

REGISTERED COMPANY NUMBER: 04323296 (England and Wales)
REGISTERED CHARITY NUMBER: 1091519

ELDERS VOICE

Report and financial statements for the year ended 31 March 2021

Elders Voice
Report of the Trustees for the year ended 31 March 2021

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Elders Voice

Report of the Trustees for the year ended 31 March 2021

CEO INTRODUCTION

I joined Elders Voice in July 2020 whilst the country was in lockdown due to the Covid pandemic. The day centre was closed to the public and most staff were working from home. As with many other organisations across the UK, the outlook was very uncertain. The dedication and commitment of staff, volunteers and Trustees ensured that the year 2020-21 became a time of positivity, drive and growth.

By March 2021 Elders Voice was occupying virtual spaces, championing the inclusion of older people in the development of these new virtual services. We were recognised across all sectors as a centre for co-design and service user participation. We turned the lockdowns into an opportunity to reimagine how day centres could best serve older people and our community, focusing on immediate needs and developing a post-pandemic strategy. We formed alliances with other care providers and lead the co-production process across both statutory and voluntary sector to make services more effective, more sustainable and better value for money.

The management and administration team of Elders Voice ensured that our finances were diligently managed, the building made safe for the return of staff and users, and policies for flexible working were in place. The financial stability and good governance of Elders Voice during this period ensured that we were able to deliver high quality services that enabled large numbers of older people in Brent to escape social isolation, maintain regular contact with peers and staff, keep a positive outlook to the future and be part of a community network.

We are aware of challenging times ahead, but we also know that we are an organisation that can adapt and thrive even in the most difficult circumstances: an organization that was described as a 'precious jewel in the local community' by a senior service commissioner. Elders Voice provides practical support and promotes the social value and participation of older adults in all aspects of Brent life. I'm very proud to be its CEO.

Jon Cuming-Higgs

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Report of the Trustees for the year ended 31 March 2021

TRUSTEES ANNUAL REPORT

The Trustees, who are the directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of the 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 (FRS102) (effective 1 January 2016).

OBJECTIVES AND ACTIVITIES

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Aims and Objectives

Elders Voice exists to promote the interests of older people (aged 50 years and over), living within the London Borough of Brent and the Greater London Authority, by;

1. The provision of services which tackle social isolation and exclusion, and enable them to live safely and independently in the homes of their choosing.
2. Increasing their access to social and leisure activities, to improve their quality of life.
3. Promoting the use of co-production and co-design methodologies to ensure they are able to actively contribute to the development of Brent's older persons' strategies and services.

STRATEGIES FOR ACHIEVING OBJECTIVES.

Our key strategies for achieving our objectives have been reviewed throughout the year at Board meetings: They are

- To continue to ensure Elders Voice is viable and fit for the future;
- To continue to review resources and capacity;
- To continue to seek funding through tenders and grants, and from trusts and foundations;
- To develop our peer designer network to ensure all our services are co-designed and co-produced;
- To continue to develop our culture of learning and innovation;
- To build on, and create, new partnerships with local community groups and other care organisations and providers; and
- With these partnerships seek out opportunities for joint funding within new funding streams;

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PUBLIC BENEFITS THAT ARE PROVIDED BY THE COMPANY

We aim to:

- Work with and for older people to amplify their voices and ensure they can influence and participate in the development of more inclusive and appropriate services.
- Provide opportunities for older people to tackle social isolation, loneliness and exclusion.
- Provide high quality, practical support that enable older people to be safe and secure in the homes of their choosing.
- Create and strengthen partnerships with other community groups to ensure older people can be active participants in their community.

INVESTMENT POLICY

Elders Voice's funds are split between three British banks – Unity Trust Bank, CAF Bank and Redwood Bank, and our investments are covered by the Financial Services Compensation Scheme.

RISK MANAGEMENT

Elders Voice's Trustees and Chief Executive regularly review the charity's risk exposure. We undertake regular risk assessments on our services and activities. All identifiable risks have been examined and the appropriate systems, procedures and training have been established to minimise these risks and their impact on the charity, should the risk materialise.

To mitigate the effect of disasters, we consistently review our project plans, budgets, project outcomes and policies and procedures at Board Meetings and Senior Management meetings. We employ a specialist support organisation, Ellis Whittam, to advise us on our responsibilities with regard to health and safety and employment issues. They indemnify us against any legal action provided we follow that advice.

The organisation's risk assessment is reviewed annually by the Board of Trustees to identify and undertake new areas of work, income generation and project development, and reposition the charity so that it can operate effectively at a time of continued reduced public funding and changes to areas of service delivery.

INCOME STREAMS

Elders Voice holds two service contracts with the London Borough of Brent.

