

Company number: 3039668

Charity number: 1045623

Age UK Islington
the operating name of Age Concern Islington
(a company limited by guarantee)
Report and Financial Statements

31 March 2014

sayer vincent

auditors and advisors

Age UK Islington

Reference and administrative details

For the year ended 31 March 2014

Status	Age UK Islington is an operating name of Age Concern Islington. Age Concern Islington was first established in 1963. It is a charitable company limited by guarantee, incorporated on 30 March 1995, and registered with the Charity Commission on 6 April 1995.		
Purpose	Age Concern Islington's charitable object for the public benefit is the welfare of local older people in and around Islington.		
Governing document	Age Concern Islington was established under a Memorandum of Association, which established the objects and powers of the organisation. It is governed under its Articles of Association.		
Company number	3039668		
Charity number	1045623		
Registered office and operational address	6 - 9 Manor Gardens LONDON N7 6LA		
Board of Trustees	Ms Sarah Lee	Chair	(appointed 23/09/2013)
	Mr Chris Bulford	Vice Chair	
	Mrs Jeanne Franklin	Vice Chair	
	Mr Ketan Rajgarhia	Treasurer	(appointed 23/9/2013)
	Ms Kathrin Meyrick		
	Mr David Evans		(resigned 23/09/2013)
	Mr Hugh Cutler		(resigned 12/05/2014)
	Ms Monica Douglas Parris		
	Ms Angela Sinclair		(resigned 25/11/2013)
	Ms Marjorie Thiman		
	Mr Mark Warwick		
	Ms Alice Memminger		(appointed 23/09/2013)
Chief Executive and Company Secretary	Andy Murphy		
Bankers	HSBC plc 25 Islington High Street LONDON N1 9LJ	Unity Trust Bank plc Nine Brindley Place Birmingham B1 2HB	

Age UK Islington

Reference and administrative details

For the year ended 31 March 2014

Auditors

Sayer Vincent LLP
Chartered Accountants and Statutory Auditors
8 Angel Gate
City Road
LONDON
EC1V 2SJ

The status and administrative information set out on page 1 forms part of this report.

The Charity's mission and purpose

'Age UK Islington' is an operating name of Age Concern Islington, an independently registered charity and company limited by guarantee. We operate as a member of the national Age UK Brand Partnership.

Our mission and purpose is to promote and assist the wellbeing of older people in and around Islington.

Highlights of 2013-14 include

- 5300 older people made use of our services, around one quarter of all people over 60 resident in the borough
- We increased our reach, providing help to around 2000 people for the first time, and bringing the total number of people helped over the last three years to around 8000, approximately a third of the over-60s population
- We secured contracts to provide 'Locality Navigator' services, linked to GP and primary care and providing a new route to our services, for people with more complex health needs
- We introduced new outreach services to encourage more older men to come forward to get help
- We won a new contract to provide practical support to help people being discharged from hospital settle back into their homes safely and with confidence.
- We carried out a Well Winter programme proactively contacting 1600 older people potentially vulnerable to effects of winter, and providing advice and practical support to cope
- We continued our work with statutory partners in shaping services to make 'Integrated Care' work well for our clients and beneficiaries
- We maintained financial stability during a period of continuing change and uncertainty, and at the same time continued to invest in technology, skills and organisational development to ensure we continue to evolve and improve the quality, availability and relevance of our services.

Beneficiary needs and requirements

The primary beneficiaries of the charity are people over 60 in Islington.

It is essential for older peoples' health and wellbeing to maintain a positive attitude to life, and for this they need and require more than care-type support. We focus our help on broader wellbeing needs related to loneliness and isolation, managing house and home, keeping active and interested in what's going on, keeping safe in around the home, feeling valued and visible in the community.

Specific needs and requirements of our beneficiaries vary considerably between different age groups and are affected by many variables: household composition, economic and housing situation, health status and/or gender. Ultimately, it comes down to individual people's 'in-built' resilience and confidence, plus their ability to access and act on information on local services and activities available to them. We aim to maximise and supplement that resilience and confidence.

The support we provide is increasingly integrated with formal health and social services, with local voluntary sector and commercial providers, and with the wider population in Islington, whether as donors or supporters. Fundamentally, our work is based on listening to, and working with, older people themselves, many of whom contribute their time, energy and skills as volunteers within our services.

We recognise that working together and combining our specialisms and strengths is the best way of ensuring we have the knowledge, skills and capacity to serve increasing numbers of older people, and are able to tailor our services to changing needs and requirements.

Opening Doors with Martin

Martin is in his 70s. He is fit and well but starting to feel a bit isolated and ‘out-of-things’. He had always had an interest in photography and found there was an opportunity to do this through the Get Togethers programme of activities set up and coordinated by Age UK Islington.

He said: “It is important to do things as you get older. I think that this improves our life and keeps the mind active - staves off Alzheimers. I enjoyed going to Browns on Islington Green in May – there is an ambience which suits our age, the photographs are large and easy to enjoy and the cakes were lovely. We were welcomed and looked after”.

“Going to the Get Togethers has introduced me to events and activities I would not have known about otherwise – they have been a conduit to new activities. The Activity Programme offers opportunities to older people, gets them out of the house so they can continue to be active and stay well. It has made a difference to me and I would not have known about the programme if Age UK had not come to the housing association where I live to speak to us.”

