

AGE CONCERN LUTTERWORTH AND DISTRICT

England & Wales · Charity number 247288

Details

Other names	LUTTERWORTH AND DISTRICT AGE CONCERN, LUTTERWORTH OLD PEOPLE'S WELFARE ASSOCIATION
Status	Registered
Legal form	Other
Registered	1966-03-28
Register	View on the Charity Commission register

Contact

Address	7 High Street Lutterworth LE17 4AT
Phone	01455557116
Email	Info@ageconcernlutterworth.org.uk
Website	ageconcernlutterworth.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF ELDERLY PEOPLE IN ANY MANNER, WHICH NOW IS, OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE IN THE "OLD RURAL DISTRICT COUNCIL AREA"

Activities: Lutterworth's Age Concern working for people in later life of Lutterworth and the surrounding villages, making later life a fulfilling and enjoyable experience, aiming to combat isolation and loneliness. The charity provides a wide range of social activities weekly or monthly. We also signpost advice and information on a variety of subjects. A Lutterworth charity working for Lutterworth people.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Elderly/old People

Geography

- **Area of benefit:** LUTTERWORTH
- Leicestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£207,309	£208,094	-	-
2024-03-31	£179,618	£160,796	-	-
2023-03-31	£167,413	£177,991	-	-
2022-03-31	£195,794	£141,849	-	-
2021-03-31	£75,342	£87,064	-	-

Trustees

Name	Role	Appointed
Helen Yvonne Potter	Chair	2025-09-16
CAROL SCHOLES		
Helen Sowerby		2025-11-20
Philip Weller		2014-11-07
Roger Platt		2023-05-17
Sandra Junita Wheelwright		2018-09-20
Sarah Simms		2023-05-27
Shirley Farinha		2022-09-21

AGE CONCERN LUTTERWORTH AND DISTRICT

England & Wales - Charity number 247288

Accounts



LUTTERWORTH & DISTRICT

7 High Street

Lutterworth Leics

LE17 4AT

Phone 01455 557116

Email-info@ageconcernlutterworth.org.uk

www.ageconcernlutterworth.org.uk

Registered Charity No 247288

**A.G.M. Tuesday 16th September 2025
1.15pm at Lutterworth Town Hall**

Agenda

1. Welcome and Apologies
2. Minutes from the AGM 2024
3. Treasurers Report
4. Report of the Board of Trustees
5. Trustees for the year 2025/26
6. General Manager
7. Election of Chair
8. AOB

Age Concern Lutterworth & District a financially independent local charity.

A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people.

Minutes of the AGM held on 17th September 2024 at 1pm

- 1. Welcome and apologies:** Carol Scholes (Chair of Trustees) welcomed 24 people to the meeting, including the Town Mayor – Rob Coleman and his Deputy- Val Cooper. The following Trustees were also present- Inger Parsons, Sandy Wheelwright, Helen Potter, Roger Platt, Shirley Farinha, Carole Harrington, Sarah Simms. Apologies were received from S. Weller (Trustee), C. Sandland, J. Leaning, M. Hodgson, C. Scott, S. Huc, J. Rose, S.Eggleton, M. McMillan.
- 2. Minutes from the 2023 AGM:** The minutes were approved, proposed by B. Morgan, seconded by J. Smith.
- 3. Treasurers Report:** Roger Platt presented his report for the year ending 31/03/2024 which was approved by Val Cooper to whom we send our thanks. The total funds at the year end were £160,796. This shows a small deficit over the previous year. The reserve figure is set at £80,000 to cover 9 months.
- 4. Report from the Board of Trustees:** Carol went through the report. She thanked all staff and volunteers for their hard work this year, especially on the administration of Gift Aid which raised £6,000 in the financial year. She stated that the support of our volunteers has been invaluable. Irene Wilson asked if we are using the new Church Gate Centre and Carol stated that clients are enjoying the venue.
Beryl Morgan voiced her approval of the Men’s Interest Group.
Rohini Corfield (VASL) asked about our use of the new Golf Club building (used by us for the over 90s event).
- 5. Trustees for 2023/4:** The following Trustees are continuing—Carol Scholes, Carole Harrington, Helen Potter, Sam Weller, Inger Parsons, Sandy Wheelwright, Roger Platt, Shirley Farinha, Sarah Simms.
- 6. General Manager:** Sarah Boot thanked Trustees and volunteers for their work this year. She stated that attendance for trips has been very good this year.
- 7. Election of a Chair:** Carol Scholes was elected—proposed by Shirley Farinha and seconded by Judy Smith.
- 8. Any other business:** Judy Smith raised the question of costs for the lunch clubs and Roger stated that changes will be made together with re-organisation of transport. Staff are being consulted on this.

The meeting closed at 1.20pm.

Treasurer's Report 2025

Annual Accounts

Statement of Financial Activities

Year ended 31 Mar 2025

	Unrestricted Funds	Restricted Funds	Total Funds 2024-25	Total Funds 2023-24
	£	£	£	£
Incoming Resources				
<i>Fundraising Activities</i>				
General Fundraising including Shop Sales	101,073	-	101,073	92,904
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	2,424	-	2,424	4,232
All other services	88,197	-	88,197	72,759
<i>Other Income</i>				
Donations inc Gift Aid	11,594	-	11,594	7,290
Grants	-	-	-	-
Investment Income	4,021	-	4,021	2,433
Total Incoming Resources	207,309		207,309	179,618
Resources Expended				
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	3,943	-	3,943	8,770
Provision of Other Services	80,173	-	80,173	79,520
Staff	86,956	-	86,956	71,738
Property	27,232	-	27,232	24,000
Overheads	9,790	-	9,790	8,842
Total Resources Expended	208,094	-	208,094	192,870
Net Incoming Resources	(785)	-	(785)	(13,252)
Balances Brought Forward	160,796	-	160,796	174,048
Fund Balances	160,011	-	160,011	160,796