1. Housing Related Services
2. Day Centre

1. Housing Related Support Services

We continue to deliver the Housing Related Support Service and have been doing so since September 2017. This is a contract procured from the London Borough of Brent. The requirement of the contract is to support older people to maintain independence in their own homes and reduce the need for more intensive support. The service aims to help people maintain or regain their independence, increase safety in the home, encourage people to make best use of their local community, and support the development of self-reliance. The contract requires Elders Voice to deliver two distinctive service elements to achieve this.

1. Floating Support
2. Handyperson service

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The **Floating Support** element of the service works in collaboration with older people to:

- Find appropriate housing for their needs,
- Ensure they receive the correct benefit entitlement
- Better manage their finances
- Access opportunities to alleviate social exclusion and loneliness
- Ensure they can manage their physical wellbeing and mental health

The service works in partnership with a range of agencies to enable individuals to meet their own identified needs and outcomes.

From 1st April 2020 to 31st March 2021 the Floating Support service supported 245 older people. The initial lockdown from March 2020 required staff to work from home and minimize direct face-to-face contact with service users. The service focused on telephone based support. As the pandemic progressed and lockdown restrictions were lifted the service developed a hybrid working pattern, enabling safe return to limited office based work, and safe face-to-face work with clients.

The **Handyperson** element of the service carries out jobs in the home including home safety checks, advising on potential causes of accidents and how to improve security. The team undertakes a range of practical support including;

- Supplying and fitting key safes
- Securing loose carpets and other floor coverings
- Fitting grab rails and banister rails
- Supplying and fitting locks, bolts and peepholes
- Simple plumbing work
- Simple carpentry work
- Fitting electrical sockets and plugs.

This service is essential to ensure that peoples' homes remain safe environments for them to live in.

From 1st April 2020 to 31st March 2021 the Handyperson service completed 764 jobs in 243 households. During the COVID19 pandemic lockdowns the team elected to continue to work directly within peoples' homes, with the rationale that as people were required to self-isolate the need to live in a safe environment was more pressing. To ensure the wellbeing of both staff and customers the team developed a number of strict working protocols and COVID risk assessments that were tailored to each job.

2. Day Centre

The Day Centre provides wellbeing activities for older people. The London Borough of Brent Social Care team assesses an older person's needs in line with the national Fair Access to Care Service (FACS) criteria. If successful the older person is allocated a number of days per week at the Day Centre, and Elders Voice is paid directly from the London Borough of Brent for that person's service.

Outside of funding from Brent Social Care team there is also the option for an older person to self-fund a place in the Day Centre. In these cases there is no requirement for a FACS assessment, and the person pays Elders Voice directly, monthly, in arrears for attendance.

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From March 2020 the commissioning team from the London Borough of Brent and Brent Public Health instructed all Day Centre and Day Care providers to stop delivering building based services for all vulnerable people in Brent, effectively closing the Elders Voice Day Centre. Income from the self-funding attendees ceased and subsequently we furloughed staff that were centre based. However, the London Borough of Brent agreed to continue to fund their own placements on condition that Elders Voice developed alternative provision outside of the centre for these service users. The non-furloughed Day Centre staff developed a range of virtual and home based support activities that were open to any older person in Brent, and some more discrete one to one virtual services exclusively for the London Borough of Brent clientele.

1. Our Zumba Classes moved onto Zoom and were delivered weekly. Attendees were also provided with time on the Zoom call, before and after the classes, to socialise. They were also encouraged to join a WhatsApp group to provide peer support as the Pandemic continued. This became a model of good practice for future service development. Subsequent services now build in an element of peer support, outside of the activity being provided.
2. The staff rolled out our 'Lend an Ear' service, which linked volunteers to isolated older people by phone. This provided a weekly check in and support service which was funded directly by Elders Voice. This service reached a significant number of people including people who had had no prior contact with social care teams. This group of people had been facing isolation and loneliness, with no statutory support, even before the pandemic.
3. Reading Friends was a zoom-based group that provided an open forum for discussion on a variety of topics based on reading. It was part of a larger national programme run by The Reading Agency. This project demonstrated the power of small. Although Elders Voice was able to deliver online activities with many participants, we found that for some activities (especially those that required a level of interaction) keeping numbers down provided a better experience for participants. These on-line services helped people build remote friendships and enabled frank conversations about mental health and wellbeing.
4. Art Group was another Zoom based activity, with a tutor providing art based activities for small groups of isolated older people.
5. Activity Boxes were delivered to people's homes. Each Activity Box contained a number of resources including, quizzes, newsletters and art materials. These enabled a person isolated at home to be able to engage with the on-line activities.
6. Our Peer Designers programme brought together a number of people to be part of a co-design group. This group helped with the design and development of services to support people through the Pandemic. The Group consisted of service users, family carers, staff, volunteers, academics and service designers.
7. A partnership with the Old Vic Theatre was a Zoom based, intergenerational collaboration, between school children and Elders Voice service users. The project looked at the creation of spoken and written word activities as well as song writing and dancing.
8. Throughout the winter of 2020 we delivered free pre-prepared meals, weekly, to older people still self-isolating.