Outcomes Area: Meet People and Do Things

Services Area: Activities

Aims and Principal Activities

The population of people over 60 in Islington is around 24,000. To address their diversity of needs and requirements our aims and principal activities consist of:

- Providing support directly via our own services
- Providing a connection point to other sources of support
- Identifying unmet needs and developing new services for the future

Direct support services are listed below

Service	Summary of support provided
Information and Signposting	Help to find and obtain local services and activities.
Advice	In depth help to handle and resolve specific issues and problems.
Income maximisation	Specialist help with financial issues such as benefits applications, handling debt and general household budgeting.
Enablement	Short term -six to eight week - help to recover confidence and abilities to live independently, safely and well.
Enablement over 80	A specialist Enablement service for people over 80, including an extended period of volunteer visiting.
Continuing Support	Long term, ongoing help to manage daily affairs, in particular to find, coordinate and manage required services with confidence.
Practical Help	Finding and arranging provision of practical help such as small repairs, garden maintenance or cleaning services.
Community Activities	Setting up, organising and facilitating friendship and interest groups regular ‘Get Togethers’ at venues around the borough.
Centre-based Activities	Activity and interest groups meeting at our Drivers Activity and Advice Centre.
Locality Navigators	Specialist signposting for people with complex and long term health conditions, linking GP and other health services with the wider, wellbeing-focused support available in the communities in which people live.
Men’s Outreach	A programme of group events and individual support to reach and help isolated older men find and use local services and activities available to them.

Report of the board of trustees

For the year ended 31 March 2014

Wellwinter contact	A phone and home visiting service to check and provide assistance to older people potentially vulnerable to extended cold, isolation and other problems over winter.
Future Matters	Individual help in preparing for end of life.

Our aim is simple: to put together tailored combinations of services and activities that help older people maintain and improve their feeling of wellbeing, resilience and quality of life. Based on what older people tell us is important to them, we define wellbeing as people’s general confidence and feelings of ‘OK-ness’ in the following broad areas:

- Looking after myself
- Looking after my home
- Feeling safe in and around my home
- Managing my money and affairs
- Meeting people and doing things
- Generally feeling confident

In practice, each person benefits from different types and combinations of support. Many of our beneficiaries receive help from 3 or more different services or activities. Where we are not able to help directly ourselves, we are able to offer an extended range of services through a network of linked providers with specialist capabilities or knowledge.

We also work closely with statutory health and social care teams, and seek to provide the link between these formal services and the wider range of help available to people from the community and their own circles of friends, family and neighbours.

<p>Recovering with Thomas</p> <p>Thomas, 59, has ‘always liked going out’. Following a break down in health he needed support with managing what would be ongoing health conditions, reducing alcohol intake and regaining confidence to socialise with other people in other settings.</p> <p>Through the health navigator service Thomas was helped to attend important hospital appointments around managing his health. He also gained enough confidence to attend an alcohol detox program for two weeks, then was referred to a six week day program so he could meet other people and receive ongoing support. Referral to the community Enablement service is focussed on opening up and continuing wider opportunities for socialising around health activities.</p> <p>He said: “I found the support that I was given very helpful and I felt that I was being listened to. It feel like Ive got options”.</p> <p>Outcomes Areas: Looking after myself; Meet People and Do Things, General Confidence</p> <p>Services Area: Locality Navigators; Enablement</p>
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Managing Care Services with Mr and Mrs D

Mr D is 81. Mrs D is 76. Mr D is being treated for cancer. Mrs D is recovering from breast cancer. They have limited finances and are receiving pension credit. They recognised the need for some care service support to look after their health but were worried about how to afford it.

Age UK's Benefits Advisor helped Mr D to apply for Attendance Allowance, and Mrs D to claim the Carers Allowance. Both claims were successful, increasing their weekly income by £115.55 per week and enabling them to get the help they need at the moment.

They said: "We are very happy with the help received from Age UK Islington. It's enabled us to feel confident looking after ourselves for the moment, and it's a relief to know that we can contact Age UK again if and when things change".

Outcomes Areas: Managing finances, Looking after myself, General Confidence

Services Areas: Income Maximisation; Information and Signposting

Strategy Objectives and Achievements during 2013-14

2013-14 marked the third year of our current three year strategy and business plan, set against the backdrop of a tightening economy, reductions in public funding and, at the same time, projected increasing demand and need for services and support among local older people.

The main objectives of this strategy are outlined below:

- Being outcome and beneficiary focussed
We are focussed on three main groups, for whom we believe we can provide specific and distinct benefit and value as a charity 'for later life';
 1. Older people, their families and carers having a direct need for support
 2. The wider community including volunteers, supporters and older people with ideas, interests and skills to contribute
 3. The wider system and network comprised of planners, commissioners, funders and service partners
- Focussing our work for maximum impact
Our services to older people and the wider community are focussed on:
 1. Interconnectedness – providing a single point of contact and one-stop shop for 'everything to do with later life'. Our core services combine individual support enabling independent living, with social support and activities to prevent isolation and promote well being.
 2. Provision of a central referral hub to connect our core services to services and activities provided by other organisations and projects
 3. Sharing information, knowledge and experience for system-wide innovation and improvement
- Optimising use of our resources
We plan to continually improve our efficiency and effectiveness by:
 1. Systematically measuring the results and benefit our services and activities deliver to clients
 2. Developing the volunteer base as a key and integral part of individual service provision
 3. Investing in IT and other systems to track, identify and evidence performance, in order to support faster and better decision making at all levels of the organisation
 4. Building in sustainability and growth

Our financial sustainability and growth plans are focussed on:

1. Maintaining and building contract income from work specifically targeted at preventing break down in health, and promoting independent living
2. Generating fee income by making our services available to older people able and wanting to contribute to the cost of providing them
3. Fundraising for service innovation and growth

A summary of achievements and progress made during 2013-14 is provided below.