Balance Sheet

For the Year Ending 31 Mar 2025		2024-25	2023-24
		£	£
Current Assets			
	Prepayments	1,794	1,294
	Short Term	144,346	150,522
	Cash at Bank & in hand	14,179	12,849
	Total	160,319	164,665
Current Liabilities			
	Accruals & deferred income	308	3,869
		160,011	160,796
Funds			
	Restricted	-	-
	General	160,011	160,796
	Total	160,011	160,796

The Trustees would like to express our thanks to the clients and residents who have made generous donations during the last year and, to those who make regular monthly or annual donations. Gift Aid has been claimed where applicable.

The accounts have been examined by Valerie Cooper (Company Accountant Retired) she reported

“Once again, I must report that the maintenance of these accounts is kept to a very satisfactory level. I had no queries and as in past years I found everything is clear, simple, analysed and balanced, a credit to those concerned in the upkeep of these accounts”.

Therefore, we recommend them for adoption.

Reserves

Reserves are to be maintained at a level which ensures Age Concern Lutterworth & District's core activities could continue during a period of unforeseen difficulty.

In order to provide for these obligations, the Trustees consider it necessary to establish financial reserves for costs over a 9-month period of £92,000

Board of Trustees Report 2025

The trustees of Age Concern Lutterworth & District present this annual report to inform you how the charity works, including its successes and challenges. The board of trustees is made up of 9 Trustees who carry out their roles voluntarily, they meet bi-monthly and have a responsibility to ensure the charity is run in a professional manner and its finances are used appropriately. The Trustees are pleased to report throughout the year 2024-2025 Age Concern Lutterworth & District has continued to develop, providing a varied selection of day trips, lunches, parties and information whilst also opening new services. For many people locally the charity's services provide an opportunity to socialise and enjoy the company of others, this is especially important for those who live alone.

Our mission and aims are:

“Combat loneliness and isolation, promoting health and wellbeing along with providing information and support for older members of Lutterworth and local villages”.

“A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people”.

We have a highly experienced team of 5 paid staff who carry out the day-to-day work of the charity with dedication and professionalism. We can be confident their commitment is to provide a varied range of services, activities, and day trips which meet the needs and expectations of our clients. Maintaining and improving the shop and office is prioritised, Sarah, Jane, Carolyn, Karen and Andrew evaluate and make changes when possible, to expand the selling space and quality of the shopping experience and the service provided by the office.

Sincere thanks go to the shop volunteers who give valuable time to the charity, your cheery smiles, and helpful attitude certainly make the shoppers experience the best it can be. If you are one of the volunteers whose work involves sorting or steaming you also provide an essential service, without you there would not be any goods to sell. Every volunteer whether in the shop or at a service assists the charity in its successful work. Volunteers are the backbone of the charity essential and highly valued by staff and trustees. Thank you.

Financially there continue to be challenges, the living wage has increased year on year and the cost of utilities, coaches, meals and room hire have seen us having to dip into our reserves. We work hard to maintain the financial support the charity provides towards services and trips. This year we owe a big thank you to Barbara Brookes for her glider challenge which raised an amazing £833 for our charity and equal amounts for Lutterworth Community Transport and the Academy for Dementia Research and Education (ADRE). Thanks also go to Lutterworth Community Transport for organising and the promotion of Barbaras challenge.

The charity continues its links with local organisations, businesses and charities including, the Town Council, the “Share and Care group, VASL, Lutterworth Community Transport, the Churchgate Community Centre, Lutterworth Museum, the local PCSO's and the Lutterworth Retail Forum. Working with other groups maintains us as a respected part of the community.

Last year we reported two specific challenges for this year. Firstly the Rainbows charity shop opening who we compete for donations volunteers and shoppers. These challenges have been meet head on by our staff and volunteers who have instigated good communications, we believe this supports all tenants of 7 High Street. Having another charity shop next door probably

improves our footfall and sales opportunities. The second challenge was the landscaping work of the Town Hall carpark which was due to begin in February 2025. We expected this would cause significant disruption to our access, during the development and afterwards. At the time of writing this report no works have started therefore, this will remain a challenge for the year ahead.

Looking forward, we believe with strong financial management from trustees and staff we will secure Age Concern Lutterworth & District's long-term viability, while retaining the focus of meeting the needs of the older people we are privileged to support.

Thank you for attending today. We welcome your comments and views.

Trustees for the year 2025/26

All current trustees are willing to re-stand to the board of Trustees for 2025/26, these are:

Carol Scholes
Carole Harrington
Roger Platt
Helen Potter
Sam Weller
Inger Parsons
Sandy Wheelwright
Sarah Simms
Shirley Farinha

Currently there are no trustee vacancies.

General Manager

Nomination for Chair of Trustees 2025/26

Any Other Business

AGE CONCERN LUTTERWORTH AND DISTRICT

England & Wales - Charity number 247288

Accounts



LUTTERWORTH & DISTRICT

7 High Street

Lutterworth Leics

LE17 4AT

Phone 01455 557116

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Registered Charity No 247288

**AGM Meeting Tuesday 17th September 2024
1pm at Lutterworth Town Hall**

Agenda

1. Welcome and Apologies
2. Minutes from the AGM 2023
3. Treasurers Report
4. Report of the Board of Trustees
5. Trustees for the year 2024/5
6. General Manager
7. Election of Chair
8. AOB

Age Concern Lutterworth & District a financially independent local charity.

