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the year ended 31 March 2023**

**Age Concern Luton**

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## Age Concern Luton

### Charity information

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**Trustees and members  
of executive committee**

Dr Siva Puthrasingam  
Mr Aneel Sharma  
Ms Maxine Braham  
Mr Derek Ludlow CBE DL  
Ms Beverley Creagh  
Ms Frances Pardell (appointed 14 January 2023)

**Patron**

Professor Greg Whyte OBE

**Director**

Mrs Colette McKeaveney MBE DL

**Charity number**

200463

**Head office**

Bradbury House  
39 King Street  
Luton  
Bedfordshire  
LU1 2DW

**Auditor**

HW Bedford Limited  
Accountants and Statutory Auditor  
Woburn Court  
2 Railton Court  
Kempston  
Bedford  
MK42 7PN

**Bankers**

Yorkshire Bank  
7 Gold Street  
Northampton  
NN1 1EN

NatWest Bank  
31 George Street  
Luton  
LU1 2YN

# **Age Concern Luton**

## **Trustees' report For the year ended 31 March 2023**

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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 2023.

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 and/or they can stand for re-election.

There are no formal sub-committees, however from time to time Task and Finish sub-groups may be formed. The Trustees retiring by rotation are Aneel Sharma and Beverley Creagh who have 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. However, during COVID restrictions, the training was carried out online. 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 2023**

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### **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. 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 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 2023**

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#### **Charitable objectives and reporting under Public Benefit (continued)**

Whilst in previous years we had hoped for a return to normal as COVID restrictions and their aftermath eased we instead found older people at the sharp edge of the cost of living crisis with particular emphasis on the huge increase in utility and food bills. This made the prospect of older people needing to choose between heating and eating a real risk.

As such we continued to provide emergency support with food parcels, heater loans, blankets and other creative yet urgent provision of help. This would not be possible without the flexibility of our staff and volunteer team and the agility of the organisation, a key strength through the pandemic, to identify issues, plan interventions and deliver solutions to the town's older people. 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.

We have continued to work with partners in health and social care who often find themselves presented with new and complex issues where statutory interventions do not exist. We have been used as a trusted partner to help deliver innovative plans to distribute remedies designed to help with the cost of living and manage both the logistical process and evaluation of the efficacy of these interventions.

Our core services, honed by years of work with older people and partners, remained popular and effective. We fitted handrails, safety devices and attended to urgent household repairs for many older people, being the only agency still active on the ground. In many ways the pandemic 'new normal' of more remote services appears to be here to stay so our role, providing face-to-face and drop-in advice are more in demand than ever.

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 2023**

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#### **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.

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 2022/23 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 21 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 2023**

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### **Chair's Foreword**

It was with regret that, even after the world returned to a new normal in the wake of the pandemic, economic shocks and the cost of living crisis presented new problems for older people, more keenly felt in Luton than more affluent areas, and required Age Concern Luton to concentrate on crisis intervention.

We are grateful to partner organisations for working with us and entrusting us to help keenly needed funds provide the most support and impact to those in need. Our team have been creative, committed and caring to those who have developed problems due to higher bills or access to funds to get the help they need. We have found that this has meant that our paid for services continue to struggle to reach pre-pandemic levels. Whilst there is less fear of having people attend due to epidemiological risks, which was anecdotally considered to be the reason for lower new starts, over the last year this is very much more in relation to cost pressures. This has meant that these services tend to skew towards people with higher needs instead of those whereby they have traditionally made an effective preventative intervention.

A benefit of a work during the pandemic was how we improved our contact with those most marginalised groups. There is a large overlap of those who were vaccine hesitant and those least equipped to cope with rising food and energy prices. We worked extensively with Luton Borough Council in helping them administer funds and support to older people and in helping people they had identified for support actually receive funds via advice and practical assistance.

Issues around transport and volunteers have again made the restart of clubs and day centre activities difficult and sadly the manpower needed to restart these was largely diverted towards crisis intervention yet again.

We have invested in our retail operation and hope that this will lead to increased revenues moving forward as again we aim to return to, and surpass, pre-pandemic levels of profitability. This is especially needed as we struggle to balance wage increases which match the increase in the National Living Wage against keeping services affordable and thereby used by older people.