Strategic Aim	Objective / Measure	Achievement/Progress during 2013/14
Reach and help more people	To reach a minimum of 33% of the older population of Islington by April 2014.	<p>13,602 referrals were received for our own and other organisations' services. (12,964 in previous year).</p> <p>5,305 older people received help, a further increase over the very high figure for 2012-13 (5,114).</p> <p>1,208 people received help for the first time in 2013-14. This brings the total number of beneficiaries over the last four years to 9,460, approximately 39% of the population over 60. This exceeds the target 33% figure and is a 5% increase in reach compared to 2012-13.</p> <p>Within this overall total, we continue to reach large numbers of the very elderly: for example 89% of over 90s in the Borough, and 58% of those aged between 85 and 89.</p> <p>We have a specific objective of reaching more of the ('younger old') group. Further progress was made in 2013-14. 28% of new clients were in the 55-70 age band, compared to 21% in the previous year. Most of this increase was due to the introduction of health 'navigators' working with people with long term health conditions.</p>

<p>Achieve positive service outcomes that meet or exceed client expectations and goals</p>	<p>Services meet or exceed client expectations</p>	<p>Outcomes monitoring showed that we continue to achieve good results for people in terms of improved wellbeing.</p> <p>To assess this we measure user-reported increases in their:</p> <ul style="list-style-type: none"> - Ability to look after myself - Ability to manage my home - Keeping Safe - Managing my Money - Meeting People and Doing Things - General Confidence <p>Aggregating all results together we achieved a 48% improvement over users 'baseline' scores prior to service input.</p> <p>Two new outcome areas were introduced in the year, related to health navigator and information and signposting services. These were:</p> <ul style="list-style-type: none"> - Knowing about services for me - Managing my own support <p>Achievements in these areas showed an average 65% gain over users' baseline scores for 'Managing my own support', and a 120% gain over users' baseline scores for Knowing about Services for Me'.</p> <p>For the WellWinter programme we measure the extent to which the service helps older people's 'Winter Readiness'.</p>
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<p>Widen choice of services and our capacity/ capability to respond quickly and appropriately</p>	<p>The organisation is demonstrably able to respond quickly and across a wide range of needs and requirements of older people</p>	<p>New developments included the introduction of a health navigator service, providing the link between GP and primary care and local services.</p> <p>This contract extends our capability to support older people with more complex and multiple health problems, including depression and anxiety. The service started in the second half of the year and worked with 320 people.</p> <p>Another new contract – hospital discharge support – provides practical support to help older people leave hospital safely and prevent readmission. Of the 78 people helped 90% are over 85 and living alone. This service is also unusual in supporting more men than women.</p> <p>At the other end of the care ‘spectrum’ the community based Activities programme offers a widening range of socialising opportunities and expanded with 24 new ‘Get-Togethers’ across the borough.</p> <p>A Continuing Support service, providing a managed service coordinating services for the very elderly, helped an additional 40 people during the year.</p> <p>Clients for the gardening service increased from 55 to 107 people, for the handy person service from 58 to 211 and for support planning from 58 to 80. During the year we also worked with Islington CCG on the piloting of personal health budgets.</p> <p>With funding from Lloyds Foundation we introduced a Mens’ Outreach project and helped 102 older men take up new activities, and receive help at home for the first time.</p> <p>We partnered with Camden and Islington Public Health to provide a Well Winter programme, contacting over 1,600 residents in three months (2,400 over 6 months in 2012-13).</p> <p>A new service was introduced to provide help for people at end of life. Called ‘Future Matters’ the service was developed and delivered in partnership with Gentle Dusk, an organisation specialising in this type of support.</p>
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Report of the board of trustees

For the year ended 31 March 2014

<p>Consolidate and grow core service role, delivery and funding relationships with local/health authorities</p>	<p>Success in securing statutory contracts demonstrates the importance and relevance of the organisations' contribution to joint working focussed on wellbeing of local older people.</p>	<p>We continued inputting into local developments around integrated care, urgent care and intermediate care.</p> <p>A new contract was secured for the provision of service 'navigators' linked to GP and integrated care teams.</p> <p>We secured long term funding for information and signposting and for the continuation of enablement services contracts.</p>
<p>Develop volunteer base and roles within services</p>	<p>Volunteer recruitment to be undertaken against clear service roles defined by managers with service delivery responsibilities</p>	<p>321 volunteers registered with us during the year. Their roles included advice provision, handling enquiries, supporting activities at our Centre and helping with outreach and publicity to clients.</p>
<p>Develop a reference group to bring an authentic voice and experiences of older people to improving local services</p>	<p>First hand evidence and view-points from reference group available in a structured format and acted upon by local planners</p> <p>Group membership is representative of cross section of borough population</p>	<p>The Older Peoples Reference Group undertook consultations around hospital discharge arrangements, transport and the provision of public conveniences in the borough.</p>
<p>Maintain external quality accreditation</p>	<p>Maintain ISO9001 registration</p>	<p>This was achieved for the sixth successive year.</p>
<p>Increase and widen sources of income in order to grow capacity and range of services provided</p>	<p>2013-14 income target = £933K</p>	<p>Overall income decreased slightly, from £917K in 2012-13 to £899K. We consider the total income level a significant achievement, taking into account the continued and rapid changes in the external funding environment and the limited geographical area of operation available to the organisation.</p> <p>During the year we began a programme of community fundraising, with the expectation that this would not break even in the year. However fee income from continuing support services continued to grow, leading to a decision to focus fee generated income in this area of operations.</p>
<p>Achieve break even or better on operational budgets.</p>	<p>Target position for 2013-14 was a planned deficit of £7546 on operating budgets.</p>	<p>The bottom-line position on operational budgets was a deficit of £6439, £1107 better than budgeted.</p>

Age UK Islington

Report of the board of trustees

For the year ended 31 March 2014

Continue to manage costs down, to ensure efficiency and deliver value for money for funders	Overheads reducing from 14% to 12% of expenditure by 2013-14 and maintained at 12% after.	We achieved further reductions in overhead percentage – to 10.67% of total expenditure. This achievement is a result of ongoing efficiencies through focussed and flexible management of the organisation and operations.
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Keeping control of health with Vicky

Vicky 61, has a long term health condition causing weight gain and requiring high levels of medication for pain. She had lost confidence in getting out and about and was feeling increasingly isolated and depressed. Vicky has a personal health budget and contacted Age UK health navigators for support in using her budget for alternative methods for pain management and for help in rebuilding confidence and meeting people.

