and non-audit services are as follows:

	2022	2021
	£	£
Audit services - statutory audit of charitable company	2,337	2,215
Other assurance services	-	814
	<u>2,337</u>	<u>3,029</u>

7. Debtors

	2022	2021
	£	£
Trade debtors	98,384	107,648
Amounts owed by group undertakings	2,855	20
Other debtors and prepayments	3,376	3,533
	<u>104,615</u>	<u>111,201</u>

Amounts owed by group undertakings are unsecured, interest free and repayable on demand.

8. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Trade creditors	3,901	3,450
Amounts owed to group undertakings	48,017	44,931
Other taxation and social security	7,593	4,151
Other creditors	4,807	3,248
Accruals and deferred income	46,660	45,339
	<u>110,978</u>	<u>101,119</u>

At 31 March 2022, the Charity was holding £11,206 in deferred income in respect of grants received in advance (2021 - £Nil).

Amounts owed to group undertakings are unsecured, interest free and repayable on demand.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

9. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income/expenditure for the year (as per Statement of Financial Activities)	(18,272)	6,845
Adjustments for:		
Decrease in stocks	3,207	-
Decrease in debtors	6,586	2,689
Increase/(decrease) in creditors	9,859	(11,194)
Net cash provided by/(used in) operating activities	1,380	(1,660)

10. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in bank	6,526	5,146

11. Analysis of changes in net funds

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	5,146	1,380	6,526

12. Pension commitments

The Company operates defined contribution pension schemes. The assets of the scheme are held separately from those of the Company in independently administered funds. The pension cost charge of £23,581 (2021 - £20,153) represents contributions payable by the Company funds. At the year end there was a pension creditor balance of £4,701 (2021 - £3,233).

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

13. Related party transactions

FRS 102 section 1A does not require disclosure of transactions entered into between two or more members of a group, provided that any subsidiary undertaking which is a party to the transaction is wholly owned by a member of that group.

14. Ultimate parent undertaking and controlling party

The Company is a 100% subsidiary of Age UK Leicester Shire and Rutland, a Company registered in England and Wales (charity registration number 1146649). The parent Company's registered office, Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA. In the opinion of the Directors, Age UK Leicester Shire and Rutland is the Company's immediate and ultimate controlling party.

This is the largest and smallest group for which consolidated financial statements are prepared. Consolidated financial statements are available from the charitable company's registered office Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

AGE UK LEICESTER SHIRE & RUTLAND HOME HELP LIMITED

England & Wales - Charity number 1086862

Accounts

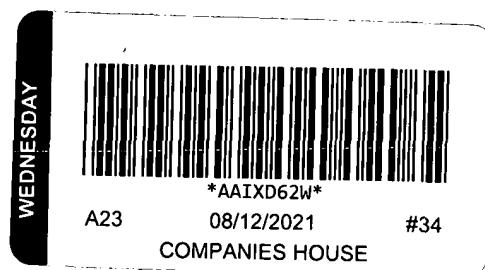
Charity number: 1086862

Age UK Leicester Shire and Rutland Home Help Limited

Registered number: 03768527

Trustees report and financial statements

For the year ended 31 March 2021



AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A Company Limited by Guarantee)

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AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A Company Limited by Guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES
AND ADVISERS**
FOR THE YEAR ENDED 31 MARCH 2021

Directors	G A F Smith D R Hodgen A P Donovan
Company secretary	N Gallagher
Charity registered number	1086862
Company registered number	03768527
Registered office	Lansdowne House 113 Princess Road East Leicester LE1 7LA
Independent auditor	Mazars LLP Chartered Accountants 6 Dominus Way Meridian Business Park Leicester LE19 1RP
Bankers	Barclays Bank Plc PO Box 1500 Dominus Way Meridian Business Park Leicester LE19 1RP

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report along with the financial statements of the charity for the year ended 31 March 2021. The financial statements have been prepared based on the accounting policies set out in note 2 to the financial statements and comply with the charity trust deed. The company is limited by guarantee and has no share capital. The guarantee of each member is limited to £1.