OTHER FUNDED ACTIVITIES DELIVERED THROUGH THE PANDEMIC

- We were awarded £30k of funding from the Brent Neighbourhood Community Infrastructure Levy (NCIL) for further refurbishment of the Day Centre and offices. The refurbishments were delayed throughout the lockdown. However, the NCIL funding managers worked with us to ensure the grant was not lost or timed out. The refurbishment has now been completed, with double glazing providing both heat retention and sound proofing.
- The generosity of the City Bridge Trust enabled us to unlock restricted funding. Our initial grant from the City Bridge Trust was aimed to provide a safe space for older people from the LGBTQ+ community to meet and socialise. However with the lockdown restrictions in

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place, this was no longer feasible. The foundation generously enabled the allocation of £28,020 of restricted funds brought forward from the previous financial year, to core expenditure and further supported our charity with £53,450 restricted funding for direct face-to-face activities and core expenditure. This generosity was vital to the ongoing sustainability of the organisation, and enabled Elders Voice to develop its co-design methodology to ensure that all future services would have a focus on co-design embedded in them.

- With £6,250 from the Wembley National Stadium Trust, our Stay Connected programme gave us the opportunity to help people connect through social media. We were able to update IT equipment, distribute IT equipment to people at home and provide support for older people to access a number of digital platforms.
- £8,875 from the Big Lottery Awards for All enabled us to deliver a number of on-line classes and wellbeing sessions directly in to peoples' homes and provide them with the resources and equipment to be able to participate in online activities effectively.
- We were able to negotiate a change of project deliverables within our grant from Brent Council's Voluntary Sector Initiative Fund (VSIF). Initially £25k was awarded to our Healthy Minds, Healthy Bodies project to deliver day centre based yoga and IT classes. However, with the centre closed and people self-isolating, the VSIF grant team agreed to let us use some of the grant to fund a free food delivery service. This meant that during the post-Christmas lockdown we were able to get freshly prepared food out to 40 of the most isolated, and in need, older people. This programme provided regular face to face contact and healthy food at a time when most lockdown activities were coming to an end. We have also been able to use the rest of the funding to extend our hybrid, live centre based/on-line Zumba classes, which are helping people come out of lockdown and back to some much needed social activities.

We cannot reiterate how grateful we are to these funding agencies, who were so supportive of our organisation, and how generous they were to let us re-design pre-funded programmes, to serve the older communities more effectively during the emergency.

OTHER INCOME STREAMS

Income from hall hire and rentals was suspended from 24th March 2020. However as the restrictions were lifted between each lockdown we were able to offer our premises for use to childcare groups and wellbeing support groups. This provided a small amount of income. A number of long term hirers are now returning as restrictions on various groups meeting are lifted.

COVID IMPACT

The COVID-19 pandemic had a significant impact across the globe. But it did not impact us all equally. Older people were more susceptible to the virus, but also in some quarters, vilified, because of this. In many cases the support services in place to ensure their wellbeing closed and plans to remove vital care were either implemented or discussed openly. A significant number of older people were home, alone and fearful throughout the pandemic.

For the third sector, this was also a challenging time. Fundraising from traditional areas came to a halt and there was a significant increase in the number of organisations applying for grants. We also started seeing substantial cuts in funding for statutory contracts.

This has impacted Elders Voice's finances and fundraising strategies. However, staff teams and Trustees rallied to ensure we were able to maintain the high quality support we have always provided. Staff adapted to new ways of working, with a focus on collaboration across different sectors. Team managers began looking at new pricing structures for key services, while moving on from traditional income generation strategies to more innovative approaches to funding service

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provision. We actively collaborated with a number of different organisations for joint fundraising, and began working across a number of sectors to develop new and exciting service offers.

Even though a small organisation, Elders Voice was active, throughout the pandemic, advocating for the needs of older people. We promoted the continued use of co-production to ensure older people had a say in the services they received. Our peer design programme meant that we could continue to explore the real needs of older people, and insights from our designers informed the development of a number of on-line programmes, not just by Elders Voice, but also organisations we shared those insights with. Because of this focused activism we are now being approached by individuals keen to support us in fundraising, in joint design programmes and one off events.