Vicky is now accessing massage sessions to help reduce back pain, she is attending a gym and also a swimming club which is helping her to lose weight and meet other people, and also to re build her confidence getting out and about.

She said: "Losing weight is a big priority for me. I'd got into a bit of a bind, a bit stuck with everything. The practical help and encouragement I got has helped me get going again and feel more in control".

Outcomes Areas: Looking after myself; general confidence, meeting people and doing things

Services Areas: Locality Navigators/Personal Health Budget Brokerage: Enablement

Future Plans

Finance and business model

- We will continue with the current business model based on statutory partnerships and contracts as the core of our activity/income. Around this core, additional income from fees, grants for innovation and piloting of new approaches and fundraising from Trusts supports diversification of income around a focussed, single set of services and activities.
- Core service activities will include
 - enabling independent living (enablement)
 - signposting and brokerage (advice, information and market place services)
 - activities and well being (community activities)
- We will seek to achieve larger scale contracts and/or pilot developments that generate a financial surplus. We will seek contracts in Islington and in surrounding areas, working in partnership with other organisations that share our goals and have additional and complementary capabilities and resources
- Funding partnership with grant-making trusts will continue.

Governance and Management

Age UK Islington is an operating name for Age Concern Islington, a company limited by guarantee and a registered charity founded in February 1963. Its governing instrument is its current Memorandum and Articles of Association, approved by the AGM in November 2006.

Age UK Islington is run by and for local older people, with 50% of Board members being local older people and 30% from a Black and Minority Ethnic background. Its governing body is the Board of Trustees, whose members are trustees under charity law and directors for the purposes of the Companies Acts. Trustees and Honorary Officers are elected by the members of the charity at the Annual General Meeting for a period of three years, and may be co-opted in between AGMs.

Report of the board of trustees

For the year ended 31 March 2014

Members of the Board of Trustees of the charitable company each guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2014 was twelve (2013: nine). Members of the Board of Trustees have no beneficial interest in the group or charitable company. Any potential conflicts of interest are recorded annually, and updated at every Board meeting, so that these can be monitored and managed as necessary.

Trustee Recruitment and Training

A Board review was begun towards the end of 2012-13 the outcomes of which informed a recruitment programme at the beginning of 2013-14. This resulted in three new trustees joining the Board.

Trustees are recruited by various means. We write round to local voluntary groups and companies, setting out our needs and inviting applicants. We also use online recruitment systems and sometimes interested parties approach us directly. We seek to cover a specified range of expertise and backgrounds on the Board. We take up references for applicants. Normally a sub group of Board members will meet a prospective Trustee to discuss their application. A Trustee may be co-opted by the Board before the AGM. Any appointment is put to the subsequent Annual General Meeting for Members to vote on.

Decision-Making

The full Board of Trustees met eight times in 2013-14 to set strategic direction and review the performance, compliance and finances of the charity. In addition, there were 14 meetings of the six sub groups of the Board. These meet separately and make delegated decisions or recommendations to the Board on the following areas: finance and IT; strategy, human resources; health and safety and the environment; fundraising, and the trading subsidiary (currently dormant).

Operational and day-to-day decision-making is delegated to the Chief Executive of the charity, supported by his team of staff. Major new initiatives are always put to the Board. Work in pursuit of previously agreed objectives is undertaken by staff and reported to the Board. The Board scrutinises these reports against agreed targets to assess the performance of the charity in achieving its charitable objectives to a high standard and cost-effectively. Periodic special meetings or Awaydays are used to review performance and strategic objectives. In addition, staff training days are used to focus on particular areas of interest, such as legal compliance issues, external policy developments and initiatives, and equality and diversity issues.

In administering the charity, the Board of Trustees have complied with the duty in s.4, Charities Act 2006, to consider the Charity Commission's published guidance on satisfying the Public Benefit requirement. The structure and content of this Annual Report is based on this guidance.

Risk Management

Major risks facing the charity are identified and kept continually under review throughout the year. A general review is carried out by the Board at least annually under a range of categories, including not just financial risk, but also operational risk and external risk, for example. Each risk is assessed and scored for its likelihood of occurring and its expected impact if it were to occur. Mitigating measures are agreed to reduce higher risks to a level that is acceptable to the Board. No organisation can ever be risk free, but the Board of Trustees is comfortable that the range of measures and controls put in place have reduced to a reasonably acceptable level the various risks faced by Age UK Islington.

Keeping Safe and Warm with Mrs L

Mrs L was first contacted as part of the Well Winter programme proactively contacting older people potentially vulnerable to cold over winter. This identified some major problems which were followed up by a home visit that confirmed she living without hot water, in a house requiring electrical repairs and with a dangerous gas cooker. It also became clear she is almost completely housebound and isolated.

A combination of services was put in place to deal with the long standing repairs to make the home more safe to live in and comfortable, repairs to the cooker to enable Mrs L to eat healthily again, and provision of an enablement service volunteer to encourage and support her getting out and about to do her shopping. Another key issue has been in establishing confidence in our service so that she may consider other help in the future.

She said: "Things are getting done at last. I am now able to cook and shower again and repairs are being done. Without the Winter Warmth grant I would not be able to get back to normal. Some of my problems had been going on for a long time. It has been very reassuring to have Age UK Islington to advise me and help me progress everything".

Outcomes Areas: Looking after myself; looking after my home; General Confidence

Services Areas: Well Winter; Information and Signposting, Practical Help; Enablement

Organisational Structure

Staff and Volunteers

Age UK Islington had 25 staff as at 31 March 2014, including full-time and part-time staff, and equating to 21.2 full-time equivalents.

We value and welcome diversity, and have a good record of recruiting and retaining staff of varying backgrounds, ethnic origin, beliefs, and sexual orientation.