Legal and administrative information

Charity registered with the Charity Commission 1086862

Incorporation Incorporated in England and Wales
Company No. 03768527

Trustees

The trustees who served during the year were:

Mrs M Watts (resigned: 8 August 2020)
Mr C Saul
Mr S Lindley
Mrs G Austen (resigned: 8 September 2020)
Mrs B Freestone
Mr B Greaves (resigned: 26 January 2021)
Mr D R Hodgen (Director)
Mr M Lindsey
Mr P Richards
Mr G F Smith (Director)
Dr P Neville
Dr N Vijayakumar
Mrs L Dixon
Mrs L Blackman-Reynolds
Mr P Parsons
Mrs J Sheppard

Structure, governance and management

a. Constitution

The trustees who held office during the financial year and at the date of this report are set out on page 1.

The trustees are drawn from the trustees of the charity's controlling body, Age UK Leicester Shire and Rutland Limited. On appointment new trustees are invited to attend trustee training courses and are given a structured induction and activities along with those of the holding charity company. The finance and resources committee of Age UK Leicester Shire and Rutland Limited takes special interest in the finances of the company, and in turn, reports to the main body of trustees and the Trustee Board of the parent charity.

The statutory directors of the charity are:

Mr G F Smith – trustee
Mr D R Hodgen – trustee
Mr A P Donovan – executive director

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2021

The charity's Chief Executive, Mr A P Donovan, is responsible for the day to day operation of the company, this responsibility is delegated to Ms Roisin Connor (Homecare and Support Services Manager), who then manages the staff on behalf of the trustees and Mr Neil Gallagher (Finance Director) who manages financial and administrative functions. Remuneration for key management personnel is set by the parent charity in line with the parent charity methodology for setting pay.

The company provides cleaning and personal care services to older people in the community. The clients are assessed as having a "need" as the performance of such routine tasks would cause them pain or discomfort. Most work is privately commissioned by the client's themselves, although in some cases, relatives, social services or similar will pay for the work. Cleaners and carers in the field are managed on a team basis by Coordinators, who are in turn supervised by the Homecare Management. A respite sitting service operates through the company, providing respite care to the elderly and infirm, and thus granting periods of relief to the clients' full time carers. This work was originally commissioned by Leicestershire County Council Social Services Department, but increasingly is being commissioned by private clients. Handyman, practical services and gardening operations provide much needed support to clients providing repairs and small home improvements, along with gardening services to those clients that due to age, disability, or infirmity would not be able to complete such tasks on their own behalf.

The systems of financial control are designed to provide reasonable but not absolute assurance against material misstatements or loss. They include:

- A three-year strategy plan
- An annual budget approved by the executive committee (board of trustees) of the parent charity
- Regular monitoring of actual results against budget and forecasts
- Strict lines of delegation of authority to managers
- Segregation of staff duties

The charity raises most of its funds through charges for its services. Donations and grants are periodically received from various funding bodies, the year ending 2021 saw a significant increase in grant income in particular as a result of the various government schemes put in place to support organisations through the covid 19 pandemic.

The charity does not fundraise.

b. Risk management

All work commissioned is subject to an initial risk assessment. Nearly all appointments take place in the clients' home or garden. Before any work is undertaken, a trained senior employee visits the premises to:

- Assess the need for the services by the prospective service recipient; and
- Carry out a risk assessment of the premises for the benefit or both carer and client

No regular schedule of appointments will commence without such assessment taking place.