Despite this being another 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.

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 2022/2023. Thanks also to our management team and backroom staff for keeping established services running and also finding the time and solutions to address newly arising challenges. Our sincere thanks also go to all staff and volunteers who worked the front line and who continued to serve our community always going above and beyond. 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 2023**

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#### **Activities and achievements (continued)**

##### **Services Overview for the period 1 April 2022 – 31 March 2023**

#### **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 saw the largest change in monitoring since the services inception in 2011. As such we have not collected like for like figures with previous years as we seek to provide more expansive data in relation to patients accepted onto the scheme.

The Meet & Greet service supported in excess of 300 patients representing a larger number of people supported than in either of the previous 2 years (indicating a return to more normal referrals post COVID19).

The service has made improvements as a result of the pandemic in ensuring that visits cover a range of interventions that are relevant to discharge. This includes the provision of keysafes, food parcels (and shopping), furniture rearrangement and ensuring property is tidy/beds are made. More focus has been placed on helping patients build confidence and shape the service moving forward. We have developed a more thorough feedback system which is due to be introduced in the next year to capture the quality, speed and breadth of support provided.

The service continues to contribute to efficiency savings made by statutory services through safer speedier discharges and admission avoidance. We have developed excellent relationships with our trusted partners and are able to respond to and alter the service to meet their needs (and the needs of patients).

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

# Age Concern Luton

## Trustees' report For the year ended 31 March 2023

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### Activities and achievements (continued)

#### Services Overview for the period 1 April 2022 – 31 March 2023 (continued)

##### 2) Home Repair

This year's statistics show that 99% of key safes are still fitted or repaired within 24 working 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 1,166 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 1,000 enquiries for advice on repairs, including arranging covid safe repairmen to attend boiler breakdowns, electrical problems, floods, etc.

Over 90% of all beneficiaries were aged over 65, with the vast majority living alone. Over a third of service recipients lived in three of the poorest Luton wards - Northwell, Dallow, and Farley. Over half of all beneficiaries were aged over 80 years. The service is essential to keep low-income older people independent and safe at home and without our interventions it would be nearly impossible for carers to deliver care packages without significant risks and subsequent delays.

The most requested handyman interventions in this time period were fitting grab rails and key safes, together with other safety related interventions. This accounted for over half of all referrals. We fit most key safes on the same calendar day following 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.

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. As cost pressures continue to rise we have also distributed specialist thermal clothing, pocket/hand warmers and blankets to assist those without central heating.

Gardening continued this year with the lessons learned from COVID19 ensuring safe practice. In order to reduce administration the service became less ad-hoc and more regular which led to greater satisfaction from the majority of recipients.

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, more opportunities to remain living safely at home and more enjoyment from the home environment.**



# **Age Concern Luton**

## **Trustees' report For the year ended 31 March 2023**

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### **Activities and achievements (continued)**

#### **Services Overview for the period 1 April 2022 – 31 March 2023 (continued)**

##### **3) Home Support – Domestic cleaning and shopping**

We delivered 15,808 hours of support in 2022-23, a 16% reduction (21-22: 18,832, 20-21: 18,077) as we continued to struggle in finding customers who a) wanted people in their homes and b) felt they had sufficient income to meet these costs. 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 diet.

Referrals continued to focus on those more in crisis than just starting to struggle and so new starters represented more work than historical norms. We have offered an ad-hoc service to help people who cannot afford a regular service or to provide respite to carers.

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 disabilities (over 90% self reporting) and live alone (83%) Two thirds of the people receiving this service are aged over 81 years. The service is used throughout the town and supports all sections of Luton's

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 and that a cost of living payment was made to workers to cover the early part of 2023 as inflation outstrips our pre-arranged (yet generous) 10% pay rise.

**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. The service is also essential in allowing care plans and other agencies to provide support to older people.**

# Age Concern Luton

## Trustees' report For the year ended 31 March 2023

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### Activities and achievements (continued)

#### Services Overview for the period 1 April 2022 – 31 March 2023 (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.

