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the year ended 31 March 2022**

Age Concern Luton

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Age Concern Luton

Charity information

**Trustees and members
of executive committee**

Dr Siva Puthrasingam
Mr Aneel Sharma
Ms Maxine Braham
Mr Derek Ludlow CBE DL
Ms Beverley Creagh

Patron

Professor Greg Whyte OBE

Director

Mrs Colette McKeaveney MBE DL

Charity number

200463

Head office

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Age Concern Luton

Trustees' report For the year ended 31 March 2022

The members of the executive committee and the Trustees present their Report, Statement of Financial Activities and Balance Sheet for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 and Accounting and the Charities Statement of Recommended Practice (second edition) and Financial Reporting Standard FRS 102.

Organisation

The organisation is a registered charity, registered with a standard Age Concern Constitution. The charity is unincorporated, however this and other matters related to the charity structure is under review. The charity is not affiliated to any other charity, local or national. The Trustees administer the charity and work closely with the management team and volunteers to ensure that the charity meets the needs of the local community.

All Trustees have lived experience either as older people or carers of older people and this enables them to bring empathy and insight to their role. The charity is also fortunate to have a Board which reflects the cultural diversity of the town.

Trustees are eligible to stand for election as older people living in Luton, by virtue of their role as representatives of older persons' organisations, or because through their work they have a special knowledge or interest in older people's issues. Current Trustees are drawn from medical, legal, financial, media, and managerial backgrounds both in industry and the voluntary sector. A third of trustees retire by rotation each year.

There are no formal sub-committees, however from time to time Task and Finish sub-groups may be formed. The Trustee retiring by rotation is Derek Ludlow CBE who has stood for re-election.

All decisions are taken by the main body of Trustees at their meetings, including setting the remuneration of the charity's key management personnel. A Strategic Plan informs the decision-making process.

None of the trustees receive remuneration or other benefit from the charity. There are no contractual or nonpecuniary connections between trustees or senior managers. No related party transactions have taken place during the year apart from donations the Trustees have made to the charity.

The Director has delegated authority within terms set by the Trustees for operational matters which includes service delivery, employment of staff and finance.

Trustee training

Training needs of the Trustees are assessed periodically and cover training necessary to comply with Charity Commission guidance and the various regulatory frameworks in which the charity operates. When a new Trustee is appointed, a full programme of induction takes place to meet the needs of the new Trustee appropriate to the size of the charity. Periodically the Board undertake awaydays to consider the development of the charity and their personal contribution. An away-day is planned annually to consider strategy for the medium and longer-term future of the charity.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Objectives and Activities

Charitable objectives and reporting under Public Benefit

Age Concern Luton's objectives continue in accordance with its Constitution. The charity's purpose is to provide the most comprehensive help and support possible for all older people in Luton, so that they, and their carers may continue to have as full and independent a lifestyle as possible. Covid-19 restrictions remained challenging throughout the year, and we have had, for a second year, to be flexible in methods of delivery and we remained open and working seven days per week all through the year. The Charity provided support to around 13,000 older people, nearly 1,000 more than last year, through direct regular service, one-off advice sessions, talks and/or crisis interventions. This is around half of all Luton's residents aged over 65 years of age.

The charity's stated mission is to make Luton a great place in which to live and grow old.

The charity's values were revisited over the last year but remain:

- Compassion and caring for people in need of help and support
- Taking responsibility and being accountable
- Using resources and money creatively and wisely
- Being resourceful and proactive in problem solving
- Creating and nurturing community spirit so that every older person has support
- Generosity and kindness

In setting the charity's objectives and planning its aims and objectives and future activities the Trustees have considered the Charity Commission's general guidance on public benefit. The main aims and objectives of the charity were reviewed in 2021 and are:

- To provide services which meet the needs of older people and increase their quality of living.
- To enable older people to remain living in their own property by bringing services into their homes.
- To give older people choices about their lifestyle and to help them develop resilience.
- To advocate for and raise awareness of the needs and preferences of older people and increase the range of services available to them.
- To ensure access to our services is readily available to all older people who need them.

The Charity delivers various services free at the point of delivery including Advice and Information, Handyman, Hospital Discharge support, Befriending and Wellbeing. In addition, we provide crisis support through food parcels, heater loans and any other practical means to alleviate hardship. We provide advocacy and support for older people, particularly where they do not have any support from family or friends, this includes advocating for people to raise complaints about the care they are receiving, challenge decisions about their support or guide them through Tribunals, proceedings, and safeguarding investigations. Thanks to the generosity of our supporters no group of older people is excluded by reasons of economic hardship and our service planning ensures we monitor service uptake and address any underrepresented groups.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Charitable objectives and reporting under Public Benefit (continued)

In many ways this report is very similar to last year in that, although restrictions have eased, problems continue. Life is simply not back to normal as we knew it. Despite the ongoing difficulties and uncertainties of Covid restrictions we have continued to be active and visible within our community. This has been another year of rapid change, we are still reacting and revising our operational plans each day. Our King St office has remained open, operating what rapidly became an emergency service in early 2020. Four key staff are on hand to co-ordinate activities and to handle the huge call volume which continued throughout the year: we often handle the equivalent of a pre Covid months' worth of referrals in just one day. Although we do visit older people at home staff are also on hand to support people who call at the office, unable to get emergency help and often unaware or unable to understand that there were restrictions in place due to dementia, mental illness or simply being so desperate they were prepared to flout the rules. Demand for crisis help rose dramatically in 2020 and has been sustained. This has been particularly acute as food shortages increased in supermarkets in the Autumn of 2021, however it has not returned to pre covid levels and this appears to be somehow related to delays in assessment for care through staff shortages in adult social care. As a team, with the support of many volunteers, we have spent countless hours listening to people who were confused, angry or grieving and providing advice, information, and reassurance in addition to delivering practical help.

Throughout the pandemic we prioritised a daily operational briefing to be shared with referring partners so that they could entrust older folk in need to us safely and with confidence. This partnership has developed and we work closely with local authority, NHS and private sector partners as well as voluntary and community groups to achieve the best outcomes for older people. During the first period of lockdown, we carried out 4,000 unique shops and 7,500 meals worth of food parcels we provided during and have far surpassed those numbers through Wave 2 and beyond.

With the support of our funders, we produced a magazine and guide to help people navigate and locate help during lockdown and periods of restrictions. We have also featured, regularly on local radio or in the press. Through the pandemic we have also worked with journalists and appeared in several BBC /ITV features on older people's views and experiences of the Covid-19 pandemic.

During the early stages of the Covid-19 pandemic we rapidly adapted our services to ensure that help was readily available to people aged over 70 who were previously coping well but now required to shield or self-isolate. During the first wave alone, we directly helped 375 households with weekly shopping, 150 households with occasional shopping, we provided 4,000 meals and spoke to 3,800 older people regularly to ensure that they were well and had everything they needed. That figure has now been far surpassed with around 5,862 people having accessed help over the last year. Despite loosening of restrictions other agencies have struggled with staff sickness, self-isolation, and other shortages. Again, we fitted handrails, safety devices and attended to urgent household repairs for many older people, being the only agency still active on the ground. We were fortunate to obtain grants for these activities during Covid; we provided a seven-day service throughout the pandemic and continue to do so at the time of writing.