A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people.

Minutes of the AGM held on Wednesday 20th September 2023 at 12noon

1. **Welcome and apologies:** Carol Scholes (Chair of Trustees) welcomed 16 people to the meeting. The following Trustees were also present- Allan Heggs, Inger Parsons, Sandy Wheelwright, Helen Potter, Roger Platt, Shirley Farinha, Carole Harrington. Apologies were received from Sam Weller (Trustee), Carolyn Sandland, Jane Leaning, Sarah Simms (Trustee), David and Sheila Jones, Anne Hicks, Sue Smith, Doreen Gibson.
2. **Minutes from the 2022 AGM:** The minutes were approved.
3. **Treasurers Report:** The report for the year ending 31/03/2023 was examined. This was prepared by Roger Platt and approved by Val Cooper to whom we send our thanks. The total funds at the year end were £174,048. The charity has had a steady year but has ended with a small deficit in funds.
The reserve figure is set at £80,000 to cover 9 months.
4. **Report from the Board of Trustees:** Carol went through the report. She thanked all staff and volunteers for their hard work this year. Roger Platt has joined us as Treasurer.
The meeting was attended by Rohini Corfield (VASL), Amanda Harvey (Care and Share), and Graeme Thomas (Community Transport) who gave outlines of the services which they provide to our charity.
5. **Trustees for 2022/3:** The following Trustees are continuing—Carol Scholes, Carole Harrington, Helen Potter, Sam Weller, Allan Heggs, Inger Parsons, Sandy Wheelwright, Roger Platt, Shirley Farinha, Sarah Simms.
6. **Election of a Chair:** Carol Scholes was elected—proposed by Shirley Farinha and seconded by Judy Smith.
7. **Any other business:** Sarah Boot (General Manager) thanked her staff and the Trustees for their work during the year.
Eileen Rands asked about the Mens Group and Sarah outlined the various activities which they have taken part in.

The meeting closed at 12.30pm

Treasurer's Report 2024

Annual Accounts

Statement of Financial Activities

Year ended 31 Mar 2024

	Unrestricted Funds	Restricted Funds	Total Funds 2023-24	Total Funds 2022-23
	£	£	£	£
Incoming Resources				
<i>Fundraising Activities</i>				
General Fundraising inc				
Shop Sales	92,904	0	92,904	88,948
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	4,232	0	4,232	4,837
All other services	72,759	0	72,759	66,340
<i>Other Income</i>				
Donations inc Gift Aid	7,290	0	7,290	6,451
Grants	0	0	0	0
Investment Income	2,433	0	2,433	837
Total Incoming Resources	179,618		179,618	167,413
Resources Expended				
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	8,770	0	8,770	8,569
Provision of Other Services	79,520	0	79,520	59,655
Staff	71,738	0	71,738	70,029
Property	24,000		24,000	28,425
Overheads	8,842	0	8,842	11,313
Total Resources Expended	192,870		192,870	177,991
Net Incoming Resources	(13,252)	0	(13,252)	(10,578)
Balances Brought Forward	174,048	0	174,048	184,626
Fund Balances	160,796	0	160,796	174,048

Balance Sheet

For the Year Ending 31 Mar 2024		2023-24	2022-23
		£	£
Current Assets			
	Prepayments	1,294	0
	Short Term	150,522	148,255
	Cash at Bank & in hand	12,849	25,793
	Total	<u>164,665</u>	<u>174,048</u>
Current Liabilities			
	Accruals & deferred income	3,869	0
		<u>160,796</u>	<u>174,048</u>
Funds			
	Restricted	0	0
	General	160,796	174,048
	Total	<u>160,796</u>	<u>174,048</u>

The Trustees would like to express our thanks to the clients and residents who have made generous donations during the last year and to those who make regular monthly or annual donations. Gift Aid has been claimed where applicable.

The accounts have been examined by Valerie Cooper (Company Accountant Retired) she reported

“Once again I must report that the maintenance of these accounts is kept to a very satisfactory level. I had no queries and as in past years I found everything is clear, simple, analysed and balanced, a credit to those concerned in the upkeep of these accounts”.

Therefore we recommend them for adoption.

Reserves

Reserves are to be maintained at a level which ensures Age Concern Lutterworth & District's core activities could continue during a period of unforeseen difficulty.

In order to provide for these obligations, the Trustees consider it necessary to establish financial reserves for costs over a 9 month period of £80,000

Board of Trustees Report 2024

Welcome to the Annual Report from the Trustees of Age Concern Lutterworth & District in which we inform you of the work the charity has engaged in over the last year.

The key objective of the charity is: “Combating loneliness and isolation, promoting health and wellbeing along with providing information and support for older people of Lutterworth and surrounding villages”. This is achieved through weekly and monthly services, day trips, information events, parties and holidays. These are well attended, most have waiting lists. Your ideas are welcomed by staff and may be used when planning future activities and will be included in the newsletter.

The trustees sincerely thank the volunteers who give their time freely. Volunteering within the charity varies and everyone’s contribution is equally important, whether it’s working in the shop, helping at an activity, writing quiz questions or putting up a poster. Every volunteer helps the charity to continue its successful work. Volunteers are the backbone of the charity, their contribution is essential and highly valued by staff and trustees. Staff often receive compliments from clients and shoppers about the help and kindness they have received from volunteers. Thank you.