FINANCIAL REVIEW

Financial position

The Statement of Financial Activities (SOFA) show incoming resources for the year of £614,753 (prior year £705,783) and outgoing resources of £592,752 (prior year £716,394) resulting in a surplus of £22,001 (prior year deficit of £10,611). Elders Voice spent 95% of its resources on charitable activities

The total reserves at the year-end stand at £208,656 (prior year £186,655). Of these £199,737 are unrestricted reserves (prior year £145,906). These meet the reserve policy target for three months of unrestricted expenditure of £194,846 set in March 2020. The policy will be reviewed in December 2021.

Brent Local Authority are our primary source of income with other smaller amounts from City Bridge Trust, Wembley National Stadium Trust and National Lottery Awards for All.

Donations and Legacies for the year total £19,689 (prior year £35,343).

Elders Voice would like to thank individual donors, anonymous donors and people who use our services who have donated throughout the year. This financial support enables Elders Voice to work towards achieving the aim of supporting older people.

The funding landscape is likely to look very different in the coming year due to the on-going impact of COVID-19 pandemic. Elders Voice will adjust to the new landscape however it develops and will continue to seek new opportunities to fundraise from Trusts and Foundations, and through tender portals. We will continue to review all contractual agreements, with the Finance Manager taking the lead on negotiating contracts as and when they come up for renewal.

FUTURE DEVELOPMENTS

From July 1st 2020 Elders Voice has had a new CEO. As such the organisation is undergoing change. There is now a focus on the development of services in collaboration with older people and the development of partnerships with both other local charities and the Local Authority.

With both the financial impact of the COVID-19 pandemic and the continuing issues around Brexit, funding across both Local Authorities and the third sector will inevitably become tighter and more challenging to obtain. However, with the publication of the Social Care Act White Paper and the development of statutory Integrated Care Systems, opportunities to develop partnerships to support these government programmes may well open new funding streams for organisations and statutory bodies who work together. As Elders Voice has been at the forefront of promoting and delivering high quality co-production and co-design programmes, We believe our position

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at the forefront of co-production work in the borough enables Elders Voice to be seen as credible partners across both the third and statutory sectors.

The pandemic has also provided time for Elders Voice to look at its business model. Elders Voice identified a number of programmes and projects that were not financially sustainable. As such Elders Voice has developed a more sustainable pricing structure for its Day Centre activities. The Day Centre is also moving from an 'all day' rate to a sessional based offer. There will be a focus on wellbeing and preventive activities rather than secondary and tertiary care. This should provide more choice for people accessing our services, whilst also proving better value for self-funding people with limited budgets.

Elders Voice has been successful in obtaining a grant of £43k to make the hall and our outside areas more accessible and COVID secure by increasing ventilation in our main hall and creating a spacious outside seating area.

Elders Voice has been working on a joint funding application with Sudbury Neighbourhood Centre to the Heritage Lottery Fund for a project entitled "Brent Pride". This application is to create an archive of LGBT+ older peoples' oral history during the period of the 1950s – 1980s. We are already through to Stage Two of this application for £249,000, and it is due to be submitted in October 2021.

Elders Voice is in early discussions with AGE UK around a partnership bid for Big Lottery Partnership Grant, and with the Sudbury Neighbourhood Centre with a two-pronged application to the Big Lottery Community Fund to deliver employment programmes for over 50s and a range of preventative wellbeing activities to deliver from both of our centres.

We have moved from providing a dementia café, to developing a dementia hub. The hub will fundraise for one off projects that focus on the resilience of families with members living with dementia. These projects will enable families to develop their own long term strategies of support in parallel with, what are very limited, statutory provisions. These projects will look at non-clinical ways of supporting a person with dementia, through music, photography, storytelling and other creative means. This will enable us to reach more people living with dementia, rather than the small, closed cohort of people that access dementia cafés across the borough.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Elders Voice is registered as a Charity with the Charity Commission under registration number 1091519. It is constituted as a company limited by guarantee (registration number 4323296) and is therefore governed by its Memorandum of Association.

Legal responsibility for the management of the Charity is vested in the Board of Trustees.

The Board of Trustees met eight times during the financial year 2020-2021 via Zoom, the meetings being attended also by the Chief Executive, the Finance Manager and the Operations Manager. At the time of writing this report we had six Trustees. The Articles of Association state that Elders Voice can recruit a maximum of fifteen Trustees. According to our Articles of Association, Trustees serve a term of three years after which they must resign but may offer themselves for re-appointment. At our Annual General Meeting on 4th November 2020 there were two re-elections to the Board of Trustees.

We recruit Trustees who will benefit the Charity with their knowledge of older peoples' services, the health and social care agenda and other skills, knowledge and experience to complement these.