Volunteers play a vital role in the work of the organisation. Across the full range of our work there were around 100 volunteers at any one time participating in our projects and feeding into the development of the organisation as a whole. Over 5000 hours of volunteering were provided, the equivalent of nearly 3 full time posts over the course of the year.

Trading Subsidiary

Trading by our subsidiary trading company, Islington Age Concern Trading Company Ltd, was suspended in 2010-11, on the grounds that the financial returns did not justify the staff time and attention required for its operation. The subsidiary remained dormant throughout 2013-14 and its assets and liabilities have not been incorporated into this report other than in note 9 to the accounts.

During the early part of 2014-15 the Board approved use of the Trading Company for the operation of consultancy and management services to support development and sustainability of outcomes-based working by other charities and social enterprise organisations.

Volunteering with Mark

When Mark had to wind up his design business after 30 years, he wanted to take things easier but did not want to retire completely. He felt the need for stimulation and getting out and meeting new people. Volunteering with Age UK has enabled him to do this, and at the same time share some of his life and business experience in helping many others to solve their problems. He has provided around 500 hours of volunteering time.

He said: "When I started at Age UK Islington, I had no experience with this kind of work, or of using computers and recording things on a database etc. My confidence was very low and I was unsure as to whether I would be any good at this type of work. However, I found that after a few sessions and a fairly steep learning curve, I was able to contribute and solve issues for people in a way I had not imagined possible. If I can help them in some small way to face these challenges or resolve small problems that appear to them immense, then I feel a great sense of achievement and satisfaction".

"In short, volunteering helped me to re-build my confidence and made me realize that I enjoyed being back in the working environment".

Outcomes Areas: Meeting People and Doing Things; General Confidence

Services Areas: Volunteering; Information and Signposting, Future Matters

Financial Review of 2013-14

There was a small (3%) decrease in income compared to the previous year. Total income in 2013-14 was £889,036, compared with £917,914 in 2012-13 and £806,255 in 2011-12. Expenditure during the year was £977,269, an increase of 16.5% over expenditure in 2012-13 (£839,066), and a cumulative increase of 28% compared to 2011-12 (£764,172).

The overall result for the year was a net deficit of £88,233. This is due mainly to restricted funds utilised during the year (£56,283), combined with planned investment of designated development funds. Operating budgets were broadly break even, lower than budgeted income from contracts and fundraising largely offset by reducing expenditure.

Total unrestricted funds at the end of the year were £320,710, a reduction of £31,950 compared to 2012-13, and representing approximately 4 months of operating expenditure for 2014/15. After agreed designations of £55,097, general funds amounted to £265,613.

The charity's income profile remained relatively unchanged from the previous year, with the major proportion of income being received under contracts requiring specific service delivery outputs.

Voluntary income amounted to £44,852, broadly maintaining the level achieved for 2012-13 (£57,706). Costs of generating voluntary income increased from £8,783 to £30,952, representing upfront investment in community fundraising, which we are aware will take time to develop and generate revenue. Fundraising activity has, however, already increased awareness of the charity's activities locally.

Fee income was marginally under budget at £52,274, (budgeted £52,500). This was an improvement over the total previous year income from this source (£34,927). As planned, the financial viability of different fee-generating activities was carried out during the year and those assessed as not viable have been discontinued. Requests for personal assistants under our Continuing Support service continues to grow, and this area of service activity will continue as part of a reorganised client services team.

Reserves Policy

The aim of Age UK Islington's reserves policy is to retain sufficient resources to ensure the sustainability of our charitable activities for the benefit of beneficiaries who depend on us for support of one sort or another. This means that the charity must be reasonably able to cope with the considerable variations in income and expenditure that can easily affect charities, because of so much of the available funding being short-term, project-based funding. In setting an appropriate level of reserves, the Board also strives to provide for the needs of future beneficiaries by utilising any retained surpluses for investment in service development.

The main uncertainties and possible future expenditure items against which the charity needs to hold reserves include the following:

- Development work on future activities – for the organisation in general or for specific projects;
- Late receipt of income from funders;
- Interim financial cover for funding shortfalls;
- Premises and equipment items;
- Staff contingencies;
- Fundraising work that may be required to raise funds in order to further our charitable activities;
- Occasional irregular expenditure flows.

Unrestricted reserves comprise both designated and free reserves. Before the start of the year, the Trustees agreed in the budget for the year which activities would be allowed to operate with less than full funding, and would consequently call on designated funds allocated for the purpose, to enable them to operate as planned. During the year funds amounting to £57,577 (2012-13 £63,829) were utilised in this way and for investing in new developments.

The Board of Trustees, as part of its careful consideration of its reserves policy, has designated reserves of £55,097 as at 31 March 2014. The amount designated has decreased from £149,364 (at 31 March 2013), reflecting current organisation requirements in the following areas:

- Maintaining client services continuity
- HR development
- Premises
- Organisational development

The Board of Trustees reviews the reserves policy at least annually and the interim level of reserves is monitored regularly by the finance sub-group of the Board. In order to protect the charity against possible setbacks and to ensure that the charity is in a position to take advantage of possible future opportunities without being held back by inadequate reserves, it is the aim that unrestricted reserves (general and designated) should be maintained between 3 months and 6 months' worth of expenditure; between around £200,000 and £400,000, with a minimum fixed threshold of £250,000. The charity is currently meeting this target with designated and free reserves totalling £320,710 at the end of March 2014. This sum represents approximately four months of projected operational expenditure for the charity in 2014-15.

Principal Sources of Funding

Based on the number of people helped during 2013-14 (5300) the average cost of helping one older person for a year is £184, equivalent to approximately £3.54 per week. We are deeply grateful to all those who provide funding to help us support local older people and enable them to live more fulfilling lives.