The major ongoing risks are operational and are identified as those that may have a significant effect on:

- Performance of the charity to deliver its services in line with primary aims and objectives
- The charity's ability to meet the high expectations of carers and clients
- The health and safety of staff and clients
- The impact of Covid 19 on demand and supply of services

The trustees, through the management, review these risks on an ongoing basis. Systems and procedures are in place to mitigate the risks identified and in some cases risks may be mitigated by insurance.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2021

The following structures and procedures are in place to ensure potential risks are mitigated:

- Monthly Home Help management meetings
- Regular supervision of carers
- Mandatory training for carers
- Monthly financial reports to Home Help Management
- A clear structure of delegated authority and control
- A software rostering management system maintained by independent software specialists
- Monthly billing, debt chasing and financial procedures.
- A continuing review of key systems and procedure through internal audit arrangements
- Membership of appropriate Homecare organisations
- Regular meetings and reviews with trustees via the sub-committee structure
- Regular discussions with other Age UK brand partners providing a similar service

c. Financial instruments

The company does not actively use financial instruments as part of its financial risk management and is not exposed to credit risk or cash flow risk associated with selling on credit. The nature of its financial instruments means that they are not subject to significant price risk or liquidity risk.

d. Activities for achieving objectives

Age UK Leicester Shire & Rutland Home Help Limited is a non governmental, non religious, non political organisation established in May 1999. The memorandum and articles of association which were amended on 18 December 2016, list the main objects as:

- To promote the relief of older, sick or disadvantaged people in any manner which now or hereafter may be deemed by law to be charitable in and around Leicestershire, Rutland and adjoining counties.
- To promote other Charitable benevolent and philanthropic purposes in and around the area of benefit.

The charity provides Home Help services and undertakes routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort.

The services currently provided include:

- Domestic cleaning
- Personal care services
- Shopping
- Training
- Respite services
- Handyman scheme and practical services – simple repairs and installation of disability aids
- Gardening services
- Personal assistant services

The trustees are of the opinion that all the purposes of Age UK Leicester Shire & Rutland Home Help Limited are for the benefit of the public. The trustees consider that they have complied with their duties under section 3 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charities Commission.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued) FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance

a. Review of activities

	2019/2020	2020/2021
Hours of cleaning appts	32,317	19,809
Hours of Respite Care	3,188	1,003
Hours of Personal Care, Shopping & Other	14,636	12,870
Total care Hours	50,141	33,682
Average monthly clients	563	352
Average monthly carers	88	62

b. Financial review

During the year the charity raised £707,150 (2020: £1,114,712) through direct service provision and received £361,554 (2020: £1,450) through grants and other income. The year ending 2021 saw a significant increase in grant income in particular as a result of the various government schemes put in place to support organisations through the covid 19 pandemic.

Operational costs were £1,061,859 (2020: £1,078,326), being the direct cost of service delivery. Fund balances carried forward at 31 March 2021 were £18,435 (2020: £11,590).

Margins between what is charged and direct costs have narrowed over recent years. The introduction of and the impact of the national living wage, workplace pensions and increasing employer's national insurance payments have caused the contribution towards core costs to diminish on a per hour charged basis. In addition, the overall volume of work fell in comparison to the previous year.

c. Plans for the future

The Management review the annual plan of the charity in the autumn of each year and have identified the main objectives as being:

- 1) To expand the service and thus make it available in all parts of Leicester, Leicestershire and Rutland.
- 2) To make the service financially self sustaining.
- 3) To continue to support the carers by offering good rates of pay, full and appropriate training, encourage the achievement of applied qualifications and to provide a career development path for those who desire it.
- 4) To maintain a high quality, competitively priced, value for money service to the clients and funders.
- 5) To further develop the software and associated systems to improve operational efficiencies and to utilise technological advances in computing and mobile telephony to enhance communications with carers in the field and to improve appointment scheduling, monitoring and recording.
- 6) To expand the handyman, practical services and gardening operations.
- 7) To restructure and develop the internal management of the company to cater for changes in the volume and types of services offered.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2021

d. Reserves policy

It is the trustees aim to carry sufficient free reserves in the Age UK Leicester Shire and Rutland Limited Group to cover its working capital requirements. A minimum of six months costs have been targeted at group level so that should all income streams cease, the charity group would be able to pay off all debts and commitments and continue to operate whilst services were wound down. Before the Covid 19 pandemic, it was foreseen that the company would return to a near break even position, due to a re structuring of management and administration staff at the core, a review and increase in sales prices and the development of new services such as footcare. Ultimately it is planned to build up sufficient reserves to provide for six months operating costs as a standalone entity. The global Covid 19 pandemic and the resultant effect on the local economy has in the short and medium term seriously affected future planning. The current policy remains to return the Homehelp enterprise to profitability and thus to then build up reserves.