We also continue in our role as locally trusted organisation, supporting the people of Farley Hill who were awarded £1 million to improve their local area for the benefit of all residents. To this end with work closely with residents, support them in the administration of their finances and directly employ and manage a worker on their behalf. This project has been subject to delays through the pandemic but provided treat boxes and other comforts to cheer older folk up during periods of social restrictions. They also seek to create parks and improve green spaces where people, particularly those without gardens can exercise and enjoy nature.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Fundraising activities

With stronger fundraising regulation now in place in the UK and EU, the charity has worked to ensure that it maintains high standards in how it works with funders, donors and supporters and that fundraising practices and management meet the requirements of the new regulations.

As required by the Charity Commission we advised our funders and donors where we would be unable to deliver activities due to Covid-19 restrictions and sought permission to delay or vary activities.

Key features of the charity's approach to fundraising are:

- The charity is a member of the Institute of Fundraising and follows the Code of Fundraising Practice which is set by the Fundraising Regulator through its Standards Committee. The charity is registered with the Fundraising Regulator which maintains the standards for charitable fundraising and ensures that fundraising is respectful, open, honest and accountable to the public. It also takes complaints about fundraising, investigates cases and adjudicates on fundraising practice;
- The fundraising approach is in line with the charity's aims and objectives;
- The charity raises funds through corporate donations and trusts and foundations fundraising. Individual gifts and gifts in wills are encouraged via a message on the charity's website;
- The charity does not carry out any telephone, face-to-face or door-to-door fundraising;
- The charity does not hold a donor database and does not swap or share data and never sells data.
- The charity has a complaints policy which outlines commitment to resolving fundraising complaints as promptly and amicably as possible. It also sets out the process for handling any complaints received. All complaints are recorded, along with the actions taken to resolve the complaint and the outcome of those actions. Complaints will be reported and referred to the Fundraising Regulator if a resolution with the complainant cannot be reached or if the charity is in breach of any aspect of a code of fundraising practice.
- In 2021/22 no complaints were received;
- The Trustees can provide additional assistance, advice and reassurance on the standards of the charity's fundraising delivery.

Activities and achievements

The Statement of Financial Activities for the year is set out on page 18 of the financial statements. A summary of the financial results and the work of the charity is set out below.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Chair's Foreword

In many ways this year has been even more challenging than last, the anticipation of a return to "normal" has not materialised for most older people. This is especially true for those who are Clinically Vulnerable; they cannot re-join society without experiencing high risk to their health. We are very aware of those who are indeed left behind in finding a new normal in living with Covid. It is sad that our social activities have been particularly hard to resume; reduced mobility, uncertainty about restrictions, fewer volunteers through high fuel prices have all adversely impacted and effectively excluded the frailest in society. Coronavirus continues to dominate our work, efforts, and plans. As the disease disproportionately affects older people (85% of fatalities are over 70 years of age) we have rightly kept this front and centre. We continue to assist people with vaccine take-up, a mammoth task for those who may culturally be less open to the concept.

Since February 2021 we have continued to make a huge number of telephone calls, with the assistance of over 100 volunteers, to encourage Covid vaccine take up. We have focused on a) discussing vaccines, b) helping people overcome vaccine barriers (with practical support e.g. transport, additional check-up calls for those worried about feeling ill afterwards, and ensuring people they care for have a plan B if they are not well, etc.), c) listening to those that are vaccine hesitant and d) providing advice/information/support to those who are hesitant. We have worked with NHS partners who asked us to make special efforts with BAME communities to both feedback concerns and ensure the messages they wanted to get through were amplified. This work (i.e., engaging with the vaccine hesitant) is not simply a case of sending out a leaflet nor can it be done in one conversation. It requires active listening, consideration, and multiple conversations (which beget more conversations, finding answers etc.) as well as then providing detailed feedback. This single piece of work cannot be underestimated in its impact for the wider community.

Despite this being in many ways yet another difficult and challenging year we continued to achieve many great outcomes for Luton's older people and those who care for them. This included increased income through obtaining benefits, increased mobility, improved physical health, improved diet, reduced social isolation and loneliness, reduced risk of slip, trip or fall, reduced risk of mental deterioration, improved home safety and subsequent reduction in anxiety, support in decision making and help in accessing medical support to identify dementia.

Going forward we will carefully consider the lessons of the last two years. Our current business plan was highly focussed on recovery in the sense that a return to pre pandemic delivery models and ways of working were the goal. We will, in partnership with all our stakeholders, take any learning forward.

Our core strength is a great team of volunteers and staff who are client outcome focused and who work well together for the benefit of our service users. Although we refer to "services" below our activities are best described as different functions of the same team as everything we do is interdependent. All functions provide a single point of access for older people or professionals involved in their care.

We are especially grateful to those who have funded our work, and to our staff and volunteers who have worked hard to deliver a better quality of life for older people in Luton. We acknowledge how difficult it has been for our staff in the field to continue working with compassion and professionalism during the many challenges of 2021/2022. Thanks also to our backroom staff and to Dan, our Head of Operations for his foresight and continued creativity in developing safe working practices at pace, and keeping us all safe and well supplied with PPE throughout the pandemic. Our sincere thanks also go to all staff and volunteers who worked the front line and who continued to serve our community at all stages of the pandemic. We look forward to continuing this in the coming year and again gratefully thank all who have contributed to our work, in so many ways.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Activities and achievements (continued)

Services Overview for the period 1 April 2021 – 31 March 2022

1) Hospital Discharge Meet and Greet

This service is free to users and provides practical and emotional support to older people leaving hospital or care. This was never more needed than in the last two years, when even those who did have loving and supportive families were restricted in the help, they could give aging parents and loved ones.

This year we achieved our greatest ever incident reduction rate in readmissions to hospital (a calculation of 30 actual readmissions less than predicted based on similar occupancy rates) resulting in a 3% increase in cost benefit for the funders.

The Meet & Greet service supported 301, mostly frail older people aged over 75 leaving hospital. This is fewer than in 2019 -20 (318) and is due to the continued hospital pressure from Covid impacting elective procedures. Those we did see needed many more interventions, approximately 16 per patient. Discharge during the pandemic has been different: Hospital staff spent a lot more time putting together the jigsaw of support needed to discharge patients, consequently there were many more cancellations in discharge because some element of support was not available. There were fewer follow up appointments available and attended, where these were available people preferred not to attend due to fear of infection.

This disrupted pattern, which began in March 2020 has continued through 2021/2. Those who were discharged during restrictions and lockdowns needed high levels of support. There were many challenging examples of support needed at a time when it was difficult to access any services. Our focus therefore shifted to supporting older people who were unwell in their own homes, thus avoiding admission where possible through the efforts of the whole organisation. For example: a discharged patient might need food, continence supplies, handrails, use of a mobile telephone, and advocacy with those providing care for many weeks. Age Concern Luton adapted to these new circumstances via a flexible model of care.