Principal sources of funding include grant making trusts, individual and corporate donors, and local statutory organisations.

During 2013-14 the following grant making trusts and corporate donors contributed funding to support our work:

Age UK Islington

Report of the board of trustees

For the year ended 31 March 2014

- Anthony & Rachel Williams Charitable Trust
- Arimathea Charitable Trust
- The Charles Hayward Foundation
- The City Bridge Trust
- Clerkenwell Charities
- The Haberdashers Trust
- Hymans Roberston LLP
- Islington Giving
- The Lloyds Foundation
- The Rayne Foundation

The charity also received £3118.63 as donations from individuals.

We work closely with our local statutory partners the London Borough of Islington and NHS Islington. Funding via contracts increased during the year, as we continue to develop our role and contribution to the whole system of support for older residents in and around Islington.

Caring Support with Bella

Bella, 59, was committed to caring for her mother but caring had become the sole focus of her life and her own health had deteriorated as a result. She needed support to manage and coordinate the increasingly difficult caring requirements and to reduce her stress.

The provision of personal assistants via Age UK Islington's Continuing Support service takes away some of the burden of administration and provides some relief and respite for Bella.

She said: "My PA's enable me to manage two difficult situations. One PA helps me cope with visiting my mother who is suffering from advancing dementia. The PA is a calming influence in an increasingly stressful scenario. My second PA is helping to organise my administration which is cluttering my small flat to enable me to manage my affairs more efficiently"

Outcomes Areas: Looking after myself; Looking after my home; Managing Finances, General Confidence

Services Areas: Continuing Support

Statement of trustees' responsibilities

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

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

In preparing these financial statements, the trustees are required to:

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Auditors

Sayer Vincent LLP were re-appointed as the charitable company's auditors during the year and expressed their willingness to continue in that capacity.

The report of the trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the Board of Trustees on 6 October 2014 and signed on its behalf by

Ms Sarah Lee - Chair

Independent auditor's report

To the members of

Age UK Islington (the operating name of Age Concern Islington)

We have audited the financial statements of Age Concern Islington for the year ended 31 March 2014 which comprise the statement of financial activities, the balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the Board of Trustees and auditors

As explained more fully in the Statement of Trustees' responsibilities set out in the report of the Board of Trustees, the Board of Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. In addition, we read all the financial and non-financial information in the report of the trustees to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2014 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 Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the report of the Board of Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

Independent auditor's report

To the members of

Age UK Islington (the operating name of Age Concern Islington)

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of the Board of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled take advantage of the small companies exemption in preparing the report of the trustees' and take advantage of the small companies exemption from the requirement to prepare a strategic report.

Joanna Pittman (Senior statutory auditor)

14 October 2014

for and on behalf of Sayer Vincent LLP, Statutory Auditors

8 Angel Gate, City Road, LONDON EC1V 2SJ

Age UK Islington

the operating name of Age Concern Islington

Statement of financial activities (incorporating an income and expenditure account)**For the year ended 31 March 2014**

	Note	Restricted £	Unrestricted £	2014 Total £	2013 Total £
Incoming resources					
<i>Incoming resources from generated funds</i>					
Voluntary income	2	19,790	25,062	44,852	57,706
Investment income		-	1,663	1,663	2,028
<i>Incoming resources from charitable activities</i>					
Information, Advice and Support planning	3a	3,025	133,879	136,904	139,699
Enabling independence	3b	45,208	362,132	407,340	484,642
Activities and Well-being	3c	50,000	126,967	176,967	147,575
Capacity building	3d	-	121,310	121,310	86,264
Total incoming resources		118,023	771,013	889,036	917,914
Resources expended					
<i>Costs of generating funds:</i>					
Costs of generating voluntary income		-	30,952	30,952	8,783
<i>Direct charitable expenditure:</i>					
Information, Advice and Support planning		1,891	153,426	155,317	138,894
Enabling independence		111,027	360,352	471,379	382,172
Activities and Well-being		57,102	104,332	161,434	182,743
Capacity building		4,286	138,389	142,675	110,458
<i>Governance costs</i>		-	15,512	15,512	16,016
Total resources expended	4	174,306	802,963	977,269	839,066
Net (outgoing)/incoming resources for the year before transfers	5	(56,283)	(31,950)	(88,233)	78,848
Transfer between funds		-	-	-	-
Net movement in funds		(56,283)	(31,950)	(88,233)	78,848
Funds at the start of the year		106,838	352,660	459,498	380,650
Funds at the end of the year	13	50,555	320,710	371,265	459,498

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 13 to the financial statements.

Balance sheet

As at 31 March 2014

	Note	2014 £	2013 £
Fixed assets			
Tangible assets	8	5,097	4,364
Investments	9	<u>281,519</u>	<u>280,063</u>
		286,616	284,427
Current assets			
Debtors	10	26,075	28,468
Cash at bank and in hand		<u>182,381</u>	<u>245,206</u>
		208,456	273,674
Creditors: Amounts falling due within one year	11	<u>(123,807)</u>	<u>(98,603)</u>
Net current assets		<u>84,649</u>	<u>175,071</u>
Net assets	12	<u><u>371,265</u></u>	<u><u>459,498</u></u>
Funds			
Restricted funds	13	50,555	106,838
Unrestricted funds:			
Designated funds		55,097	149,364
General funds		<u>265,613</u>	<u>203,296</u>
Total funds		<u><u>371,265</u></u>	<u><u>459,498</u></u>