e. Going concern

The trustees review the level of reserves at the finance and resources committee on a monthly basis, through the consolidated group management accounts and the individual Home Help Company management accounts. It is recognised that to continue as a going concern, the company is reliant upon the support of the holding company. The Home Help company delivers primary purpose services on behalf of the holding company and as such the trustees of the holding company have pledged to continue to support the operations of the subsidiary entity.

f. Investment policy

The trustees have considered the way in which the company invests its funds and considers the most appropriate approach is for the funds to be held in bank accounts where the money is readily available.

Trustees' responsibilities statement

The trustees (Two of whom are also directors of Age UK Leicester Shire and Rutland Home Help Limited for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements 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 financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2021

Disclosure of information to auditors

In so far as the trustees are aware, there is no relevant audit information of which the charitable company's auditors are unaware. Additionally the trustees have taken all the necessary steps that they ought to have taken as trustees in order to make themselves aware of all relevant audit information and to establish that the Charitable Company's auditors are aware of that information

This report has been prepared in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standard applicable in UK and Republic of Ireland (charities SORP (FRS 102)) and in accordance with the provisions applicable to companies entitled to the small companies exemption.

Auditors

The auditors, Mazars LLP, have indicated their willingness to continue in office. The Designated Trustees will propose a motion re-appointing the auditors at a meeting of the Trustees.

This report was approved by the Trustees, on

Dec 3, 2021

and signed on their behalf by:

A P Donovan

A P Donovan (Dec 3, 2021 15:28 GMT)

A P Donovan
Director

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Opinion

We have audited the financial statements of Age UK Leicester Shire and Rutland Home Help Limited ("the charity") 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 FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity'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 charity 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 group's or the parent charity'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 Report of the Trustees, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees which includes the Strategic Report and 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 Strategic Report and the Directors' Report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report or the Directors' Report included within the Report of the Trustees.

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 and proper 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 specific by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 7, 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

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 the 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. Based on our understanding of the charity and its activities, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, UK tax legislation, pensions legislation, employment regulation and health and safety regulation, anti-bribery, corruption and fraud, money laundering, non-compliance with implementation of government support schemes relating to COVID-19, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, such as the Companies Act 2006 and the Charities Statement of Recommended Practice.

We evaluated the trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting manual journal entries to manipulate financial performance, management bias through judgements and assumptions in significant accounting estimates, in particular in relation to use of restricted funds, and significant one-off or unusual transactions.

Our audit procedures were designed to respond to those identified risks, including non-compliance with laws and regulations (irregularities) and fraud that are material to the financial statements. Our audit procedures included but were not limited to:

- Discussing with the trustees and management their policies and procedures regarding compliance with laws and regulations;
- Communicating identified laws and regulations throughout our engagement team and remaining alert to any indications of non-compliance throughout our audit; and
- Considering the risk of acts by the group and the parent charity which were contrary to applicable laws and regulations, including fraud.

Our audit procedures in relation to fraud included but were not limited to:

- Making enquiries of the trustees and management on whether they had knowledge of any actual, suspected or alleged fraud;
- Gaining an understanding of the internal controls established to mitigate risks related to fraud;
- Discussing amongst the engagement team the risks of fraud; and
- Addressing the risks of fraud through management override of controls by performing journal entry testing.

There are inherent limitations in the audit procedures described above and the primary responsibility for the prevention and detection of irregularities including fraud rests with management. As with any audit, there remained a risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal controls.