The service continues to contribute to efficiency savings made by statutory services through safer speedier discharges and admission avoidance.

The net outcomes achieved through Meet & Greet were reduced re-admission, admission avoidance, greater patient satisfaction, enhanced recovery, safer support at home, speedier and safer discharges.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Activities and achievements (continued)

Services Overview for the period 1 April 2021 – 31 March 2022 (continued)

2) Home Repair

This year's statistics show that 99% of key safes are still fitted or repaired within 24 hours, often within a few hours thus enabling safer discharge of patients to their homes or enabling care at home thereby helping to avoid hospital admission.

The team worked all through the pandemic and received 1,300 referrals for home repairs for disabled older people in Luton. These were primarily crisis or safety interventions including fitting key safes, re-arranging furniture to allow for hospital beds, fitting handrails and other crisis needs. They also responded to nearly 900 enquiries for advice on repairs, including arranging covid safe repairmen to attend boiler breakdowns, electrical problems, floods, etc.

Almost 90% of all beneficiaries were aged over 65, with nearly 90% living alone. Over a third of service recipients lived in three of the poorest Luton wards - Northwell, Dallow, and Farley. Nearly half of all beneficiaries were aged over 80 years and living alone in the community. The service is essential to keep low-income older people independent and safe at home.

The most requested handyman interventions in 2022 were fitting grab rails and key safes, together with other safety related interventions. This accounted for almost two thirds of all referrals. We fit most key safes within 2 hours of referral from a social or health care professional thereby enabling safer and timely discharge. This intervention is critical to ensuring that terminally ill people can die at home where this is their and their family's preference. Our team also reorganised space in properties to allow care to be delivered safely and installed assistive technologies. We also continue to offer affordable gardening solutions to disabled elderly residents.

The Home Repair team work closely with our Advice Team, Enhancing Lives, and Getting On to deliver advice and practical help to those at risk of or in fuel poverty. The emergency heater loan service continues to be needed but there is a growing emphasis on energy efficiency and insulation. Beneficiaries are typically those living in the worst properties and therefore at most risk of cold related illness. It takes our team just a few hours to deliver radiators after a referral has been received - so nobody waits long in the cold before help arrives.

We restarted gardening for frail, low-income older people in a COVID secure way, recruiting and growing service to offer an appointment to everyone who requested support approximately 2 months after local private sector gardeners closed to new referrals.

More than 99% service recipients described the help they received from the home repair scheme as excellent or good and all our service recipients said they would happily recommend the scheme to others.

Overall, our Home Repair service has achieved the following outcomes for older people: a reduction in the risk of falling and subsequent hospital admission; reduced risk of injury from falls, reduced risk of cold related illnesses, greater peace of mind as a result of home security improvements; safer discharge from hospital; slower decline in physical health and more opportunities to remain living safely at home.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Activities and achievements (continued)

Services Overview for the period 1 April 2021 – 31 March 2022 (continued)

3) Home Support – Domestic cleaning and shopping

We delivered 18,832 hours of support in 2021-22, a 4% rise (21-22: 18,832, 20-21: 18,077) as we emerged from COVID19 restrictions. We continued to provide service to disabled older people without additional charges (i.e. registration/assessment fees, PPE surcharges, travel contribution etc.) We have also and extensively with Luton Adult Social Care Safeguarding to provide workable arrangements to ensure vulnerable people received food and domestic support.

The service, which comprises a practical cleaning, bill paying, shopping and laundry service for frail and disabled adults living in their own homes operated all through the pandemic with many challenges: there was vastly increased demand for emergency help particularly due to shielding for people aged over 70 and the Clinically Extremely Vulnerable. Consequently, there were high number of un-chargeable hours, with staff often queuing hours to get essential items for people on restricted diets. The team improvised during times of supermarket shortages, and we developed specialist food parcels for older people. Unfortunately, our costs increased through the periods of restriction; this was in part due to paying staff salary top ups to ensure they observed periods of self-isolation. We spent a lot of money ensuring adequate PPE and of course there was inevitably, increased cancellation of services by clients, particularly where family moved in to support them through the pandemic. We also dealt with more emergencies daily where people had found solutions such as neighbours helping with laundry or shopping, but these arrangements broke down as time went on. We are beginning to recover with more people resuming service each month. Staff on the scheme are much more than just housekeepers; they support the older person to have a good quality of life and cross refer to other services within and external to Age Concern Luton to help them maintain their independence.

Typically, service users have multiple illness or disability (95%) and live alone (83%); around a third of service users are males. Two thirds of the people receiving this service are aged over 81 years. 39% live in one of the three most deprived areas of Luton.

Home Support is one of the charity's oldest services and as our only chargeable service constantly struggles to remain affordable for our poorer clients, whilst ensuring that it covers the costs associated with delivery. This is exacerbated by the need, as part of our mission, to support clients who are unable to access help from other agencies due to issues which make them unprofitable for the private sector, e.g., access to finance, poor payment history, safeguarding concerns, location. Despite this we are proud to pay our staff more than the Real Living Wage.

The net outcome for older people using the Home Support service is reduced social isolation, improved physical environment, reduced risk of injury from falls, improved nutrition, enhanced independence, enhanced dignity, improved hygiene and health, reduced anxiety and depression.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Activities and achievements (continued)

Services Overview for the period 1 April 2021 – 31 March 2022 (continued)

4) Enhancing Lives

This AQS accredited service provides outreach appointments to the housebound in addition to office-based appointments and online and telephone advice. This year we have focussed on pro-actively identifying people using our database knowledge to prepare them for cost-of-living shocks. The loss of the State Pension triple lock, increasing costs through inflation and rising energy prices have made people very frightened. Enhancing Lives is actively contacting those on low incomes to help them access any additional help there is. We have also targeted people to ensure that those entitled to Pension Credit get support to claim it; many older people do not claim if they are only likely to get a few pounds of extra income.

Client feedback from the most vulnerable indicates that the best way to achieve great outcomes is still face to face appointments as many people needed more support than just advice and help with forms. Going forward we will continue to offer service in different ways dependent on the needs of our clients. The Enhancing lives team have worked flexibly to support clients, this included, for example, providing mobile telephones so that people could speak to social workers or bringing electronic devices into their homes so that they could complete applications remotely.

During and since the pandemic this service has also had many queries from families trying to access support for loved ones at a distance, there have also been many more people trying to sort out a relatives affairs where they have gone into care.