The Trustees are pleased to report the continuing success and growth of the charity. Day to day work is carried out by 1 full-time and 4 part-time staff. A new General Assistant role has been created to assist within the shop and the office. Andrew Clarke joined the charity in July and fulfils this role. Trustees thank Sarah, Jane, Carolyn and Karen for their dedication and professionalism when carrying out their roles. The charity is committed to promoting staff development, training opportunities are sourced through local companies and on-line. All staff, several trustees and volunteers have attended first aid at work courses. Two members of staff are qualified in PAT testing electrical donations ahead of offering them for sale. In house training ensures staff and volunteers understand and complete their roles effectively and with confidence.

The charity continues its links with other local organisations, businesses and charities including, the “Share and Care”, VASL, and Lutterworth Community Transport, the newly opened Churchgate Community Centre, Forging Futures, Lutterworth Museum, the Local PSCO’s and many more. Age Concern Lutterworth & District is also part of the Lutterworth Retail Forum which shares local concerns and organises activities for children throughout the year. Through these many links we have received financial donations from Lutterworth Rotary, Sherrier reception children, Town Estates Charity, Inspire, Lutterworth Lions, Gilmorton Friday Coffee Club and the Town Mayors charity appeal.

Income is achieved through shop sales, and to maximise income we claim Gift Aid. Having completed a full year of claiming Gift Aid on donated goods we thank the staff and volunteers for successfully implementing the process. Income is spent on overheads, staff salaries and associated costs, property expenses including rent, power, telephone etc. The trustees are committed to provide financial support for day trips, services and activities. This reduces the price of activities and supports the charity’s aims and objectives.

There are challenges ahead. Another charity shop is now next door, competing for donations and shoppers. Landscaping the Town Hall carpark starts in February and will cause significant

disruption to our access at the time of development and afterwards. Only time will tell if the changes impact our footfall and income. We must all continue to be welcoming, helpful and promote the charity widely.

Age Concern Lutterworth & District has a group of 9 Trustees who meet bi-monthly discussing the business of the charity including, finances, staffing and business planning. They have responsibility to ensure the Charity is run in a professional manner and its finances are used appropriately. In order to do this several policies have been produced for use by staff and volunteers. These policies are monitored, evaluated, reviewed and updated by the trustees in collaboration with the staff throughout the year. Trustees are also volunteers and they help run charity services and events. Allen Heggs resigned as a trustee in March and we thanked him for the many years' service he gave to the charity. The charity promotes an open environment in which everyone's ideas can be nurtured. We welcome your comments and views. Thank you for attending today.

Trustees for the year 2024/25

All current trustees are willing to re-stand to the board of Trustees for 2024/25, these are:

Carole Harrington
Carol Scholes
Helen Potter
Sam Weller
Inger Parsons
Sandy Wheelwright
Sarah Simms
Roger Platt
Shirley Farinah

There are no trustee vacancies currently.

General Manager

Nomination for Chair of Trustees 2024/25

Any Other Business

AGE CONCERN LUTTERWORTH AND DISTRICT

England & Wales - Charity number 247288

Accounts



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Registered Charity

No 247288

**AGM Meeting Wednesday 20th September 2023
12 noon at Lutterworth Town Hall**

Age Concern Lutterworth & District is a small financially independent local charity, established in 1962. A friend of Age UK Leicester Shire and Rutland.

Agenda

1. **Welcome and Apologies**
2. **Minutes from the AGM 2022**
3. **Treasurers Report**
4. **Report of the Board of Trustees**
5. **Trustees for the year 2023/4**
6. **Election of a Chair**
7. **General Manager**
8. **AOB**

A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people.

Minutes of the AGM held on Wednesday 21st1 September 2022 at 12noon

1. **Welcome and apologies:** Carol Scholes (Chair of Trustees) welcomed 28 people to the meeting. Apologies were received from Sam Weller, Carolyn Sandland and Val Cooper.
2. **Minutes from the 2021 AGM:** The minutes were approved, proposed by Judith Smith and seconded by Allan Heggs.
3. **Treasurers Report:** The report for the year ending 31/03/22 was examined. This was prepared by Sam Weller and approved by Val Cooper to whom we send our thanks.
The total funds at 31/03/22 were £184,627. This was secured via a legacy and grants.
A Trust Fund based in Market Harborough closed and the £10,000 received from this has gone towards transport and the 90th Birthday Party. Carol thanked those of our clients who have also made contributions.
Our reserve figure has been set at £80,000 to cover a 9 month period.
4. **Report from the Board of Trustees:** Carol went through the report. She thanked Alison Anderton who has retired as our General Manager. She is replaced by Sarah Boot whom Carol welcomed. Our Treasurer (Sam Weller) is hoping to retire from the Charity and Carol voiced our request for a replacement.
Carol thanked all staff and volunteers for their hard work during the year.
Town Mayor- Cllr. Bill Zilberts and representatives from Community Transport and VASL were thanked for attending.
5. **Trustees for 2022/3:** Two Trustees are resigning from the Charity – Anne Hicks and Cathy McManus who have been Trustees for many years and have worked really hard.
The following Trustees are continuing—Carol Scholes, Carole Harrington, Helen Potter, Sam Weller, Allan Heggs, Inger Parsons and Sandy Wheelwright. We therefore have two vacancies. Shirley Farinha was proposed by Lizzie Sowerby and seconded by Louisa Dace.
John Skeet will be observing Trustee meetings with a view to joining us.
6. **Election of a Chair:** Carol Scholes was elected—proposed by Doreen Gibson and seconded by Shirley Farinha.
7. **Any other business:** Sarah Boot thanked all Trustees for their input to the Charity.
Doreen Gibson asked for a bell to be fitted to the front door.