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The day to day running of the Charity is delegated to the Chief Executive, supported by the Operations Manager, Service Managers and Finance Manager. The Chief Executive has overall responsibility for Elders Voice project management and service development. Service Managers are responsible for day to day project management, the delivery of front line services, service development and monitoring of projects. Front line workers are responsible for maintaining quality of service and developing and sustaining professional working relationships with service users and their families.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company Number
04323296 (England and Wales)

Registered Charity Number
1091519

Registered Office
181 Mortimer Road
London, NW10 5TN.

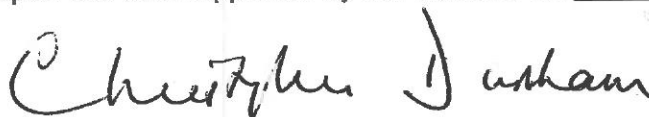
Trustees

Trustees who served during the year and up to the date of this report were as follows:

Christopher Dunham (Chair)
Jade Wilson-Heaven (Resigned June 2020)
Siobhan Mahony (Resigned July 2020)
Mary Sackville-West
Nada Savitch
Nancy Augustt
Rebecca Deegan
Emanuel Da Costa (Resigned 22.07.20)
Lawrence Ryden (Appointed May 2020)

All the directors of the company are also Trustees of the Charity and their responsibilities include all the responsibilities of directors under the Companies Act. The directors are members of the company.

The Trustee's Report has been approved by the Trustees on 24/11/21 and signed on their behalf.


CHRISTOPHER DUNHAM

Name
Trustee/Director

Independent examiner's report to the Trustees of ELDERS VOICE

I report to the charity Trustees on my examination of the accounts of Elders Voice for the year ended 31st March 2021.

Responsibilities and basis of report

As the charity's Trustees of the Company (and also the directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act.


Independent Examiner's statement

Since the Company's gross income exceeded £250,000, I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.


Anthony Epton BA FCA CTA FCIE
Goldwins Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG.

Date: 30 November 2021

Elders Voice**Statement of financial activities**

(incorporating an income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Income from:					
Donations and legacies	3	19,689	-	19,689	35,343
Charitable activities:	4				
Supporting older people age 50 and over		490,365	103,399	593,764	668,900
Investments	5	1,300	-	1,300	1,540
Total income		511,354	103,399	614,753	705,783
Expenditure on:	6				
Fundraising		27,036	-	27,036	27,436
Charitable activities:					
Supporting older people age 50 and over		458,491	107,225	565,716	688,958
Total expenditure		485,527	107,225	592,752	716,394
Net income/ (expenditure) for the year		25,827	(3,826)	22,001	(10,611)
Net movement in funds		25,827	(3,826)	22,001	(10,611)
Transfers between funds		28,004	(28,004)	-	-
Net movement in funds		53,831	(31,830)	22,001	(10,611)
Reconciliation of funds:					
Total funds brought forward		145,906	40,749	186,655	197,266
Total funds carried forward		199,737	8,919	208,656	186,655

All of the above results are derived from continuing activities.

There were no other recognised gains or losses other than those stated above.


The attached notes form part of these financial statements.

Elders Voice
Balance sheet
As at 31 March 2021

	Note	2021 £	2021 £	2020 £	2020 £
Fixed assets:					
Tangible assets	10		8,445		15,316
Current assets:					
Stock	11	3,260		3,615	
Debtors	12	8,394		45,621	
Cash at bank and in hand		203,535		141,950	
		<u>215,189</u>		<u>191,186</u>	
Liabilities:					
Creditors: amounts falling due within one year	13	(14,978)		(19,847)	
Net current assets			<u>200,211</u>		171,339
Total net assets			<u>208,656</u>		<u>186,655</u>
Funds	15				
Restricted funds			8,919		40,749
Unrestricted funds:			199,737		145,906
Total funds			<u>208,656</u>		<u>186,655</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime. The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provision of section 477 of the Companies Act 2006("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the act. The Trustee acknowledge their responsibilities for complying with the requirement of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

Approved by the trustees on24/11/21..... 2021.
and signed on their behalf by:


Christopher Dunham
Trustee

Company registration no. 04323296

The attached notes form part of the financial statements.

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Statement of cash flows
For the year ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities:			
Net cash provided by / (used in) operating activities	a	63,880	(48,573)
Cash flows from investing activities:			
Sale/ (purchase) of fixed assets	(2,295)	(3,499)	
Cash provided by / (used in) investing activities		(2,295)	(3,499)
Change in cash and cash equivalents in the year		61,585	(52,072)
Cash and cash equivalents at the beginning of the year		141,950	194,022
Cash and cash equivalents at the end of the year	b	203,535	141,950

a) Reconciliation of net income / (expenditure) to net cash flow from operating activities	2021 £	2020 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	22,001	(10,611)
Depreciation	9,166	9,596
(Increase)/ decrease in stock	355	(133)
(Increase)/ decrease in debtors	37,227	(28,044)
Increase/ (decrease) in creditors	(4,869)	(19,381)
Net cash provided by / (used in) operating activities	63,880	(48,573)

b) Analysis of cash and cash equivalents	At 1 April 2020 £	Cash flows £	Other changes £	At 31 March 2021 £
Cash at bank and in hand	141,950	61,585	-	203,535
Total cash and cash equivalents	141,950	61,585	-	203,535