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. This description forms part of our auditor's report.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A Company Limited by Guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE UK LEICESTER
SHIRE AND RUTLAND HOME HELP LIMITED**

Use of the audit report

This report is made solely to the 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 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 company and the company's members as a body for our audit work, for this report, or for the opinions we have formed.

David Hoose

David Hoose (Dec 3, 2021 15:33 GMT)

David Hoose (Senior statutory auditor)

for and on behalf of

Mazars LLP
Chartered Accountants and Statutory Auditor
6 Dominus Way
Meridian Business Park
Leicester
LE19 1RP

Date: Dec 3, 2021

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND
EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:				
Charitable activities		707,150	707,150	1,114,712
Grant and other income		361,554	361,554	1,450
Total income		<u>1,068,704</u>	<u>1,068,704</u>	<u>1,116,162</u>
Expenditure on:				
Charitable activities		1,061,859	1,061,859	1,078,326
Total expenditure	3	<u>1,061,859</u>	<u>1,061,859</u>	<u>1,078,326</u>
Net movement in funds		6,845	6,845	37,836
Reconciliation of funds:				
Total funds brought forward		11,590	11,590	(26,246)
Total funds carried forward		<u>18,435</u>	<u>18,435</u>	<u>11,590</u>

All income and expenditure activities are derived from continuing activities.

There were no other recognised gains and losses for the year ended 31 March 2021 or year ended 31 March 2020 other than those included in the Statement of Financial Activities.

All funds are unrestricted funds for 2021 and 2020.

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

Registered number: 03768527

(A Company Limited by Guarantee)

BALANCE SHEET

AS AT 31 MARCH 2021

	Note	£	2021 £	£	2020 £
Current assets					
Stocks		3,207		3,207	
Debtors	7	111,201		113,890	
Cash at bank and in hand		5,146		6,806	
		<u>119,554</u>		<u>123,903</u>	
Creditors: Amounts falling due within one year	8	<u>(101,119)</u>		<u>(112,313)</u>	
Net current assets			18,435		11,590
Net assets			<u>18,435</u>		<u>11,590</u>
Charity Funds					
Unrestricted funds			18,435		11,590
Total funds			<u>18,435</u>		<u>11,590</u>

The financial statements were approved and authorised for issue by the Trustees on Dec 3, 2021 and signed on their behalf, by:

A P Donovan
A P Donovan (Dec 3, 2021 15:28 GMT)

A P Donovan
Director

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A Company Limited by Guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	9	(1,660)	5,140
Change in cash and cash equivalents in the year		(1,660)	5,140
Cash and cash equivalents brought forward		6,806	1,666
Cash and cash equivalents carried forward	10	5,146	6,806

The notes on pages 15 to 21 form part of these financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. General Information

Age UK Leicester Shire and Rutland Home Help Limited is a charitable company (company number 03768527) and is also registered as a charity at the Charity Commission in England and Wales. The charitable company is limited by guarantee and as such has not issued share capital. The liability of its members in the event of the company being wound up is limited to a sum not exceeding £1 each. The registered office and principal place of business is Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

The charity's principal objective is to promote the relief of older, sick or disadvantaged people in any manner which now and hereafter may be deemed to be charitable in and around Leicestershire, Rutland and adjoining counties.

2. Accounting Policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Leicester Shire and Rutland Home Help Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the company to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the company has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the company's ability to continue

as a going concern, thus they continue to adopt the going concern basis of accounting in preparing the financial statements.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED

(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting Policies (continued)

2.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Voluntary income, including donations are recognised where there is entitlement, probable receipt and the amount can be reliably measured.

Income from charitable activities is recognised as it is earned and consists of charges for the provision of home help services and routine domestic tasks for elderly persons in the area for whom such tasks would cause them pain or discomfort.

Grant income provides funding to support performance activities and is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met and the amount can be reliably measured. Income is deferred when performance related grants are received in advance of the time period or expenditure to which they relate.