We continue to provide this essential AQS accredited service which helped older people access specialist support with housing and maximising their incomes; we are proud that it continues to be an important part of preventing poverty and disadvantage in old age. More than half the people accessing the service are aged over 80, seeking assistance with care, benefits, and support to live independently. The younger clients (50+) are typically disabled people, or those with housing related problems, and carers of disabled people. They often need support with attending or representation at PIP appointments, many having been destitute through benefit sanctions. Increasingly we are seeing clients who are poorly or insecurely housed in low quality and neglected property. The service works with everything else that we do to ensure they have food and shelter whilst negotiating with the various agencies involved in their cases. These complex cases require specialist input and are time intensive; this in turn has impacted the number of people the service can accommodate.

The net outcome for all those using the outreach service was access to advice and information, increased income, knowledge, and support to make choices.

5) Wellbeing – Getting On, Befriending, Telephone Club, Community Transport and Lunch Clubs

As we moved out of Covid restrictions we were able to ramp up our face-to-face befriending service, at the end of the year there were around 148 partnerships where older person and volunteer were happy to meet in person. The average age of a beneficiary is 87 and the person will have been prioritised because they are housebound and live alone. This proved extremely beneficial, joyous, for both volunteers and older people. Telephone befriending has continued as we struggled to meet demand for face-to-face services. Key challenges in getting people out and about remain; these include reduced mobility following a long period of not going out, and affordable transport. Many of our transport volunteers have now stood down, with many choosing to relinquish their cars, as their driving confidence reduced during the Covid lockdown.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Activities and achievements (continued)

Services Overview for the period 1 April 2021 – 31 March 2022 (continued)

5) Wellbeing – Getting On, Befriending, Telephone Club, Community Transport and Lunch Clubs (continued)

Our normal Getting On interventions, aimed at getting people out and active were largely paused due to Covid and replaced with interventions which encouraged folk to stay home and limit contact. However, we have continued to enable Clinically Vulnerable older people to shield, or reduce unnecessary journeys from their homes, without ignoring their core companionship needs. Whilst the country has begun to 'open up' older people (given risk factors) have sought to limit their contacts and so demand for our regular support has remained steady. The country at large is split between those who have perhaps got a bit lax (and those still fearful) and we've found that this has made returning to a more normal arrangement is not appropriate for many of the people we support. We have had countless challenges trying to put in place robust systems for those who are anxious or have had bad experiences in the wider community. This has meant that we have not fully resumed lunch clubs, social events, or day trips as we are struggling to find a balance which suits our older people and volunteers. We have opted for one off events, including a visit from the Lord -Lieutenant of Bedfordshire to hear of their experiences.

Given so many older people have effectively been at home for well over a year we have found that there are both physical and mental barriers to re-entering society. For example, the town centre appears to have a much more relaxed approach to social distancing/mask wearing than the streets/shops in more residential areas. We have found that older people have lost the physical strength/mobility to undertake certain tasks and, as neighbours/family members/friends have left furlough they have less support. Consequently, all our traditional services (excluding lunch clubs which remain closed) have seen an up-tick in referrals for practical support.

The average age of people with a befriender is 85, with the oldest being 101 and the youngest 54. Prior to Covid19, 137 people had a telephone befriender. Of those people, the average age is 86, with the oldest person being 100 and the youngest being 56. Most of these people have disabilities or are completely housebound or bedbound. By the 1st April 2020 this figure increased with a total of 1, 622 new clients needing support from the charity, this has gradually dropped but is still significantly higher than pre Covid.

Going forward we have continued regular contact with almost 3,000 older people to ensure their Covid disaster plans remain appropriate, and, where wanted provided regular contact to alleviate loneliness. We have introduced and increased contact with people identified by partners (particularly those referred by clinicians) who have reported issues including depression, loneliness, and anxiety.

The outcomes achieved by the Wellbeing strand for service users were an improved diet and reduced risk of malnutrition for individuals; reduced risk of loneliness and depression as a result of greater contact with other people; and earlier detection of deteriorating mental and physical health.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Activities and achievements (continued)

Services Overview for the period 1 April 2021 – 31 March 2022 (continued)

6) Farley Big Local

We continued in our role as accountable body for Farley Big Local, the project is now in its sixth year and the funds must be committed to be spent by 2026. These funds are not available for the work of Age Concern Luton, rather we administer this fund to support the people of Farley Hill in developing their vision for the Big Local project to benefit residents of all ages. The project is accountable to Big Local Trust on behalf of the Big Lottery Fund.

Due to various matters the FBL project was unable to deliver their planned greenspace development, though it is hoped this will be completed in the Spring of 2023. has developed a greenspace plan and additionally, Farley Big Local are reviewing their plan in order to ensure that it meets the needs of the people of the area. They have delivered community activities including Christmas and Eid projects, online events, and partnerships with various community groups to meet the community's needs.

7) Community Development

We also continued to support several local community organisations and small charities with HR, Governance, and Health and Safety advice free of charge because we see it as a way of improving Luton, which in turn is in the interests of older people.

8) Charity Shops

We operate our shops to create unrestricted income and this has been a difficult few years for retail. Our Birdsfoot Lane and Farley Hill shops cautiously re-opened in the summer, having been closed due to Covid restrictions from March 2020. Whilst some of our retail strengths are the local people who run and work in our shops, we did not develop on-line trading due to lack of skills within the retail team. We have since developed a new retail strategy and appointed a Retail Development Manager with the aim of increasing overall profitability without losing the strong sense of community ownership and opportunity for people of all abilities. We have now successfully implemented Gift Aid systems in both branches and hope to maximise the opportunity.

9) Volunteers

During Covid we enrolled a phenomenal 609 volunteers, although some have now returned to work, we still have a cohort of a similar size to pre pandemic with 347 regularly active. Many of our new volunteers are telephone befrienders and their role has been vital in keeping people connected to support and practical help as previously discussed. The volunteers are proactive and an invaluable resource. They regularly report their own and our clients' views, opinions, challenges, worries and ideas. We listen and act on these recommendations to improve the way we serve the community. Of special mention are those wonderful volunteers who worked all through the various stages of the pandemic delivering supplies including food, continence products, emergency heaters or other necessities; often within minutes of a referral being received. These deliveries made the difference in someone being able to access emergency help that prevented them being admitted to a care facility and enabled them to remain safely at home. Recent polling of our volunteers for our interim Getting On report indicate high satisfaction with their role and reporting benefits such as feeling connected to others. We are happy to report that we now have 210 home visiting partnerships, although we are still observing Covid secure guidelines given the health of all parties.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

9) Volunteers (continued)

Recent polling of our volunteers for our interim Getting On report indicate high personal satisfaction with their role and reporting benefits such as feeling connected to others, and feeling that they are spending their time in a way that is satisfying and worthwhile.

Income generation

The overall incoming resources were £986,165 (2021: £875,393).

Transfers between funds to meet the unfunded portion of costs were necessary and are detailed in note 8 on page 26. In total this amounted to £41,333 from the General Fund to restricted funds (2021: £115,935) in order to maintain essential activities following some funding losses.

Although reserves look healthy, most of the amounts are held as functional operational property at Vesper House and King St. Free reserves at 31 March 2022 are £811,061 (2021: £619,109) which represents approximately 8 months running costs.