In total 915 people were supported via this project. This is an increase of 15% from the figure of 794 people in 2021-2022. The chart below shows the source of referrals. This is broadly similar with previous results with growth largely attributable to self/family members, Social Services and Health services. In total the service was able to obtain weekly benefits accounting for an annualised figure of £446,597.84 as well as one off-grants and access to unclaimed income (e.g. private and state pensions) totalling £136,299.92. This is all money brought directly into the town to enable people supported to live more comfortably and obtain the care they need.

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 75, 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.**

# **Age Concern Luton**

## **Trustees' report For the year ended 31 March 2023**

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### **Activities and achievements (continued)**

#### **Services Overview for the period 1 April 2022 – 31 March 2023 (continued)**

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

Befriending has continued to focus on one-to-one interventions either via telephone calls or visits to the older person's home. Whilst a demand for larger scale events and clubs remains there is less appetite for the costs and logistical challenges these generate (i.e. transport, memberships, etc.) for potential service recipients.

Given so many older people have effectively been at home for in excess of two years 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 returned to the office/workplace 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 87, with the oldest being 102 and the youngest 51. Prior to Covid19, 137 people had a telephone befriender. Our service users tend to either be those older people who have a wide range of physical, and sometimes mental health, issues and then people over 50 but under retirement age who suffer from depression and anxiety. Much of this is exacerbated by cost of living pressures and the wider issues affecting the country such as NHS waiting times and availability of GP/Dental appointments.

We have streamlined our telephone calls to improve the quality of interventions rather than check calls for thousands of people during various lockdown stages. This has allowed our volunteers to dig deeper and subsequently identify issues which we can then address in-house or via referrals/signposting.

**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; earlier detection of deteriorating mental and physical health; assistance in resolving issues via signposting and referrals.**



# **Age Concern Luton**

## **Trustees' report For the year ended 31 March 2023**

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### **Activities and achievements (continued)**

#### **Services Overview for the period 1 April 2022 – 31 March 2023 (continued)**

##### **6) Farley Big Local**

We continued in our role as accountable body for Farley Big Local, the project is now in its seventh 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 plan will be completed and signed off by all partners in the Autumn of 2023. A final plan was prepared in 2023 and much work has taken place in identifying priorities, sourcing effective partners and managing risk to ensure money is spent well. Following last year's popularity the board have again delivered community activities including Christmas and Eid projects, online events, and partnerships with various community groups to meet the area's needs with specific reference to cost-of-living/food security issues.

##### **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. We made available our risk assessments in relation to reopening post COVID and worked closely with a variety of organisations to understand the issues and best practice associated with providing food parcels and/or meals to those in need.

##### **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 of 2021, having been closed due to Covid restrictions from March 2020.

Despite the modernisation of aspects of the shops such as introducing Gift Aid and the employment of a Retail and Development manager performance remained sluggish and premises were not immune from rising bills and other costs. Challenges in effectively recruiting volunteers led to higher costs associated with staffing in order to operate safely and maintain opening hours. The cost of living crisis also affects our ability to trade as those using charity shops tend to have less disposable income and uniform price rises are adjudged to reduce overall takings (model being based on price and volume).

# **Age Concern Luton**

## **Trustees' report For the year ended 31 March 2023**

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### **9) Volunteers**

Whilst the end of furlough saw a loss in our total number of volunteers this was coupled with a reduction in demand for delivery services of the essential items we provide. With this in mind we have focused on finding suitable volunteer to deliver face-to-face continuous services for those most at risk of social isolation.

We have completed a record number of induction training sessions for prospective volunteers. Being able to see volunteers in person whilst also having confidence that courses can be delivered online has enabled us to achieve this milestone.

Continued 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. The ethos of Age Concern Luton continues to be that older people are best able to deliver this kind of service and so many prospective service users instead become service deliverers and this only increases their sense of wellbeing and community. We believe we are unique within our borough for taking this approach and are very proud of the work of our volunteers and those who provide them with mentoring and support.

### **Income generation**

The overall incoming resources were £1,029,555 (2022: £986,165).

Transfers between funds to meet the unfunded portion of costs were necessary and are detailed in note 8 on page 29. In total this amounted to £36,423 from the General Fund to restricted funds (2022: £41,333) 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 2023 are £958,733 (2022: £811,061) which represents approximately 12 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;

# Age Concern Luton

## Trustees' report For the year ended 31 March 2023

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### Future activities (continued)

- 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.