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Notes to the financial statements
For the year ended 31 March 2021

1 Accounting policies

a) Basis of preparation

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

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

Elders Voice is a charitable company limited by guarantee and is incorporated in England and Wales. The registered office address is 181 Mortimer Road, London, NW10 5TN.

b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

e) Fund accounting

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

f) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of generating funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

g) Allocation of support costs

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

Elders Voice

Notes to the financial statements

For the year ended 31 March 2021

1 Accounting policies (continued)

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Improvements to property	- at varying rates on cost
Fixtures and fittings	- at varying rates on cost

i) Stocks

Stock in hand are accessories bought and held for Accident Prevention and Gardening projects and are valued at the lower of cost or net realisable value.

j) Debtors

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

k) Cash at bank and in hand

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

l) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

m) Pensions

The charitable company contributes into the pension of its employees. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension costs charge represents contributions payable under the scheme by the charitable company to the fund. The charitable company has no liability under the scheme other than for the payment of those contributions.

Elders Voice
Notes to the financial statements
For the year ended 31 March 2021

2 Detailed comparatives for the statement of financial activities

	2020 Unrestricted Funds £	2020 Restricted Funds £	2020 Total Funds £
Income from:			
Donations & Gift aid	34,593	750	35,343
Charitable activities:			
Supporting older people age 50 and over	571,940	96,960	668,900
Investments	1,540	-	1,540
Total income	608,073	97,710	705,783
Expenditure on:			
Fundraising	27,436	-	27,436
Charitable activities:			
Supporting older people age 50 and over	615,483	73,475	688,958
Total expenditure	642,919	73,475	716,394
Net income/ (expenditure) for the year	(34,846)	24,235	(10,611)
Net movement in funds	(34,846)	24,235	(10,611)
Transfers between funds	-	-	-
Net movement in funds	(34,846)	24,235	(10,611)
Total funds brought forward	180,752	16,514	197,266
Total funds carried forward	145,906	40,749	186,655

3 Income from donations and legacies

	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Donations	13,342	-	13,342	14,664
Gift Aid	63	-	63	380
Legacies	6,284	-	6,284	20,299
	19,689	-	19,689	35,343

Elders Voice
Notes to the financial statements
For the year ended 31 March 2021

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Grants and contracts				
LB Brent- Supporting People and AP Service	398,630	-	398,630	398,630
L B Brent- Adult Social Care	59,721	-	59,721	74,888
L B Brent- Dementia Cafes	-	-	-	5,111
L B Brent- NCIL	-	30,000	30,000	16,000
Charles Hayward Foundation	-	-	-	1,157
Wembley National Stadium Trust	-	6,250	6,250	6,082
Santander Foundation Discovery Grant	-	-	-	3,750
Independence at Home grant	-	-	-	1,629
Big Lottery Awards For All	-	8,875	8,875	7,545
Voluntary Sector Infrastructure Fund	-	4,824	4,824	4,847
The Inman Foundation	-	-	-	5,000
City Bridge Trust	-	53,450	53,450	50,050
Brent- Great Get Together	-	-	-	500
Groundwork UK	-	-	-	400
Total	458,351	103,399	561,750	575,589

Other income from generating activities

Hall Hire and Office Rental	7,071	-	7,071	31,508
Service Provision and material	6,165	-	6,165	6,890
Clubs and Classes	-	-	-	1,642
Private Day Care	125	-	125	52,802
Other	18,653	-	18,653	469
Total	32,014	-	32,014	93,311

Total income from charitable activities

490,365	103,399	593,764	668,900
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5 Income from investments

	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Bank interest	1,300	-	1,300	1,540
	1,300	-	1,300	1,540