The charity is constantly reviewing all the current service offers in partnership with the people we serve and the volunteers and staff who deliver the services. This dialogue enables it to develop and adapt to ensure relevance to the needs of older people in Luton and to act in the most cost effective and relevant ways. Loss of income in this year forced some difficult decisions in terms of which services the charity can offer going forward however there is limited potential to develop profit making paid for services, this is because Luton pensioners remain among the most financially disadvantaged in the region. Developing fundraising as a more prominent core activity is essential if the charity is to meet the needs of the poorest in our community.

Future activities

Age Concern Luton is committed to providing a high quality, affordable or free and reliable service for all our service users and is also committed to expanding the work we carry out. The Trustees will focus their attention over the coming year on carefully managing funds to achieve this. Specifically, the Trustees have agreed plans to work towards the following objectives:

- Proactively seeking new funding to maintain incoming resources at sufficient levels;
- Reconsider whether an incorporated constitution is appropriate for the charity;
- Enact a new retail strategy to improve retail performance;
- Continue to build reserves in the Designated Building Fund for the construction of a retirement village containing accommodation and amenities for older people which will be built on a plot of land purchased with these reserves;
- Develop new services, grow existing services where necessary and innovative ways to support the frailest elderly to live at home
- Maintain wages at or above the Real Living Wage for all staff
- Maintain free and very low-cost services for the poorest in our community.

The long-term objective of the charity is to build its own retirement village consisting of sheltered accommodation and a sufficient range of amenities for older people. This will further enhance the service provided by the charity to older people and will mean that necessary amenities such as grocery shops, pharmacies and hairdressers will be locally available to more service users without the need to travel or rely on deliveries.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Reserves policy and risk management

The Charities Risk management strategy comprises of:

- A risk policy which defines risks and sets out control measures through policies, systems and procedures to mitigate those risks
- An annual review and report of the main risks to the charity
- Procedures to be followed should any risk materialise

The various management committees continue to be vigilant in identifying and mitigating risks and a risk register is maintained and reported on to the Trustees at Board meetings. The Trustees have taken steps to identify risks and implemented measures to mitigate these risks. The key risk to the charity is potential cuts in income from public funding and lower income from shops. To mitigate these risks the Trustees have given priority to the development of a structured fundraising plan and the structuring of our reserves to ensure adequate provision for the future of the charity.

The Trustees believe unrestricted financial reserves should be held because of the charity's dependence on funding from statutory authorities. The continuous risk that all, or some, of our funding may be withdrawn is assessed and mitigated by the holding of adequate reserves. In the event of withdrawal of funding, Age Concern Luton would use reserves to continue services for a period, either bridging the gap if alternative funding could be found or withdrawing slowly from service users for them to be able to seek alternative care arrangements.

Decisions of this nature will not be taken lightly and will be properly considered by the Trustees before implementation.

In the opinion of the trustees, the minimum level of unrestricted reserves to be held should be approximately equal to the value of our largest annual contract, or six months running costs. At the year end free reserves of the General Fund amounted to £811,061 (2021: £619,109) which is consistent with the reserves policy.

Within unrestricted reserves, but not included in free reserves, is £332,622 (2021: £335,731) held under a designated fixed asset fund and £275,000 (2021: £275,000) held under a designated building fund for a future project to build sheltered accommodation for older people.

The long-term objective of the charity is to build its own retirement village consisting of sheltered accommodation and a sufficient range of amenities for older people. This will further enhance the service provided by the charity to older people and will mean that necessary amenities such as grocery shops, pharmacies and hairdressers will be locally available to more service users without the need to travel or rely on deliveries.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Investment policy

The Trustees have considered the most appropriate policy for investing funds and have found that Post Office and building society accounts, designed for the charity sector, meet their requirements. The merger with Vesper included the transfer of a property and a permanent endowment of £171,646. The choice of investment funds was shown to be reasonable in what was a difficult financial climate.

Acknowledgements

The Trustees extend sincere thanks to NHS Luton CCG for their support of our Meet and Greet project and Luton Borough Council/Luton Airport Limited (LLAL) via BLCF for their ongoing financial support. It is thanks to this support that we can provide vital services free of charge, or at nominal cost to those who are most in need.

Our special thanks also to Luton Borough Council with whom we have partnered to administer various Covid related funds for the benefit of older people in Luton. These funds enabled us to support people who were shielding or self-isolating; without this money we could not have supported the wide-ranging needs of our community

Our thanks to The National Lottery Fund who funded our Getting On project, the purpose of the grant is to develop new and exciting opportunities for all older people in Luton to meet and make supportive networks to support healthy ageing. During the pandemic they also enabled us to support people who were isolated within the community, especially those home alone with life limiting illnesses including dementia.

Sincere thanks to Lloyds Foundation, this time not only for their funding but also for their flexibility, understanding and responsiveness to our clients' changing needs. Their funding and practical help has supported our staff and consequently enabled us to continue to support many older people in crisis. Our thanks also to Gary Beharrell, our Grant Manager for his wise advice.

We greatly appreciate the award received from Power Partners to help advise and register those who rely on specialist equipment and who would be at high risk of hospitalisation in the event of losing electricity or power supplies.

We are very grateful to Clonrobin Contracts for their continued support.

Our sincere thanks to The Amateurs Trust for their very generous donation in April 2021 which has provided older people with much needed help and support; this donation has provided people with information and advice to help them through some of the most difficult times in their lives. We are truly indebted to you all for your kindness.

We also remember fondly all those who left legacies or gifts in their Wills. Thank you to the grieving families who so generously donated money instead of funeral flowers.

Our thanks also go to some very special people:

Greg Whyte OBE, our wonderful patron and champion who supports us tirelessly in many ways.
Lord-Lieutenant of Bedfordshire Mrs Helen Nellis for her ongoing encouragement & wisdom.

Finally, the Trustees would also like to acknowledge and thank all those that have generously supported the work of Age Concern Luton during the year whether as individual donors, customers, or volunteers. Your contribution has been truly appreciated and we hope to have your continued support.

Age Concern Luton

Trustees' report For the year ended 31 March 2022

Statement of Trustees' responsibilities

The Trustees 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).

The law applicable to charities in England & Wales 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 charity and the incoming resources and application of resources of the charity for that period. In preparing those financial statements the Trustees are required to:

- a) select suitable accounting policies and apply them consistently;
- b) observe the methods and principles in the Charities SORP 2019 (FRS 102);
- c) make judgements and estimates that are reasonable and prudent;
- d) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Trustees on 30 September 2022
And signed on their behalf by



Ms Maxine Braham
Trustee

Independent Examiner's report to the Trustees of Age Concern Luton

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2022 which are set out on pages 18 to 33.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Your attention is drawn to the fact that the charity has prepared the accounts 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) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has since been withdrawn. We understand this has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

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

- 1 accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

Except for the matter referred to above, 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.