### 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 £958,733 (2022: £811,061) which is consistent with the reserves policy.

Within unrestricted reserves, but not included in free reserves, is £329,528 (2022: £332,622) held under a designated fixed asset fund and £275,000 (2022: £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 2023**

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### **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/London 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 deliver the Household Support Fund for the benefit of older people in Luton. These funds helps ensure that older people most in need receives targeted support to help meet challenges based on the cost of living crisis. We have also benefited from, and are grateful for, support from Luton Borough Council in relation to funding for recruitment, training and retention of staff within this period.

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 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. We would also like to thank Mrs Helen Nellis, for her support as Bedfordshire's Lord-Lieutenant before her retirement in September 2022 and her ongoing encouragement & wisdom thereafter.

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 2023**

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#### **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 31 January 2024  
And signed on their behalf by



**Ms Maxine Braham**  
**Trustee**



# **Independent auditors' report to the Trustees of Age Concern Luton**

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## **Opinion**

We have audited the financial statements of Age Concern Luton (the charity) for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

## **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

## **Other information**

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

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

We have nothing to report in this regard.

# **Independent auditors' report to the Trustees of Age Concern Luton**

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## **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the Trustees' Report; or
- the charity has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

## **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities set out on page 16, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

## **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud, is detailed below:

- We obtained an understanding of the nature of the sector in which the charity operates, including the legal and regulatory framework applicable to the charity. We consider that the most significant are the Charities Statement of Recommended Practice, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and the charity's Trust Deed.
- We obtained an understanding of how the charity complies with these requirements by discussions with those charged with governance and reviewing the minutes of Trustee meetings.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with those charged with governance.
- We inquired of those charged with governance about their own identification and assessment of the risk of irregularities, including any known actual, suspected or alleged instances of fraud.
- We discussed matters about non-compliance with laws and regulations and how fraud might occur including assessment of how and where the financial statements may be susceptible to irregularities or fraud.

## **Independent auditors' report to the Trustees of Age Concern Luton**

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

- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

In addition to the risk of management override of controls, we have identified revenue recognition as the area where the financial statements are most susceptible to material misstatement due to fraud. Audit procedures performed included a review of income paperwork and sample testing.

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

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit

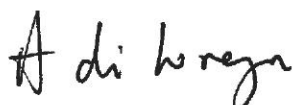


# **Independent auditors' report to the Trustees of Age Concern Luton**

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## **Use of report**

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Alberto Di Lorenzo (Senior Statutory Auditor)

for and on behalf of HW Bedford Limited

Accountants and Statutory Auditor  
Woburn Court  
2 Railton Court  
Kempston  
Bedford  
MK42 7PN

Date: 31 January 2024

*HW Bedford Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.*

## Age Concern Luton

### Statement of financial activities (including Income and Expenditure Account) For the year ended 31 March 2023

		2023	2023	2023	2023	As restated 2022
	Notes	Unrestricted Funds £	Restricted Funds £	Endowment Funds £	Total Funds £	Total Funds £
<b>Income and endowments from:</b>						
Donations and legacies		38,162	-	-	38,162	20,206
Charitable activities:						
LLAL income		-	143,000	-	143,000	136,184
Recruitment and Retention		-	35,000	-	35,000	-
Household Support service		-	100,000	-	100,000	-
Enhancing Lives		-	-	-	-	24,362
Befriending, wellbeing and lunch club service		-	41,873	-	41,873	74,926
Hospital Discharge		-	207,113	-	207,113	154,650
Farley Big Local		-	57,000	-	57,000	80,820
Covid-19		-	-	-	-	94,672
Other grant income		-	-	-	-	4,163
Income from charitable services		256,894	-	-	256,894	266,561
Other trading activities	3	143,143	-	-	143,143	120,845
Investments:						
Bank account interest		262	140	-	402	49
Other income		6,968	-	-	6,968	8,727
<b>Total income</b>		<b>445,429</b>	<b>584,126</b>	<b>-</b>	<b>1,029,555</b>	<b>986,165</b>
<b>Expenditure on:</b>						
Raising funds	3	122,961	-	-	122,961	91,680
Charitable activities	4	135,225	678,381	-	813,606	709,562
<b>Total expenditure</b>		<b>258,186</b>	<b>678,381</b>	<b>-</b>	<b>936,567</b>	<b>801,242</b>
<b>Net (expenditure)/income</b>		<b>187,243</b>	<b>(94,255)</b>	<b>-</b>	<b>92,988</b>	<b>184,923</b>
Transfers between funds	8, 14, 15	(36,423)	36,423	-	-	-
<b>Net movement in funds</b>		<b>150,820</b>	<b>(57,832)</b>	<b>-</b>	<b>92,988</b>	<b>184,923</b>
<b>Reconciliation of funds:</b>						
Total funds at 1 April 2022 (as restated)		1,554,484	105,262	171,646	1,831,392	1,646,469
<b>Total funds at 31 March 2023</b>	<b>14, 15, 16</b>	<b>1,705,304</b>	<b>47,430</b>	<b>171,646</b>	<b>1,924,380</b>	<b>1,831,392</b>