Elders Voice
Notes to the financial statements
For the year ended 31 March 2021

6(a) Analysis of expenditure

		Charitable activities			
	Fundraising costs £	Supporting older people age 50 and over £	Support costs £	2021 Total £	2020 Total £
Staff costs (See note 8)	27,036	463,082	-	490,118	558,909
Other staff costs	-	4,946	-	4,946	22,675
Sessional workers	-	1,455	-	1,455	2,975
Fundraising Costs					
Events	-	-	-	-	963
Project Direct Costs					
Consumable materials	-	284	-	284	1,364
Consumable equipment	-	1,076	-	1,076	1,169
Meals provisions	-	-	-	-	7,724
Hospitality and outings	-	16	-	16	1,036
Dementia garden	-	-	-	-	524
Dementia café	-	-	-	-	(1,942)
Travel and subsistence	-	2,314	-	2,314	3,640
Transport provisions	-	7,062	-	7,062	25,966
Floating Support welfare grants	-	-	-	-	1,876
Equipments	-	3,812	-	3,812	4,115
Building Costs					
Cleaning	-	-	5,353	5,353	6,725
Insurance	-	-	9,677	9,677	15,056
Utilities	-	-	4,924	4,924	6,320
Repair and renewals	-	-	21,419	21,419	19,127
Rent	-	-	8,200	8,200	8,200
Depreciation	-	-	9,166	9,166	9,596
Equipments	-	-	2,564	2,564	5,061
Management and Administration					
Subscriptions	-	-	403	403	110
Telephone and broadband	-	-	4,104	4,104	4,827
Postage and stationary	-	-	2,124	2,124	2,525
Cosultancy	-	32	-	32	637
Information Technology					
IT equipment 'Stay connected'	-	5,793	814	6,607	3,538
IT Support and other expenses	-	-	3,676	3,676	-
Governance Costs					
Independent examination fee	-	-	2,400	2,400	2,400
Annual report	-	-	13	13	233
Quality Assurance	-	-	509	509	509
Bank charges	-	-	498	498	537
	27,036	489,872	75,844	592,752	716,394
Support costs	-	75,844	(75,844)	-	
Total expenditure 2021	27,036	565,716	-	592,752	

Of the total expenditure, £485,227 was unrestricted (2020: £642,919) and £107,225 was restricted (2020: £73,475).

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Notes to the financial statements
For the year ended 31 March 2021

6(b) Analysis of expenditure

	Fundraising costs £	Charitable Supporting older people age 50 and over £	Support costs £	2020 Total £	2019 Total £
Staff costs (See note 8)	27,036	531,873	-	558,909	551,501
Other staff costs	-	22,675	-	22,675	2,091
Sessional workers	-	2,975	-	2,975	4,528
Fundraising Costs					
Legacy	-	-	-	-	-
Events	-	963	-	963	8,250
Project Direct Costs					
Consumable materials	-	-	1,364	1,364	523
Consumable equipment	-	1,169	-	1,169	1,534
Meals provisions	-	7,724	-	7,724	7,872
Hospitality and outings	-	1,036	-	1,036	1,126
Dementia garden	-	524	-	524	6,784
Dementia café	-	(1,942)	-	(1,942)	2,605
Travel and subsistence	-	3,640	-	3,640	4,999
Transport provisions	-	25,966	-	25,966	19,922
Independence at home grant	-	-	-	-	1,213
Floating Support welfare grants	-	1,876	-	1,876	-
Equipments	-	4,115	-	4,115	4,301
Building Costs					
Cleaning	-	-	6,725	6,725	6,371
Insurance	-	-	15,056	15,056	4,816
Utilities	-	-	6,320	6,320	4,564
Repair and renewals	-	-	19,127	19,127	34,544
Rent	-	-	8,200	8,200	8,200
Depreciation	-	-	9,596	9,596	13,494
Equipments	-	-	5,061	5,061	2,620
Management and Administration					
Legal fees	-	-	-	-	-
Subscriptions	-	-	110	110	274
Telephone and broadband	-	-	4,827	4,827	6,370
Postage and stationary	-	-	2,525	2,525	3,006
Cosultancy	400	-	237	637	246
Information Technology					
IT expenses	-	-	3,538	3,538	4,238
Governance Costs					
Independent examination fee	-	-	2,400	2,400	2,300
Annual report	-	-	233	233	355
Quality Assurance	-	-	509	509	509
Bank charges	-	-	537	537	642
	<u>27,436</u>	<u>602,593</u>	<u>86,365</u>	<u>716,394</u>	<u>712,740</u>
Support costs	-	86,365	(86,365)	-	-
Total expenditure 2020	<u>27,436</u>	<u>688,958</u>	<u>-</u>	<u>716,394</u>	

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Notes to the financial statements
For the year ended 31 March 2021

7 Net Income / (expenditure) for the year

This is stated after charging / (crediting):

	2021	2020
	£	£
Depreciation	9,166	9,596
Independent examination fee	2,400	2,400

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

Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	440,908	501,732
Social security costs	34,809	40,620
Other pension costs	14,601	16,557
	490,118	558,909

No employee earned over £60,000 during the year (2020 Nil).