Louise Tunley FCA CTA DChA
Institute of Chartered Accountants in England and Wales (ICAEW)

19 Goldington Road
Bedford
MK40 3JY

Date: 30 September 2022

Age Concern Luton

Statement of financial activities (including Income and Expenditure Account) For the year ended 31 March 2022

	Notes	2022 Unrestricted Funds £	2022 Restricted Funds £	2022 Endowment Funds £	2022 Total Funds £	2021 Total Funds £
Income and endowments from:						
Donations and legacies		20,206	-	-	20,206	89,724
Charitable activities:						
LLAL income		-	136,184	-	136,184	140,818
HIA & Handyman		-	-	-	-	-
Enhancing Lives		-	24,362	-	24,362	-
Befriending and lunch club service		-	74,926	-	74,926	82,425
Hospital Discharge		-	154,650	-	154,650	125,000
Farley Big Local		-	80,820	-	80,820	(43,787)
Covid-19		-	94,672	-	94,672	94,740
Other grant income		-	4,163	-	4,163	63,337
Income from charitable services		266,561	-	-	266,561	242,245
Other trading activities	3	120,845	-	-	120,845	68,694
Investments:						
Bank account interest		19	30	-	49	919
Rental income		-	-	-	-	-
Other income		8,727	-	-	8,727	11,278
Total income		416,358	569,807	-	986,165	875,393
Expenditure on:						
Raising funds	3	91,680	-	-	91,680	86,228
Charitable activities	4	103,636	592,102	-	695,738	794,787
Total expenditure		195,316	592,102	-	787,418	881,015
Net (expenditure)/income		221,042	(22,295)	-	198,747	(5,622)
Transfers between funds	8, 14, 15	(41,333)	41,333	-	-	-
Net movement in funds		179,709	19,038	-	198,747	(5,622)
Reconciliation of funds:						
Total funds at 1 April 2021		1,388,599	86,224	171,646	1,646,469	1,652,091
Total funds at 31 March 2022	14, 15, 16	1,568,308	105,262	171,646	1,845,216	1,646,469

All operations are continuing operations.

The notes on pages 21 to 33 form part of these financial statements.

Age Concern Luton

Balance sheet As at 31 March 2022

	Notes	2022 £	2021 £
Fixed assets:			
Tangible fixed assets	9	482,247	494,490
Fixed asset investments	10	319,999	319,969
Total fixed assets		<u>802,246</u>	<u>814,459</u>
Current assets:			
Debtors	11	67,396	97,684
Cash at bank and in hand	12	1,165,858	844,434
Total current assets		<u>1,233,254</u>	<u>942,118</u>
Liabilities:			
Creditors: amounts falling due within one year	13	(190,284)	(110,108)
Net current assets		<u>1,042,970</u>	<u>832,010</u>
Total assets less current liabilities		<u>1,845,216</u>	<u>1,646,469</u>
Total net assets		<u><u>1,845,216</u></u>	<u><u>1,646,469</u></u>
The funds of the charity:			
Unrestricted funds	14	1,568,308	1,388,599
Restricted funds	15	105,262	86,224
Endowment funds	16	171,646	171,646
Total charity funds	17	<u><u>1,845,216</u></u>	<u><u>1,646,469</u></u>

The notes on pages 21 to 33 form part of these financial statements.

The financial statements were approved by the trustees on 30 September 2022

And signed on their behalf by



Ms Maxine Braham
Trustee

Age Concern Luton

Statement of cash flows For the year ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities:			
Net cash used in operating activities	21	321,405	(54,701)
Cash flows from investing activities:			
Interest and dividend income		49	919
Interest income allocated to fixed asset investments		(30)	(1,522)
Cash banked into investment account		-	(100)
Rental income		-	-
Payments to acquire tangible fixed assets		-	(223)
Proceeds of disposal of tangible fixed assets		-	200
Net cash used in investing activities		19	(726)
Change in cash and cash equivalents in the year		321,424	(55,427)
Cash and cash equivalents at the beginning of the year		844,434	899,861
Cash and cash equivalents at the end of the year		1,165,858	844,434

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

1 Accounting policies

1.1 Accounting convention

The financial statements have been prepared on a going concern basis under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

The charity constitutes a public benefit entity as defined by FRS 102.

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a true and fair view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable to the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern due to the current level of reserves and the fact that the charity actively tries to raise additional funds each year to cover any excess of expenditure over income.

1.2 Grants and contracts

These comprise amounts receivable during the year. Where the grant was not utilised in the financial period the grant is deferred after obtaining permission from the funder.

1.3 Donations

Donations are accounted for when the criteria of entitlement, measurement and probability of receipt are met. Donations from goods donated for resale in the charity shops are recognised when the goods are sold.

1.4 Commissions

Commissions are accounted for when receivable.

1.5 Operating leases

Where there is a rent-free period, the cost of the lease is spread over the term of the lease to the next rent review date.

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

Accounting policies (continued)

1.6 Allocation of costs

Staff costs are allocated over direct charitable expenditure and management and administration on the basis of time spent. Premises costs are allocated by usage. Other direct costs are allocated by the purpose of the expenditure. Liabilities are recognised on an accruals basis in the period to which they relate.

1.7 Governance costs

Governance costs are those costs associated with maintaining the governance of the charity as opposed to the management of the charity's activities.

1.8 Fixed assets and depreciation

Fixed assets are recorded at cost.

Assets are depreciated at rates which the Trustees consider will write down the assets over the period of their useful economic lives. The rates used are as follows:

Freehold property (40% of cost)	50 years, straight line method
Office equipment	20%, reducing balance method
Computer equipment	33%, reducing balance method
Motor vehicles	25%, reducing balance method

No depreciation is charged on additions in the year of acquisition for motor vehicles.

1.9 Investments

Investments are held in the form of charity accounts with a bank or building society and are recognised at the amount held in the account at the balance sheet date. Any interest received from the account is included in investment income on a receivable basis.

1.10 Charity shop income and expenditure

Charity shop costs are those costs which are directly attributable to the charity shops. These costs are included in the Statement of Financial Activities under incoming resources as Costs of Generating Funds to give a total of net incoming resources available for charitable application.

1.11 Stock

Stocks are recognised at the lower of cost or net realisable value less any provision for slow-moving or obsolete stock.

1.12 Pension costs

The charity operates a defined contribution scheme for the benefit of its employees. Contributions payable are charged as an expense in the year they are payable and are allocated between funds in line with the allocation of the related gross pay.

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

Accounting policies (continued)

1.13 Fund accounting

General funds reflect the accumulated unrestricted reserves of the charity. They are available for use at the Trustees' discretion, in furtherance of the general objectives of the charity. Designated funds are also unrestricted funds, but represent funds set aside for a specific purpose by the Trustees. Endowment funds are funds where there is no power to convert the capital into income, and must generally be held indefinitely. Restricted funds are those funds where a restriction on their use has been imposed by the donors.

2 Critical accounting judgements and key sources of estimation uncertainty

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision only affects that period, or in the period of revision and future periods where the revision affects both current and future periods.