Approved by the Board of Trustees on 6 October 2014 and signed on its behalf by

Ms Sarah Lee - Chair

Age UK Islington

the operating name of Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2014

1. Accounting policies

- a) The accounts have been prepared under the historical cost convention and in accordance with applicable accounting standards and the Companies Act 2006. They comply with the recommendations in Statement of Recommended Practice - Accounting and Reporting by Charities (issued in March 2005).
- b) Voluntary income received by way of donations and gifts to the charity is included in full in the statement of financial activities when made. Donated goods and services are included according to their value to the charity. Volunteer time is not included in the financial statements.
- c) Grants are credited to incoming resources when they are receivable as the charity's own money, unless they are for activities that relate to a specific future period, in which case they are deferred to that period.
- d) Income received under contracts for services which cross over the year end are recognised in the financial statements in line with the percentage of completion of the contract at the year end.
- e) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of overheads and support costs.
- f) Unrestricted funds are donations and other incoming resources receivable or generated for the charity's general charitable purposes.
- g) Designated funds are unrestricted funds that are earmarked by the Board of Trustees for particular purposes.
- h) Depreciation is provided on tangible fixed assets, which are capitalised at cost, at rates calculated to write off the cost of each asset over its expected useful life as follows:

Office equipment	4 years
IT infrastructure	3 years
Fixtures and fittings	4 years

Items of equipment are capitalised where the purchase price exceeds £1,000.

- i) Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on reasonable estimates, based on staff time and staff numbers, attributable to each activity. This apportionment is reviewed on an annual basis.

Governance costs of the charity relate to the costs of the management of the charity such as costs of meetings, audit and statutory compliance.

Age UK Islington

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Notes to the financial statements**For the year ended 31 March 2014****1. Accounting policies (continued)**

j) Fundraising costs of grants and donations comprise the costs incurred in producing materials for promotional purposes, and of raising funds for the charitable work.

k) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis over the length of the lease.

l) The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund. The charity has no liability under the scheme other than for the payment of those contributions.

2. Voluntary income

	Restricted	Unrestricted	2014	2013
	£	£	Total	Total
			£	£
Sundry donations	<u>19,790</u>	<u>25,062</u>	<u>44,852</u>	<u>57,706</u>
	<u>19,790</u>	<u>25,062</u>	<u>44,852</u>	<u>57,706</u>

3. Incoming resources from charitable activities**3a Information, Advice and Support planning**

	Restricted	Unrestricted	2014	2013
	£	£	Total	Total
			£	£
London Borough of Islington				
Information and Signposting	-	70,990	70,990	84,069
Support planning and brokerage	-	24,680	24,680	17,500
Islington Strategic Partnership				
Benefits Take-Up	-	37,500	37,500	37,500
Other	<u>3,025</u>	<u>709</u>	<u>3,734</u>	<u>630</u>
	<u>3,025</u>	<u>133,879</u>	<u>136,904</u>	<u>139,699</u>

Age UK Islington

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Notes to the financial statements**For the year ended 31 March 2014****3b Enabling independence**

	Restricted	Unrestricted	2014 Total	2013 Total
	£	£	£	£
London Borough of Islington				
Access and Enablement	-	4,125	4,125	13,875
Hospital discharge post		18,064	18,064	-
Voluntary Sector Enablement	-	248,750	248,750	263,750
Well winter project	-	7,800	7,800	21,000
Winter pressures project		10,000	10,000	11,700
Islington CCG				
Local service navigator service		52,500	52,500	-
Age UK Haringey				
Winter enablement project	-	-	-	70,000
Islington Giving				
Giving Time, Giving Help	39,375	-	39,375	50,500
Lloyds TSB Foundation	5,833	-	5,833	35,000
Fees and other	-	20,893	20,893	18,817
	<u>45,208</u>	<u>362,132</u>	<u>407,340</u>	<u>484,642</u>

3c Activities and Well-being

	Restricted	Unrestricted	2014 Total	2013 Total
	£	£	£	£
London Borough of Islington				
Day Centres	-	95,000	95,000	101,431
Community activities development	50,000	-	50,000	30,000
Meals, room hire and activities	-	18,637	18,637	14,244
Fees and other	-	13,330	13,330	1,900
	<u>50,000</u>	<u>126,967</u>	<u>176,967</u>	<u>147,575</u>

3d Capacity building

	Restricted	Unrestricted	2014 Total	2013 Total
	£	£	£	£
London Borough of Islington				
Analysis, Insights and Innovation	-	22,065	22,065	21,739
Older People's Reference Group	-	17,000	17,000	17,200
Personal assistant market development	-	-	-	6,000
Intergrated Care: Health & Social Care Programme - User Engagement Project	-	19,900	19,900	-
Volunteering	-	41,945	41,945	41,325
Other				
End of Life Care: Future Matters	-	20,400	20,400	-
	<u>-</u>	<u>121,310</u>	<u>121,310</u>	<u>86,264</u>

Age UK Islington

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Notes to the financial statements

For the year ended 31 March 2014

4. Total resources expended

	<i>Cost of generating funds</i>	<i>Direct charitable expenditure</i>				<i>Governance</i>	<i>Support costs</i>	2014 Total	2013 Total
		Information, Advice and Support planning	Enabling independence	Activities and Wellbeing	Capacity building				
	£	£	£	£	£	£	£	£	
Staff remuneration (note 6)	15,938	111,542	361,973	104,071	99,007	6,536	24,918	723,985	630,584
Other staff costs	9,884	1,368	15,933	1,501	711	645	18,758	48,800	33,344
Volunteer costs	1	1,109	1,160	3,854	5,156	-	1,213	12,493	9,482
Activities	1,844	9,277	39,331	20,158	17,894	321	3,049	91,874	55,310
Meals and refreshments	-	-	-	1,035	-	-	-	1,035	5,048
Grants and welfare payments	-	-	3,000	-	-	-	-	3,000	4,400
Premises	1,519	19,648	24,607	19,417	7,606	558	2,177	75,532	76,569
Equipment	108	104	702	82	1,420	6	844	3,266	5,788
Subs & publications	26	195	405	180	167	10	115	1,098	1,353
Depreciation	-	-	-	-	2,786	-	-	2,786	4,286
Compliance, legal etc	83	701	1,899	565	399	7,436	2,317	13,400	12,902
Total resources expended	29,403	143,944	449,010	150,863	135,146	15,512	53,391	977,269	839,066
Support Costs	1,549	11,373	22,369	10,571	7,529	-	(53,391)	-	-
Total resources expended	30,952	155,317	471,379	161,434	142,675	15,512	-	977,269	839,066

Support costs have been allocated on the basis of staff hours engaged in each charitable activity.