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £49,159 (2020:£52,785).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). In 2021, no trustees were reimbursed for expenses (2020: nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2021	2020
	No.	No.
Administrative staff	2.5	3.5
Direct charitable work	13	14
	15.5	17.5

9 Taxation

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

10 Tangible fixed assets

	Motor vehicles	Improvement to property	Fixtures and fittings and Office Equipment	Total
		£	£	£
Cost				
At the start of the year	36,117	22,698	29,639	88,454
Additions in year	-	-	2,295	2,295
At the end of the year	36,117	22,698	31,934	90,749
Depreciation				
At the start of the year	25,898	22,698	24,542	73,138
Charge for the year	4,087	-	5,079	9,166
At the end of the year	29,985	22,698	29,621	82,304
Net book value				
At the end of the year	6,132	-	2,313	8,445
At the start of the year	10,219	-	5,097	15,316

All of the above assets are used for charitable purposes.

Elders Voice
Notes to the financial statements
For the year ended 31 March 2021

11 Stocks	2021	2020
	£	£
Consumables-Equipment and small tools	3,260	3,615
	3,260	3,615

12 Debtors	2020	2019
	£	£
Trade debtors	4,734	7,100
Prepayments	3,660	4,251
Accrued income	-	34,270
	8,394	45,621

13 Creditors: amounts falling due within one year	2021	2020
	£	£
Trade creditors	722	3,171
Taxation and social security	7,868	10,216
Pension Liability	2,422	2,162
Accruals	2,737	3,039
Other creditors	1,229	1,259
	14,978	19,847

Deferred Income	2021	2020
	£	£
Balance at the beginning of the year	-	15,418
Amount released to income in the year	-	(15,418)
Balance at the end of the year	-	-

Deferred income comprises grants received for the purpose of expenditure in a future period.

14(a) Analysis of net assets between funds-Current year

	General Unrestricted Funds	Restricted Funds	Total funds
	£	£	£
Tangible fixed assets	8,445	-	8,445
Net current assets	191,292	8,919	200,211
Net assets at the end of the year	199,737	8,919	208,656

14(b) Analysis of net assets between funds-Prior year

	General Unrestricted Funds	Restricted Funds	Total funds
	£	£	£
Tangible fixed assets	15,316	-	15,316
Net current assets	130,590	40,749	171,339
Net assets at the end of the year	145,906	40,749	186,655

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Notes to the financial statements
For the year ended 31 March 2021

15(a) Movements in funds-Current year

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
L B Brent- CIL	-	30,000	(21,081)	-	8,919
Wembley Stadium	3,507	6,250	(9,757)	-	-
City Bridge Trust	28,020	53,460	(53,460)	(28,020)	-
The Inman Foundation	3,200	-	(3,200)	-	-
Garfield Weston Foundation	4,085	-	(4,085)	-	-
Voluntary Sector Infrastructure Fund	(204)	4,824	(4,620)	-	-
Big Lottery Awards For All	2,154	8,876	(11,029)	-	-
Independence at Home grant	(16)	-	-	16	-
Independence at Home grant 2019-20	3	-	(3)	-	-
Total restricted funds	40,749	103,399	(107,225)	(28,004)	8,919
Total unrestricted funds	145,906	511,354	(485,527)	28,004	199,737
Total funds	186,655	614,753	(592,752)	-	208,656

City Bridge Trust agreed the transfer of £28,020 from restricted to unrestricted core funds to support the charity due to the pandemic.

Movements in funds-Prior year

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
L B Brent- Dementia Cafes	7,313	-	(7,313)	-	-
L B Brent- CIL	-	16,000	(16,000)	-	-
Brent Get Together - Community Lunch	-	500	(500)	-	-
Wembley Stadium	-	6,082	(2,575)	-	3,507
Aziz Foundation	-	-	-	-	-
City Bridge Trust	-	50,050	(22,030)	-	28,020
The Inman Foundation	-	5,000	(1,800)	-	3,200
Santander Foundation Discovery Grant	-	3,750	(3,750)	-	-
Garfield Weston Foundation	8,967	-	(4,882)	-	4,085
Groundwork UK	-	400	(400)	-	-
Barchester Charity Foundation	-	750	(750)	-	-
Voluntary Sector Infrastructure Fund	-	4,847	(5,051)	-	(204)
Big Lottery Awards For All	-	7,545	(5,391)	-	2,154
Independence at Home grant	234	-	(250)	-	(16)
Independence at Home grant 2019-20	-	1,629	(1,626)	-	3
Charles Hayward Foundation	-	1,157	(1,157)	-	-
Total restricted funds	16,514	97,710	(73,475)	-	40,749
Total unrestricted funds	180,752	608,073	(642,919)	-	180,752
Total funds	197,266	705,783	(716,394)	-	186,655

16 Legal status of the charity

The charity is a company limited by guarantee and has no share capital.

17 Related party transactions

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