The meeting closed at 12.30pm

Treasurer's Report 2023

Annual Accounts

Statement of Financial Activities

Year ended 31 Mar 2023

	Unrestricted Funds	Restricted Funds	Total Funds 2022-23	Total Funds 2021-22
	£	£	£	£
Incoming Resources				
<i>Fundraising Activities</i>				
General Fundraising inc				
Shop Sales	88,948	0	88,948	76,580
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	4837	0	4837	2,290
All other services	66340	0	66340	39,364
<i>Other Income</i>				
Donations inc Gift Aid	6,451	0	6,451	51,889
Grants	0	0	0	24,286
Investment Income	837	0	837	1,385
Total Incoming Resources	167,413		167,413	195,794
Resources Expended				
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	8,560	0	8,569	4,301
Provision of Other Services	59,655	0	59,655	39,437
Staff	70,029	0	70,029	60,521
Property	28,425		28,425	28,327
Overheads	11,313	0	11,313	9,263
Total Resources Expended	177,991		177,991	141,849
Net Incoming Resources		0	-10,579	53,945
Balances Brought Forward		0	184,627	130,682
Fund Balances	174,048	0	174,048	184,627

Balance Sheet

For the Year Ended 31 Mar 2023	2022-23	2021-22
	£	£
Current Assets		
Short Term	148,255	162,443
Cash at Bank and in hand	25,793	22,184
Total	<u>174,048</u>	<u>184,627</u>
Funds		
Restricted	0	0
General	174,048	184,627
Total	<u>174,048</u>	<u>184,627</u>
Restricted Funds		
Grant for Travelling Lunch Clubs	0	0
Total	<u>0</u>	<u>0</u>

The Trustees would like to express our thanks to the clients and residents who have made generous donations during the last year and to those who make regular monthly or annual donations. Gift Aid has been claimed where applicable.

The accounts have been examined by Val Cooper (Company Accountant Retired) and found to be satisfactory, and therefore we recommend them for adoption.

Reserves

Reserves are to be maintained at a level which ensures Age Concern Lutterworth & District's core activities could continue during a period of unforeseen difficulty.

In order to provide for these obligations, the Trustees consider it necessary to establish financial reserves for costs over a 9 month period of £80,000

Board of Trustees Report 2023

The Trustees of Age Concern Lutterworth & District warmly welcome you to this Annual General Meeting.

The Trustees are pleased to report the continuing success and growth of Age Concern Lutterworth and District. Another year has passed, and the charity has now been working for older people of Lutterworth & District for over 60 years. The objective of the charity remains the same: "Combating loneliness and isolation, promoting health and wellbeing along with providing information and support for older people of Lutterworth and surrounding villages". We cannot hazard a guess as to the number of people who have taken part in the hundreds of activities which have been organised in that time. What we do know is, currently there are approximately 650 people on our database who attend one or more activity on a regular basis.

Sincere thanks go to the volunteers who give their time freely. Volunteering within the charity comes in many guises and everyone's contribution is equally important, our volunteers are always there to help with a cheery smile, whether it be working in the shop, helping at an activity, or putting up a poster, every volunteer makes the charity the success it continues to be. Every contribution is essential and valued by the staff and trustees. Thanks to you all.

The trustees recognise there continue to be many difficulties and circumstances which affect clients and, thank Sarah, Jane, Carolyn and Lizzie for their dedication and professionalism when carrying out their roles. The staff structure has seen a new office assistant role being created and we welcomed Karen to the charity in August.

Trustees continue to monitor and evaluate the day-to-day workings of the charity through regular meetings and policy reviews. We are pleased to report the continuing development of the charity. New activities this year include a Men's interest group, Boogie through the decades and the Coronation event. A variety of traditional activities, events, trips, parties, and holidays continue to be well supported.

The quarterly newsletter is eagerly awaited by clients who, make the office very busy while they book their places on events for the coming months.

Financially this year has seen many challenges, the grants which have been available over recent years are no longer there. The charity must generate its own income which is done through sales in the shop and online. To maximise income the Gift Aid scheme has been extended to include goods donated by taxpayers, when these are sold the charity can claim Gift Aid from HMRC, earning an extra 25% on each sale. Thanks go to the staff and volunteers for developing and implementing this new process.

The Income generated from the shop is used for overheads such as staff salaries and associated costs, property expenses including rent, power, telephone and internet services. The trustees are committed to continue to provide the financial support for the day trips, services and activities. This support, which is allocated at source, silently reduces the price of the activities for clients. We thank Sam Weller for his support as treasurer for the last 8 years and are glad to report and welcome a new treasurer, Roger Platt of PWH Chartered Accountants and Statutory Auditors.

Improvements to the premises and the working environment this year include, a smart extractor fan fitted in the kitchen and redecoration of the kitchen the back office.

The charity continues to maintain links with other agencies including "Share and Care" and VASL. For accessibility, we hire minibuses from Lutterworth Community Transport. Age Concern Lutterworth & District is also part of the Lutterworth Retail Forum which shares local concerns and organises activities for children at Christmas and Easter, the staff also enter the Christmas window competition which is organised by the Town Council.

The objectives for the coming year include, developing and supporting current and new activities. Increasing income with the aim to make the charity financially stable without being reliant on grants.

The Trustees thank you for attending today and welcome your comments and questions.

Trustees for the year 2023/24

Trustees willing to re-stand for the board of Trustees 2023/24 are;

Carole Harrington
Carol Scholes
Helen Potter
Sam Weller
Allan Heggs
Inger Parsons
Sandy Wheelwright
Sarah Simms
Roger Platt
Shirley Farinah

Currently there are no trustee vacancies.