All operations are continuing operations.

The notes on pages 24 to 37 form part of these financial statements.

## Age Concern Luton

### Balance sheet As at 31 March 2023

	Notes	2023 £	As restated 2022 £
<b>Fixed assets:</b>			
Tangible fixed assets	9	471,571	482,247
Fixed asset investments	10	320,139	319,999
<b>Total fixed assets</b>		<u>791,710</u>	<u>802,246</u>
<b>Current assets:</b>			
Debtors	11	26,362	53,572
Cash at bank and in hand	12	1,238,540	1,165,858
<b>Total current assets</b>		<u>1,264,902</u>	<u>1,219,430</u>
<b>Liabilities:</b>			
Creditors: amounts falling due within one year	13	(132,232)	(190,284)
<b>Net current assets</b>		<u>1,132,670</u>	<u>1,029,146</u>
<b>Total assets less current liabilities</b>		<u>1,924,380</u>	<u>1,831,392</u>
<b>Total net assets</b>		<u><u>1,924,380</u></u>	<u><u>1,831,392</u></u>
<b>The funds of the charity:</b>			
Unrestricted funds	14	1,705,304	1,554,484
Restricted funds	15	47,430	105,262
Endowment funds	16	171,646	171,646
<b>Total charity funds</b>	17	<u><u>1,924,380</u></u>	<u><u>1,831,392</u></u>

The notes on pages 24 to 37 form part of these financial statements.

The financial statements were approved by the trustees on

And signed on their behalf by



**Ms Maxine Braham**  
Trustee

## Age Concern Luton

### Statement of cash flows For the year ended 31 March 2023

	Notes	2023 £	2022 £
<b>Cash flows from operating activities:</b>			
Net cash used in operating activities	22	72,420	321,405
<b>Cash flows from investing activities:</b>			
Interest and dividend income		402	49
Interest income allocated to fixed asset investments		(140)	(30)
<b>Net cash used in investing activities</b>		262	19
<b>Change in cash and cash equivalents in the year</b>		<b>72,682</b>	<b>321,424</b>
Cash and cash equivalents at the beginning of the year		1,165,858	844,434
<b>Cash and cash equivalents at the end of the year</b>		<b>1,238,540</b>	<b>1,165,858</b>

# **Age Concern Luton**

## **Notes to the financial statements For the year ended 31 March 2023**

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### **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 2023

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#### 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 estimated selling price less costs to sell, 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 2023

#### 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

	£	2023 £	£	2022 £
<b>Income</b>		143,143		120,845
<b>Expenditure</b>				
Salary and other staff costs	81,483		56,033	
Rent and rates	19,780		17,232	
Other shop costs	21,698		18,415	
		(122,961)		(91,680)
<b>Net (expenditure)/income</b>		20,182		29,165

# Age Concern Luton

## Notes to the financial statements For the year ended 31 March 2023

### 4 Analysis of expenditure on charitable activities

2023	Other Salary costs £	staff costs £	Premises costs £	Other costs £	2023 Total £
Care for the elderly	452,863	22,304	4,252	183,956	663,375
Support and governance	82,850	-	32,936	34,445	150,231
	<u>535,713</u>	<u>22,304</u>	<u>37,188</u>	<u>218,401</u>	<u>813,606</u>

2022	Salary costs £	Other staff costs £	Premises costs £	Other costs £	As restated 2022 Total £
Care for the elderly	464,343	19,959	6,939	92,235	583,476
Support and governance	46,220	-	27,802	52,064	126,086
	<u>510,563</u>	<u>19,959</u>	<u>34,741</u>	<u>144,299</u>	<u>709,562</u>

Included in premises costs is depreciation of £9,260 (2022: £6,896).