2.4 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

2.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs include central functions and governance costs have been allocated to activity cost categories on a basis consistent with the use of the resource.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

All expenditure is inclusive of irrecoverable VAT.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting Policies (continued)

2.6 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

2.7 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.8 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.9 Cash at Bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.10 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

2.11 Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.12 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting Policies (continued)

2.13 Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. There are no critical accounting estimates and areas of judgement to note.

3. Details of charitable activities

	2021	2020
	£	£
Home help services	991,949	1,018,254
Support costs	58,073	52,930
Governance costs	11,837	7,142
	<u>1,061,859</u>	<u>1,078,326</u>

The support and governance costs are allocated to activities costs categories in a basis consistent with use of the resources.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

4. Staff costs

Staff costs were as follows:

	2021	2020
	£	£
Wages and salaries	872,437	868,162
Social security costs	17,709	19,289
Other pension costs	20,153	18,688
	910,299	906,139

The average number of persons employed by the company during the year was as follows:

	2021	2020
	No.	No.
Provision of services	92	101
Administration	2	2
	94	103

No employee received remuneration amounting to more than £60,000 in either year.

The charity employs a number of part-time employees who are included within the figures above, the average monthly number of full time equivalent employees during the year was 29 (2020: 40).

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension costs charge of £20,153 (2020: £18,688) represents contributions payable by the charitable company to the pension scheme. At the year end £3,233 (2020: £3,171) was owed to the pension scheme and is included within creditors.

5. Trustees' remuneration and expenses and cost of key management personnel

(a) Trustees remuneration

No trustee received any remuneration or expenses.

(b) Key management remuneration

The key management personnel of the charitable company are remunerated through the parent charitable company Age UK Leicester Shire And Rutland Limited.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6. Net income/(expenditure)

Fees payable to the auditors in respect of both audit and non-audit services are as follows:

	2021	2020
	£	£
Audit services - statutory audit of charitable company	2,215	2,122
Other assurance services	814	1,061
	<u>3,029</u>	<u>3,183</u>

7. Debtors

	2021	2020
	£	£
Trade debtors	107,648	110,231
Amounts owed by group undertakings	20	20
Other debtors and prepayments	3,533	3,639
	<u>111,201</u>	<u>113,890</u>

8. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	3,450	5,421
Amounts owed to group undertakings	44,931	14,740
Other taxation and social security	4,151	4,913
Other creditors	3,248	3,187
Accruals and deferred income	45,339	84,052
	<u>101,119</u>	<u>112,313</u>

There was no deferred income at the end of the current or prior year.

AGE UK LEICESTER SHIRE AND RUTLAND HOME HELP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

9. Reconciliation of net movement in funds to net cash flow from operating activities

	2021	2020
	£	£
Net income for the year (as per Statement of Financial Activities)	6,845	37,836
Adjustment for:		
Decrease/(increase) in debtors	2,689	(2,003)
Decrease in creditors	(11,194)	(30,693)
Net cash (used in)/provided by operating activities	(1,660)	5,140

10. Analysis of cash and cash equivalents

	2021	2020
	£	£
Cash in bank	5,146	6,806
Total	5,146	6,806

11. Related party transactions

FRS 102 section 1A does not require disclosure of transactions entered into between two or more members of a group, provided that any subsidiary undertaking which is a party to the transaction is wholly owned by a member of that group.

12. Ultimate parent undertaking and controlling party

The Company is a 100% subsidiary of Age UK Leicester Shire and Rutland, a Company registered in England and Wales (charity registration number 1146649). The parent Company's registered office, Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA. In the opinion of the directors, Age UK Leicester Shire and Rutland is the Company's immediate and ultimate controlling party.

This is the largest and smallest group for which consolidated financial statements are prepared. Consolidated financial statements are available from the charitable company's registered office, Lansdowne House 113 Princess Road East, Leicester, LE1 7LA.