Nomination for Chair of Trustees 2023/24

Any Other Business

AGE CONCERN LUTTERWORTH AND DISTRICT

England & Wales - Charity number 247288

Accounts



LUTTERWORTH & DISTRICT

7 High Street
Lutterworth
Leicestershire
LE17 4AT

Phone 01455 557116

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Registered Charity

No 247288

**AGM Meeting Wednesday 21stth September 2022
12noon at Lutterworth Town Hall**

Age Concern Lutterworth & District a small financially independent local charity, established in 1962. A friend of Age UK Leicester Shire and Rutland.

Agenda

- 1. Welcome and Apologies**
- 2. Minutes from the 2021 AGM**
- 3. Treasurers Report**
- 4. Report of the Board of Trustees**
- 5. Trustees for 2022/3**
- 6. Election of a Chair**
- 7. Any Other Business**

A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people.

**Minutes of the Annual General Meeting held on Wednesday 15th Sept 2021
at Lutterworth Town Hall at 12 noon.**

1. **Welcome and Apologies:** 17 people attending the meeting were welcomed by the Chair Carol Scholes. Apologies were received from Carole Harrington, Sam Weller, Jane Leaning, Pam Harrop, Shirley Farinah, Lizzie Sowerby, Tony Hirons, Helen Sowerby and Molly McMillan.
2. **Financial report:** Carol discussed the report and explained how the closures during the lockdown affected funding. We were aided by grants, furlough payments from the government and donations and have managed to remain financially secure.
3. **Trustees Report 2020:** The spring of 2020 heralded the first Covid 19 Lockdown leaving many old people afraid and isolated, all activities had to cease and the shop was closed for several months. The staff set up a telephone befriending service keeping in contact and supporting many clients. Thanks were given to all those who helped during the crisis.
Trustees Report 2021 Throughout this year many activities have been able to restart with care and some changes. The shop has reopened and the financial situation is improving. The staff received thanks from clients and the Trustees for their work during the lockdown. Tributes were paid to Joan Williamson, a volunteer for many years also to Rita Nicholls who organised a very popular lunch club in Walcote.
4. **Reserves:** The Reserves have been set at £80,000. This is a requirement of The Charities Commission.
5. **Election of Trustees:** We have a full board of 9 Trustees all of whom have agreed to stand. Carol Scholes was nominated as Chair by Anne Hicks and seconded by Helen Potter and was duly appointed.
6. **A.O.B.** Alison thanked the Trustees for their assistance throughout the last difficult year.

The meeting closed at 12.40pm.

Treasurer's Report 2022

The Trustees would like to express our grateful thanks to the large number of clients and residents who have made generous donations during the last year and to those who make regular monthly or annual donations. Gift Aid has been claimed where applicable.

The accounts have been examined by Val Cooper (Company Accountant Retired) and found to be satisfactory, and therefore we recommend them for adoption.

Annual Accounts

Statement of Financial Activities

Year ended 31 Mar 2022

	Unrestricted Funds	Restricted Funds	Total Funds 2021-22	Total Funds 2020-21
	£	£	£	£
Incoming Resources				
<i>Fundraising Activities</i>				
General Fundraising inc				
Shop Sales	76,580	0	76,580	33,883
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	2,290	0	2,290	335
All other services	39,364	0	39,364	-867
<i>Other Income</i>				
Donations inc Gift Aid	51,889	0	51,889	6,139
Grants	21,286	3,000	24,286	34,164
Investment Income	1,385	0	1,385	1,688
Total Incoming Resources	192,794	3,000	195,794	75,342
Resources Expended				
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	4,301	0	4,301	300
Provision of Other Services	39,437	0	39,437	3,671
Staff	60,521	0	60,521	54,426
Property	25,327	3,000	28,327	23,725
Overheads	9,263	0	9,263	4,942

Total Resources Expended	138,849	3,000	141,849	87,064
Net Incoming Resources	53,945	0	53,945	-11,723
Balances Brought Forward	130,682	0	130,682	142,405
Fund Balances	184,627	0	184,627	130,682

Balance Sheet

For the Year Ended 31 Mar 2022	2021-22	2020-21
	£	£
Current Assets		
Short Term	162,443	119,973
Cash at Bank and in hand	22,184	10,709
Total	184,627	130,683
Funds		
Restricted	0	0
General	184,627	142,405
Total	184,627	142,405
Restricted Funds		
Grant for Travelling Lunch Clubs	0	0
Total	0	0

Reserves

Reserves are to be maintained at a level which ensures Age Concern Lutterworth & District's core activities could continue during a period of unforeseen difficulty.

In order to provide for these obligations, the Trustees consider it necessary to establish financial reserves for costs over a 9 month period of £80,000

Board of Trustees Report 2022

The Trustees of Age Concern Lutterworth & District warmly welcome you to their Annual General Meeting.

Midway through 2021 we were emerging from the Covid-19 Pandemic. Work started in earnest to move the charity forward meeting its mission and aims which is to:

“Combat loneliness and isolation, promoting health and wellbeing along with providing information and support for older members of Lutterworth and local villages”.

“A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people”.

The services gained momentum, Christmas parties were held in July and enjoyed by many clients. Generally elderly people were finding the new situation challenging, lots of kind encouragement from our staff helped clients take the first small steps towards a return to something more normal, where they could meet up with friends and start to enjoy life again without suffering the isolation of the previous 18 months.

Another big change this year has been the retirement of our General Manager, Alison worked in the charity for 16 years, started working 15 hours a week she and the charity grew together, latterly she was promoted to General Manager and under her leadership the charity continued to develop into an essential and respected part of the community.

In February the trustees appointed a new General Manager Sarah Boot, who has a wide range of management experience in a retail environment and has held many volunteering roles. With 4 staff (2 part-time and 2 full-time) there will be plenty of opportunities for extending the work of Age Concern Lutterworth & District into the future. The shop sales continue to improve, and trade has been increasing steadily. A focus to improve online sales by training staff and volunteers has seen a marked increase in online sales over several months.