### 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.

2023	Support costs £	Governance costs £	2023 Total £	Basis of apportionment
Staff costs	81,350	1,500	82,850	Staff time
Depreciation	9,260	-	9,260	Staff time
Premises costs	22,398	-	22,398	Invoiced cost
Office costs	14,321	-	14,321	Invoiced cost
Advertising costs	547	-	547	Invoiced cost
Travel costs	1,278	-	1,278	Invoiced cost
Subscriptions	1,920	-	1,920	Invoiced cost
Professional fees	8,608	-	8,608	Invoiced cost
Auditor's remuneration	-	6,600	6,600	Governance
Bank charges	2,423	-	2,423	Invoiced cost
Sundry expenses	26	-	26	Invoiced cost
	<u>142,131</u>	<u>8,100</u>	<u>150,231</u>	



## Age Concern Luton

### Notes to the financial statements For the year ended 31 March 2023

#### 5 Allocation of governance and support costs (continued)

2022	Support costs	Governance costs	As restated 2022 Total	Basis of apportionment
	£	£	£	
Staff costs	44,720	1,500	46,220	Staff time
Depreciation	6,896	-	6,896	Staff time
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	33,903	-	33,903	Invoiced cost
Independent Examiner's fees	-	3,000	3,000	Governance
Bank charges	2,191	-	2,191	Invoiced cost
Sundry expenses	-	-	-	Invoiced cost
	<u>121,586</u>	<u>4,500</u>	<u>126,086</u>	

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

This is stated after charging:

	2023 £	2022 £
Auditors remuneration for audit services	6,600	-
Independent Examiner's fees	-	3,000
Depreciation	10,676	12,243
Rent – land and buildings	<u>17,654</u>	<u>20,226</u>

## Age Concern Luton

### Notes to the financial statements For the year ended 31 March 2023

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

	2023 £	2022 £
Salaries	596,352	555,921
Social Security costs	33,347	25,398
Pension Costs	12,852	11,426
	<u>642,551</u>	<u>592,745</u>

Of the above payroll costs, £81,483 (2022: £56,033) is allocated against the charity shop income.

The Trustees are not remunerated for their work as Trustees. During the year no Trustees (2022: none) were reimbursed for travelling and meeting expenses aggregating to £nil (2022: £nil).

During the year there were 8 full time and 11 part time employees (2022: 9 full time and 16 part time), as well as approximately 32 part-time home support workers (2022: 31).

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 £61,387 (2022: £49,582). One employee earned more than £60,000 (2022: none).

#### 8 Transfers

The analysis of the net transfer of £36,423 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	30,770
For the unfunded element of the Household Support fund	431
For the unfunded element of the lunch club costs	5,222
	<u>36,423</u>
Net transfer amount	<u>36,423</u>

## Age Concern Luton

### Notes to the financial statements For the year ended 31 March 2023

#### 9 Fixed assets

	Freehold Property £	Property Improvements £	Office Equipment £	Computer Equipment £	Motor Vehicles £	Total £
<b>Cost</b>						
At 1 April 2022	504,023	40,349	85,797	27,256	-	657,425
At 31 March 2023	504,023	40,349	85,797	27,256	-	657,425
<b>Depreciation</b>						
At 1 April 2022	65,744	16,057	71,085	22,292	-	175,178
Charge for the year	4,032	2,012	2,948	1,684	-	10,676
At 31 March 2023	69,776	18,069	74,033	23,976	-	185,854
<b>Net book values</b>						
31 March 2023	434,247	22,280	11,764	3,280	-	471,571
31 March 2022	438,279	24,292	14,712	4,964	-	482,247

#### 10 Fixed asset investments

	2023 £	2022 £
Endowment fund	300,139	299,999
National savings bond	20,000	20,000
	320,139	319,999

The balance at the year end includes interest of £140 (2022: £30) being received.  
The endowment fund is held in a Charity Investment Account with Santander.