In the opinion of the trustees there are no critical accounting judgements or estimation uncertainties within the charity.

3 Charity shop income and expenditure

	£	2022 £	£	2021 £
Income		120,845		68,694
Expenditure				
Salary and other staff costs	56,033		37,259	
Rent and rates	17,232		35,355	
Other shop costs	18,415		13,614	
		(91,680)		(86,228)
Net (expenditure)/income		29,165		(17,534)

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

4 Analysis of expenditure on charitable activities

2022	Other Salary costs £	staff costs £	Premises costs £	Other costs £	2022 Total £
Care for the elderly	464,343	19,959	6,939	92,235	583,476
Support and governance	46,220	-	27,802	38,240	112,262
	<u>510,563</u>	<u>19,959</u>	<u>34,741</u>	<u>130,475</u>	<u>695,738</u>
2021	Salary costs £	Other staff costs £	Premises costs £	Other costs £	2021 Total £
Care for the elderly	504,541	16,658	9,051	113,284	643,534
Support and governance	67,041	-	28,652	55,560	151,253
	<u>571,582</u>	<u>16,658</u>	<u>37,703</u>	<u>168,844</u>	<u>794,787</u>

Included in premises costs is depreciation of £6,896 (2021: £8,897).

5 Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown below.

2022	Support costs £	Governance costs £	2022 Total £	Basis of apportionment
Staff costs	44,720	1,500	46,220	Staff time
Depreciation	6,896	-	6,896	Staff time
Profit on disposal of assets	-	-	-	Asset class
Premises costs	19,638	-	19,638	Invoiced cost
Office costs	11,946	-	11,946	Invoiced cost
Advertising costs	120	-	120	Invoiced cost
Travel costs	1,269	-	1,269	Invoiced cost
Subscriptions	903	-	903	Invoiced cost
Professional fees	20,079	-	20,079	Invoiced cost
Independent Examiner's fees	-	3,000	3,000	Governance
Bank charges	2,191	-	2,191	Invoiced cost
Trustee expenses	-	-	-	Invoiced cost
Sundry expenses	-	-	-	Invoiced cost
	<u>107,762</u>	<u>4,500</u>	<u>112,262</u>	

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

5 Allocation of governance and support costs (continued)

2021	Support costs	Governance costs	2021 Total	Basis of apportionment
	£	£	£	
Staff costs	65,541	1,500	67,041	Staff time
Depreciation	8,557	-	8,557	Staff time
Profit on disposal of assets	341	-	341	Asset class
Premises costs	19,072	-	19,072	Invoiced cost
Office costs	12,120	-	12,120	Invoiced cost
Advertising costs	30	-	30	Invoiced cost
Travel costs	683	-	683	Invoiced cost
Subscriptions	1,276	-	1,276	Invoiced cost
Professional fees	35,234	-	35,234	Invoiced cost
Auditors remuneration for audit services	-	5,220	5,220	Governance
Bank charges	1,597	-	1,597	Invoiced cost
Trustee expenses	-	-	-	Invoiced cost
Sundry expenses	82	-	82	Invoiced cost
	<u>144,533</u>	<u>6,720</u>	<u>151,253</u>	

6 Net (expenditure)/income for the year

This is stated after charging:

	2022 £	2021 £
Auditors remuneration for audit services	-	5,220
Independent Examiner's fees	3,000	-
Depreciation	12,243	14,482
Operating leases – land and buildings	20,226	42,235
	<u>35,469</u>	<u>61,937</u>

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

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

	2022 £	2021 £
Salaries	555,921	596,012
Social Security costs	25,398	27,146
Pension Costs	11,426	11,840
	<u>592,745</u>	<u>634,998</u>

Of the above payroll costs, £56,033 (2021: £37,359) is allocated against the charity shop income.

The Trustees are not remunerated for their work as Trustees. During the year no Trustees (2021: none) were reimbursed for travelling and meeting expenses aggregating to £nil (2021: £nil). No trustee received payment for professional or other services supplied to the charity (2021: none).

During the year there were 9 full time and 16 part time employees (2021: 9 full time and 15 part time), as well as approximately 31 part-time home support workers (2021: 36).

The charity considers its key management personnel to comprise the trustees and Director. The total employment benefits including employer pension contributions of the key management personnel were £49,582 (2021: £47,221). No employee earned more than £60,000 (2021: none).

8 Transfers

The analysis of the net transfer of £41,333 from the general fund to restricted funds is shown below.

	£
Transfers from the general fund:	
For the unfunded element of the HIA and Handyman fund	35,267
For the surplus element of the lunch club costs	6,066
Net transfer amount	<u>41,333</u>

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

9 Fixed assets

	Freehold Property £	Property Improvements £	Office Equipment £	Computer Equipment £	Motor Vehicles £	Total £
Cost						
At 1 April 2021	504,023	40,349	85,797	27,256	-	657,425
At 31 March 2022	504,023	40,349	85,797	27,256	-	657,425
Depreciation						
At 1 April 2021	61,712	14,045	67,401	19,777	-	162,935
Charge for the year	4,032	2,012	3,684	2,515	-	12,243
At 31 March 2022	65,744	16,057	71,085	22,292	-	175,178
Net book values						
31 March 2022	438,279	24,292	14,712	4,964	-	482,247
31 March 2021	442,311	26,304	18,396	7,479	-	494,490

10 Fixed asset investments

	2022 £	2021 £
Endowment fund	299,999	299,969
National savings bond	20,000	20,000
	319,999	319,969

The balance at the year end includes interest of £30 (2021: £772) being received.
The endowment fund is held in a Charity Investment Account with Santander.

11 Debtors

	2022 £	2021 £
Other debtors	41,591	31,082
Prepayments and accrued income	24,578	65,216
Customer balances	1,227	1,386
	67,396	97,684

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

12 Bank balances

	2022 £	2021 £
Current account	1,164,219	842,050
Petty cash	1,639	2,384
	<u>1,165,858</u>	<u>844,434</u>

Included within the above totals is a net amount of £12,190 due to customers (2021: net amount of £12,178 due to customers).

13 Creditors: amounts falling due within one year

	2022 £	2021 £
Taxation and social security	8,946	7,050
Other creditors	50,167	63,074
Accruals and deferred income	117,754	26,420
Client accounts	13,417	13,564
	<u>190,284</u>	<u>110,108</u>

Included in accruals is an amount in respect of pension contributions of £426 (2021: £346) outstanding at the year end.

Deferred income

	2022 £	2021 £
At 1 April 2021	-	-
Received during the year	80,513	-
Released to incoming resources	-	-
	<u>80,513</u>	<u>-</u>
At 31 March 2022	80,513	-

Income is deferred when it relates to a future accounting period. There was no deferred income at 31 March 2021.