The charity is in a secure financial position which can be seen in the financial reports which have been prepared by Sam Weller, we would like to thank him for his commitment to the charity as treasurer for many years. We are continuing to look for a replacement so he can retire from his position.

Thanks go to all the staff and volunteers; without these individuals the charity could not function, they enable our charity to provide quality services, trips and information to a larger number of residents year on year. Their dedication and friendly smiles make Age Concern Lutterworth an enjoyable place to shop and raise the funds needed to support the work of the charity.

Trustees continue to monitor and evaluate the day-to-day workings of the charity through policy reviews along with staff and trustees' meetings.

Again, we thank you for attending today and welcome your questions and comments.

Trustees for 2022/3

We have received 2 resignations from the Board of Trustees Anne Hicks and Cathy McManus. Both ladies have been trustees for many years attending meetings and taking active roles in the running of the charity. Prior to the opening of the shop Anne was a busy fundraiser, baking cakes, organising coffee mornings and taking part in the Rotary Santa Fun Run, she also helped in the office, at the tea and natter and the exercise class. For several years Cathy would be in the office on a Friday morning providing accounting support, she continues to help serving refreshments at the tea and natter and bingo. We thank them for the time and help they have given to Age Concern Lutterworth & District.

The Trustees staying on the board of Trustees are;

Carole Harrington
Carol Scholes
Helen Potter
Sam Weller
Allan Heggs
Inger Parsons
Sandy Wheelwright

Nominations for trustee vacancies

There are 2 vacancies for new Trustees, ideally one of these will be filled by someone who in the future can accept the post of treasurer.

Nomination for Chair of Trustees 2022/23

Any Other Business

AGE CONCERN LUTTERWORTH AND DISTRICT

England & Wales - Charity number 247288

Accounts



LUTTERWORTH & DISTRICT

7 High Street
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Leicestershire
LE17 4AT

Phone 01455 557116

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Registered Charity

No 247288

**A.G.M Wednesday 15th September
12noon at Lutterworth Town Hall**

Agenda

1. Welcome and apologies
2. Treasurers Report
3. Trustee reports 2020 and 2021
4. Reserves
5. Election of Trustees and Chair
6. A.O.B.

Age Concern Lutterworth & District is a small financially independent local charity established as an Old Peoples Welfare Organisation in 1962. The charity is a friend of Age UK Leicester Shire and Rutland.

A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people.

Treasurer's Report 2021

Fundraising fell by more than half because the shop was closed, but this was largely made up by grants and furlough payments. Donations doubled, for which we are extremely grateful. The accounts have been examined by Val Cooper (Company Accountant Retired) and found to be satisfactory, and therefore we recommend them for adoption.

Annual Accounts

Statement of Financial Activities

Year ended 31 Mar 2021

	Unrestricted Funds	Restricted Funds	Total Funds 2020-21	Total Funds 2019-20
	£	£	£	£
Incoming Resources				
<i>Fundraising Activities</i>				
General Fundraising inc				
Shop Sales	33,883	0	33,883	80,351
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	335	0	335	1,407
All other services	-867	0	-867	63,830
<i>Other Income</i>				
Donations inc Gift Aid	6,139	0	6,139	3,125
Grants	34,164	0	34,164	1,000
Investment Income	1,688	0	1,688	1,601
Total Incoming Resources	75,342	0	75,342	151,313
Resources Expended				
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	300	0	300	5,526
Provision of Other Services	3,671	0	3,671	73,322
Staff	54,426	0	54,426	41,267
Property	23,725	0	23,725	31,616
Overheads	4,942	0	4,942	8,680
Total Resources Expended	87,064	0	87,064	160,411
Net Incoming Resources	-11,723	0	-11,723	-9,098
Balances Brought Forward	142,405	0	142,405	151,503
Fund Balances	130,682	0	130,682	142,405

Balance Sheet

For the Year Ended 31 Mar 2021	2020- 21 £	2019- 20 £
Current Assets		
Short Term Cash at Bank and in hand	119,973 10,709	138,333 4,073
Total	<u>130,682</u>	<u>142,405</u>
Funds		
Restricted General	0 130,682	0 142,405
Total	<u>130,682</u>	<u>142,405</u>
Restricted Funds		
Grant for Travelling Lunch Clubs Total	0 <u>0</u>	0 <u>0</u>

Board of Trustees Report 2020

The Trustees of Age Concern Lutterworth have written this report and present it during times of great concern, a worldwide pandemic. We start by covering Age Concern Lutterworth & District's activities during the period from the AGM in September 2019 to March 2020.

The weekly Exercise and Line Dancing sessions ran at full capacity as did monthly Travelling Lunch Clubs, Book Club and Tea and Natter groups. Several quiz afternoons and 3 party events took place at the Wycliffe rooms, as always these were fully booked within days of appearing in the newsletter.

In last year's report we expressed a desire to improve the coaches used for day trips and TLC's. A new company have provided an excellent service with modern comfortable coaches at a competitive price. This has meant the demand for day trips has increased and made day trips even more popular, again they are fully booked within days, often two coaches go to each destination!

The wide range of services the staff organise enables Age Concern Lutterworth & District to meet its aim which is to: "Combat loneliness and isolation, promoting health and wellbeing along with providing information and support for older members of Lutterworth and local villages".