#### 11 Debtors

	2023 £	As restated 2022 £
Other debtors	3,656	41,591
Prepayments and accrued income	21,255	10,754
Customer balances	1,451	1,227
	26,362	53,572

## Age Concern Luton

### Notes to the financial statements For the year ended 31 March 2023

#### 12 Bank balances

	2023 £	2022 £
Current account	1,237,140	1,164,219
Petty cash	1,400	1,639
	<u>1,238,540</u>	<u>1,165,858</u>

Included within the above totals is a net amount of £16,328 due to customers (2022: net amount of £12,190 due to customers).

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

	2023 £	2022 £
Taxation and social security	-	8,946
Other creditors	76,852	50,167
Accruals and deferred income	37,600	117,754
Client accounts	17,780	13,417
	<u>132,232</u>	<u>190,284</u>

Included in accruals is an amount in respect of pension contributions of £1,753 (2022: £426) outstanding at the year end.

#### Deferred income

	2023 £	2022 £
At 1 April 2022	80,513	-
Received during the year	-	80,513
Released to incoming resources	(80,513)	-
	<u>-</u>	<u>80,513</u>
At 31 March 2023	-	80,513

Income is deferred when it relates to a future accounting period. There was no deferred income at 31 March 2023.

## Age Concern Luton

### Notes to the financial statements For the year ended 31 March 2023

#### 14 Unrestricted funds

	As restated Balance at 1 April 2022 £	Movement in year Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
General fund	946,862	445,429	(255,092)	(36,423)	1,100,776
Designated fixed asset fund	332,622	-	(3,094)	-	329,528
Designated building fund	275,000	-	-	-	275,000
	<u>1,554,484</u>	<u>445,429</u>	<u>(258,186)</u>	<u>(36,423)</u>	<u>1,705,304</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 2022 £	Movement in year Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Core funding	-	143,000	(143,000)	-	-
Recruitment and retention	-	35,000	(35,000)	-	-
Household Support	-	100,000	(100,431)	431	-
Covid-19	2,607	-	(2,607)	-	-
Befriending and Wellbeing	(1,333)	41,873	(49,823)	-	(9,283)
Home Repair and Handyman	30,000	-	(30,770)	30,770	30,000
Enhancing Lives	2,475	-	(308)	-	2,167
Lunch clubs	-	140	(5,362)	5,222	-
Hospital Discharge	4,340	207,113	(210,530)	-	923
Farley Big Local	49,753	57,000	(100,550)	-	6,203
Long Term Conditions	5,289	-	-	-	5,289
IT Project	12,000	-	-	-	12,000
Spread the Warmth	131	-	-	-	131
	<u>105,262</u>	<u>584,126</u>	<u>(678,381)</u>	<u>36,423</u>	<u>47,430</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 2023

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#### 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 29.

<b>Name of fund</b>	<b>Nature, purpose and description of fund</b>
Core funding	Funding received from LLAL
Recruitment and Retention	Funding received to support staff in their training and ongoing development
Covid-19	For supporting older people through the pandemic
Household Support	For supporting older people in their households
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 2023

#### 17 Net assets held by funds

	Fixed Assets £	Cash at bank & Investments £	Other Assets £	Creditors £	Total £
General fund	471,571	1,339,603	26,362	(132,232)	1,705,304
Restricted fund	-	47,430	-	-	47,430
Endowment fund	-	171,646	-	-	171,646
	<u>471,571</u>	<u>1,558,679</u>	<u>26,362</u>	<u>(132,232)</u>	<u>1,924,380</u>

#### 18 Financial commitments

At 31 March 2023 the charity had total outstanding commitments for future minimum lease payments under non-cancellable operating leases as follows:

	2023 £	2022 £
Land and buildings/other leases:		
Within one year	6,472	5,280
Between 2 and 5 years	17,333	1,859
In over 5 years	-	-
Total future minimum lease payments	<u>23,805</u>	<u>7,139</u>

There are no capital commitments (2022: £nil).