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

14 Unrestricted funds

	Balance at 1 April 2021 £	Movement in year		Transfers £	Balance at 31 March 2022 £
		Incoming resources £	Resources expended £		
General fund	777,868	416,358	(192,207)	(41,333)	960,686
Designated fixed asset fund	335,731	-	(3,109)	-	332,622
Designated building fund	275,000	-	-	-	275,000
	<u>1,388,599</u>	<u>416,358</u>	<u>(195,316)</u>	<u>(41,333)</u>	<u>1,568,308</u>

During the year ended 31 March 2006 a large grant was received towards the purchase of the building at 39 King Street. During that year the Trustees took the decision to designate part of the general fund to represent the net book value of the assets held as at 31 March 2006. The fund is reduced each year by the depreciation charged in respect of those assets.

During the year ended 31 March 2011 the Trustees created a new designated fund for reserves to be held for a Building Fund for a future project to build sheltered accommodation for older people. The Trustees are aiming for the Building Project to be completed within the next five years and consequently will be seeking additional funding.

15 Restricted funds

	Balance at 1 April 2021 £	Movement in year		Transfers £	Balance at 31 March 2022 £
		Incoming resources £	Resources expended £		
Core funding	-	140,347	(140,347)	-	-
Covid-19	905	94,672	(92,970)	-	2,607
Befriending and Wellbeing	2,354	74,926	(78,613)	-	(1,333)
Home Repair and Handyman	30,000	-	(35,267)	35,267	30,000
Enhancing Lives	-	24,362	(21,887)	-	2,475
Lunch clubs	-	30	(6,096)	6,066	-
Hospital Discharge	2,784	154,650	(153,094)	-	4,340
Farley Big Local	32,761	80,820	(63,828)	-	49,753
Long Term Conditions	5,289	-	-	-	5,289
IT Project	12,000	-	-	-	12,000
Spread the Warmth	131	-	-	-	131
	<u>86,224</u>	<u>569,807</u>	<u>(592,102)</u>	<u>41,333</u>	<u>105,262</u>

The befriending and wellbeing fund includes the grants and donations income and related expenditure for the charity's Digital Mondays project.

The deficit on the befriending and wellbeing fund will be reversed with funding in the following year.

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

15 Restricted funds (continued)

The charity acts as the locally trusted organisation for the Farley Big Local partnership. The unspent funds included in the above balance were returned to the funder after the year end due to an overall project underspend.

Details of the transfers are in note 8 on page 26.

Name of fund	Nature, purpose and description of fund
Core funding	Funding received from LLAL
Covid-19	For supporting older people through the pandemic
Befriending and Wellbeing	For services to promote social support and companionship.
Home Support	For supporting older people to remain living in their own homes.
Home Repair and Handyman	For providing repairs to homes of older people and to ensure the homes are safe and secure for the resident.
Enhancing Lives	For services to provide support to older people, including with applications for financial and other support.
Lunch clubs	For the lunch clubs held at Vesper House.
Hospital Discharge	For the support of patients who have recently been discharged from hospital.
Farley Big Local	For the improvement of the Farley Hill local area.
Long Term Conditions	For the support of people with a long term condition.
IT Project	Grants received for the upgrade of the charity's IT equipment.
Spread the Warmth	Donations received to help people keep warm in winter.

Further details about the activities carried in relation to the above funds are contained in the Trustees Report.

16 Endowment funds

The endowment fund of £171,646 was transferred from Vesper House in 2006 and the income is used to support the Vesper House lunch clubs.

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

17 Net assets held by funds

	Fixed Assets £	Cash at bank & Investments £	Other Assets £	Creditors £	Total £
General fund	482,247	1,208,949	67,396	(190,284)	1,568,308
Restricted fund	-	105,262	-	-	105,262
Endowment fund	-	171,646	-	-	171,646
	<u>482,247</u>	<u>1,485,857</u>	<u>67,396</u>	<u>(190,284)</u>	<u>1,845,216</u>

18 Financial commitments

At 31 March 2022 the charity had total outstanding commitments for future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	2021 £
Land and buildings/other leases:		
Within one year	5,280	4,424
Between 2 and 5 years	1,859	3,240
In over 5 years	-	-
Total future minimum lease payments	<u>7,139</u>	<u>7,664</u>

There are no capital commitments (2021: £nil).

19 Contingent liabilities

There are no contingent liabilities at the year end (2021: £nil).

20 Related party transactions

The charity received donations from trustees of £500 in the year (2021: £600). There are no other related party transactions during the year that require disclosure.

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

21 Notes to the Statement of Cash Flows

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

	2022 £	2021 £
Net income for the year	198,747	(5,622)
Less investment income shown in investing activities	(49)	(919)
Add back depreciation	12,243	14,482
Loss on disposal of fixed assets	-	341
(Increase)/decrease in debtors	30,288	(58,334)
(Decrease) in creditors	80,176	(4,649)
Net cash flow from operating activities	<u>321,405</u>	<u>(54,701)</u>

Cash and cash equivalents

Year ended 31 March 2022	2022 £	2021 £
Cash and cash equivalents	<u>1,165,858</u>	<u>844,434</u>

Year ended 31 March 2021	2021 £	2020 £
Cash and cash equivalents	<u>844,434</u>	<u>899,861</u>

Analysis of changes in net funds

	2021 £	Cash flow £	2022 £
Net cash			
Cash at bank and in hand	<u>844,434</u>	<u>321,424</u>	<u>1,165,858</u>
	<u>844,434</u>	<u>321,424</u>	<u>1,165,858</u>
	<u>844,434</u>	<u>321,424</u>	<u>1,165,858</u>

Age Concern Luton

Notes to the financial statements For the year ended 31 March 2022

23 Comparative Statement of Financial Activities

The Statement of Financial Activities for the year ended 31 March 2021 is presented for illustrative purposes.

	2021 Unrestricted Funds £	2021 Restricted Funds £	2021 Endowment Funds £	2021 Total Funds £
Income and endowments from:				
Donations and legacies	89,724	-	-	89,724
Donations from LLAL	-	140,818	-	140,818
Charitable activities:				
HIA & Handyman	-	-	-	-
Enhancing Lives	-	-	-	-
Befriending and lunch club service	-	82,425	-	82,425
Hospital Discharge	-	125,000	-	125,000
Farley Big Local	-	(43,787)	-	(43,787)
Covid-19	-	94,740	-	94,740
Other grant income	63,337	-	-	63,337
Income from charitable services	242,245	-	-	242,245
Other trading activities	68,694	-	-	68,694
Investments:				
Bank account interest	147	772	-	919
Other income	11,278	-	-	11,278
Total income	475,425	399,968	-	875,393
Expenditure on:				
Raising funds	86,228	-	-	86,228
Charitable activities	171,402	623,385	-	794,787
Total expenditure	257,630	623,385	-	881,015
Net (expenditure)/income	217,795	(223,417)	-	(5,622)
Transfers between funds	(115,935)	115,935	-	-
Net movement in funds	101,860	(107,482)	-	(5,622)
Reconciliation of funds:				
Total funds at 1 April 2020	1,286,739	193,706	171,646	1,652,091
Total funds at 31 March 2021	1,388,599	86,224	171,646	1,646,469