In March Covid-19 had arrived in Europe and Britain, we took the sad decision to cancel several trips and activities to protect our clients. The bad situation moved a pace and in the third week of March the Government ordered a lockdown. All the services were cancelled and the shop and office were closed. We recognised this was a crisis situation for many of our clients and other members of the local community. People were scared and worried about how would they buy food and get their medication in a safe manner? This led to a 'Lutterworth Crisis group' being formed between Age Concern Lutterworth & District, the Lutterworth Churches, Community Transport and the Food Bank.

In last year's report we informed you how the computer systems had been updated. This became an invaluable tool enabling the staff to accept the challenges ahead and work from home as the government were advising. In the first two weeks telephone contact was made with over 700 clients on our database, their needs were accessed and prioritised. Anyone needing help was connected to a volunteer who would help them help with shopping and collecting prescriptions throughout the crisis. Where clients needed help in claiming benefits such as attendance allowance, the staff referred them to the correct agency so they could get the help they needed.

The initial phone calls lead to the realisation that many people were becoming very lonely and isolated. So, over the following weeks a telephone befriending service emerged. The feedback received from clients has been extremely positive everyone has been very grateful to receive regular phone calls from Age Concern Lutterworth & District when they had to 'stay at home to stay safe'. Staff remained in regular telephone contact with over 300 clients for 4 months.

We recognise working from home during this period was difficult and often stressful. Trying to cheer people up every day, talking to clients who were lonely and scared was very different to the normal staff role. They adapted well and carried out a difficult job for the charity and its clients. We take this opportunity to thank all the staff for showing compassion, support and humour,

whichever the client needed on any particular day. Their work for Age Concern Lutterworth & district and the Crisis Team has been invaluable to many people over recent months.

In the months leading up to March the Charity's finances were healthy with the shop trading above the plan. Trips, TLCs and services were being financially supported by the funds. From March to the middle of June income was zero, the major overheads remained the same, salaries, pensions, rent, etc. The middle of June saw some restrictions lifted allowing the shop to reopen. Several grant applications have been successful which will benefit the charity while the income from the shop is a great deal lower than it was prior to March. The new challenge is to increase shop sales and restart activities in a Covid-19 Secure manner.

There are now four members of staff, a General Manager, a Deputy Manager, an Office Assistant and a new Sales Assistant who took up her post in June having been recruited and appointed to start during the lockdown period.

Board of Trustees Report 2021

The Trustees welcome you to this Annual General Meeting of Age Concern Lutterworth & District. This year we have encountered more disruption to the charity's services and fundraising, and to everyone's lives while the world fights the Covid-19 pandemic and the country had more national lockdowns.

A very limited number of services restarted as the government guidelines allowed. The shop reopened albeit reduced hours. Extra safety measures were in place to keep everything 'Covid secure' keeping staff, volunteers and clients safe was and continues to be our priority. Small groups of clients came to bingo sessions and exercise classes. TLC lunches were served in the Wycliffe rooms. However, many clients decided to remain safe in their own homes and for them the telephone befriending service continued.

As the country went into another lockdown in November both the shop and all the services were closed for the month. The shop reopened for a few weeks in December until the whole country was plunged into another full lockdown in January. At this point the Trustees decided the best course of action would be to save employment costs and to make use of the government's 'Furlough Scheme' claiming the salaries of 2 members of staff. We could retain both members of staff and have continuity when the shop was allowed to reopen.

The remaining 2 members of staff, worked from home again. The next 4 months was a particularly challenging time for everyone Alison and Lizzie continued to make telephone calls keeping in contact and supporting many clients. Newsletters were produced and over 1,000 were delivered by hand directly through client's letterboxes. Lizzie continued to sell goods on eBay and a new service was also set up, a weekly lunch delivery service.

Continuing to extend the range of services Age Concern Lutterworth & District offer during the pandemic sees the charity continuing to meet its mission which is to:

"Combat loneliness and isolation, promoting health and wellbeing along with providing information and support for older members of Lutterworth and local villages".

and it's aim.

“A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people.

Fortunately, the charity finances have been helped by several grants which have been available from the government and through the private sector. Staff have been active in both looking for grants and the applying for them, many staff hours have been used in precuring grants, this has been time well spent and the charity finances are in a good position to move forward.

We would also like to thank the many clients who have supported the charity with both regular and one-off ‘gift aid’ donations. Sadly, there have also been several donations been made in lieu of flowers at funerals. We would like to pass on our condolences to these families and thank them for thinking of Age Concern Lutterworth & District at their sad and difficult time.

As the services reopen, we are in a secure financial position. The shop has been gaining momentum and trade is increasing. During April the charity was very fortunate to receive a large legacy from a local resident, this will ensure the financial security of charity as we move forward.

The new structure of four members of staff, a General Manager, a Deputy Manager, an Office Assistant and a Sales Assistant is working well. The trustees thank the staff for their continued support and dedication over the last year, without them the older people of Lutterworth and villages would have been a lot more lonely, isolated, and mentally challenged. The staff and trustees are looking forward to meeting clients in person and welcoming them back to the regular services as they expand capacity over the coming months.

Trustees continue to monitor and evaluate the day-to-day workings of the charity through policy reviews along with staff and trustees’ meetings.

Reserves

Reserves are to be maintained at a level which ensures Age Concern Lutterworth & District’s core activities could continue during a period of unforeseen difficulty.

To provide for these obligations, the Trustees consider it necessary to establish financial reserves for costs over a 9-month period of £80,000

Election of Trustees and Chair

All the current Trustees have indicated their willingness to stand for re-election: Carol Scholes, Carole Harrington, Sam Weller, Cathy McManus, Helen Potter, Inger Parsons, Allan Heggs, Anne Hicks and Sandy Wheelwright.

Nominations are open for the election of a Chair for 2021/22.