#### 19 Contingent liabilities

There are no contingent liabilities at the year end (2022: £nil).

#### 20 Related party transactions

The charity received donations from trustees of £nil in the year (2022: £500). 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 2023

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#### 21 Prior year adjustment

During the year an adjustment was made to the comparative figures for the year ended 31 March 2022 in relation to a balance that was included in debtors that was found to be irrecoverable. A prepayment for some IT services was included in debtors in the accounts for the year ended 31 March 2022. However, the company to which the money had been paid went into liquidation during the year ended 31 March 2022 and therefore the services will now not be received from the company. The comparative figure for debtors has now been adjusted and the cost has been included in unrestricted expenditure for the year ended 31 March 2022. The effect of this adjustment is:

	£
Opening reserves at 1 April 2022 (as previously stated)	1,845,216
Prior year adjustment	(13,824)
	<hr/>
Opening reserves at 1 April 2022 (as restated)	1,831,392
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## Age Concern Luton

### Notes to the financial statements For the year ended 31 March 2023

#### 22 Notes to the Statement of Cash Flows

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

	2023 £	2022 £
Net income for the year	92,988	184,923
Less investment income shown in investing activities	(402)	(49)
Add back depreciation	10,676	12,243
(Increase)/decrease in debtors	27,210	44,112
(Decrease) in creditors	(58,052)	80,176
Net cash flow from operating activities	<u>72,420</u>	<u>321,405</u>

##### Cash and cash equivalents

Year ended 31 March 2023	2023 £	2022 £
Cash and cash equivalents	<u>1,238,540</u>	<u>1,165,858</u>
Year ended 31 March 2022	2022 £	2021 £
Cash and cash equivalents	<u>1,165,858</u>	<u>844,434</u>

##### Analysis of changes in net funds

	2022 £	Cash flow £	2023 £
<b>Net cash</b>			
Cash at bank and in hand	<u>1,165,858</u>	<u>72,682</u>	<u>1,238,540</u>
	<u>1,165,858</u>	<u>72,682</u>	<u>1,238,540</u>
	<u>1,165,858</u>	<u>72,682</u>	<u>1,238,540</u>

## Age Concern Luton

### Notes to the financial statements For the year ended 31 March 2023

#### 23 Comparative Statement of Financial Activities

The Statement of Financial Activities for the year ended 31 March 2022 is presented for illustrative purposes.

	As restated 2022 Unrestricted Funds £	2022 Restricted Funds £	As restated 2022 Endowment Funds £	2022 Total Funds £
<b>Income and endowments from:</b>				
Donations and legacies	20,206	-	-	20,206
Charitable activities:				
LLAL income	-	136,184	-	136,184
Enhancing Lives	-	24,362	-	24,362
Befriending and lunch club service	-	74,926	-	74,926
Hospital Discharge	-	154,650	-	154,650
Farley Big Local	-	80,820	-	80,820
Covid-19	-	94,672	-	94,672
Other grant income	-	4,163	-	4,163
Income from charitable services	266,561	-	-	266,561
Other trading activities	120,845	-	-	120,845
Investments:				
Bank account interest	19	30	-	49
Other income	8,727	-	-	8,727
<b>Total income</b>	<b>416,358</b>	<b>569,807</b>	<b>-</b>	<b>986,165</b>
<b>Expenditure on:</b>				
Raising funds	91,680	-	-	91,680
Charitable activities	117,460	592,102	-	709,562
<b>Total expenditure</b>	<b>209,140</b>	<b>592,102</b>	<b>-</b>	<b>801,242</b>
<b>Net (expenditure)/income</b>	<b>207,218</b>	<b>(22,295)</b>	<b>-</b>	<b>184,923</b>
Transfers between funds	(41,333)	41,333	-	-
<b>Net movement in funds</b>	<b>165,885</b>	<b>19,038</b>	<b>-</b>	<b>184,923</b>
<b>Reconciliation of funds:</b>				
Total funds at 1 April 2021	1,388,599	86,224	171,646	1,646,469
<b>Total funds at 31 March 2022</b>	<b>1,554,484</b>	<b>105,262</b>	<b>171,646</b>	<b>1,831,392</b>