Age UK Islington

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Notes to the financial statements**For the year ended 31 March 2014****5. Net (outgoing)/incoming resources for the year**

This is stated after charging:

	2014	2013
	£	£
Depreciation	2,786	4,286
Board of Trustees - remuneration	-	-
Board of Trustees - indemnity insurance	-	-
Board of Trustees - expenses	-	-
Operating lease charges	59,969	59,969
Auditors' remuneration:		
Current year audit	6,100	5,900
	<u>6,100</u>	<u>5,900</u>

No trustees incurred expenses in the year (2013: Nil).

6. Staff costs and numbers

Staff costs were as follows:

	2014	2013
	£	£
Salaries and wages	636,892	548,602
Employer's National Insurance	59,031	49,836
Employer's pension contributions	15,687	8,546
Redundancy	12,375	23,600
	<u>723,985</u>	630,584
Agency costs	19,149	18,014
	<u>743,134</u>	<u>648,598</u>

There were 25 staff at 31 March 2014, equating to 21.2 full time staff equivalents for the year. In addition the services of freelance specialists were used for accountancy and fundraising support. During the year the charity also employed staff on a sessional basis to undertake specialist and time limited projects. No employee earned more than £60,000 during the year.

The average weekly number of employees during the year was as follows:

	2014	2013
	No.	No.
Information, Advice and Support planning	4.0	3.3
Enabling independence	11.3	8.9
Activities and Well-being	3.6	4.3
Capacity building	2.3	1.9
	<u>21.2</u>	<u>18.4</u>

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Notes to the financial statements

For the year ended 31 March 2014

7. Taxation

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

8. Tangible fixed assets

	Office equipment £	IT infrastructure £	Fixtures & fittings £	2014 Total £
COST				
At 1 April 2013	8,073	8,883	2,849	19,805
Additions in year	1,204	2,315	-	3,519
Disposals in year	<u>(1,548)</u>	<u>-</u>	<u>-</u>	<u>(1,548)</u>
At 31 March 2014	<u>7,729</u>	<u>11,198</u>	<u>2,849</u>	<u>21,776</u>
DEPRECIATION				
At 1 April 2013	4,097	8,495	2,849	15,441
Charge for the year	1,626	1,160	-	2,786
Disposals in year	<u>(1,548)</u>	<u>-</u>	<u>-</u>	<u>(1,548)</u>
At 31 March 2014	<u>4,175</u>	<u>9,655</u>	<u>2,849</u>	<u>16,679</u>
NET BOOK VALUE				
At 31 March 2014	<u>3,554</u>	<u>1,543</u>	<u>-</u>	<u>5,097</u>
At 31 March 2013	<u>3,976</u>	<u>388</u>	<u>-</u>	<u>4,364</u>

9. Investments

Cash held as investment

At 31st March 2014, Age UK Islington held £180,823 in the COIF charities deposit fund (2013 - £180,063) and £100,694 in a Santander fixed term deposit account (2013 - £100,000) for investment purposes.

Islington Age Concern Trading Company Ltd

Early in financial year 2010-11 the decision was taken to suspend trading on the grounds that financial returns did not justify staff time and attention required for a trading operation. The company did not trade through the financial year.

The share capital and reserves of the subsidiary are not material and therefore no consolidated accounts have been prepared. Disclosure is confined to this note to the accounts.

	2014 £	2013 £
Investment in Islington Age Concern Trading Company Ltd at cost	<u>2</u>	<u>-</u>

At 31 March 2014, AUI held 2 shares of £1, being the entire share capital of the trading company. The two trustees who had previously held the shares gifted them to Age UK Islington during the course of the year.

Age UK Islington

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Notes to the financial statements**For the year ended 31 March 2014****9. Investments (continued)**

Relevant financial information regarding Islington Age Concern Trading Company Ltd is as follows:

	2014	2013
	£	£
Assets	2	2
Liabilities	-	-
Total funds	<u>2</u>	<u>2</u>

10. Debtors

	2014	2013
	£	£
Debtors	12,338	12,371
Grant and contract debtors	10,933	11,700
Prepayments	2,804	4,397
	<u>26,075</u>	<u>28,468</u>

11. Creditors : Amounts falling due within one year

	2014	2013
	£	£
Tax and social security costs	17,055	17,629
Other creditors	16,263	24,994
Accruals	13,419	17,522
Deferred income	77,070	38,458
	<u>123,807</u>	<u>98,603</u>

12. Analysis of group net assets between funds

	Restricted funds £	Designated funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	5,097	-	5,097
Investment assets	-	-	281,519	281,519
Current assets	53,123	50,000	105,333	208,456
Creditors: Amounts falling due within one year	<u>(2,568)</u>	<u>-</u>	<u>(121,239)</u>	<u>(123,807)</u>
Net assets at 31 March 2014	<u>50,555</u>	<u>55,097</u>	<u>265,613</u>	<u>371,265</u>

Age UK Islington

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Notes to the financial statements**For the year ended 31 March 2014****13. Movements in funds**

	At 1 April 2013 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2014 £
Restricted funds:					
Community activities development	8,347	50,000	(52,514)	-	5,833
Drovers Activity Centre	6,177	2,290	(4,363)	-	4,104
Edible Islington	314	-	(225)	-	89
Enablement Services	32,083	15,833	(45,000)	-	2,916
Giving time, Giving Help	-	39,375	(39,375)	-	-
Information and Advice Development	-	3,025	(1,891)	-	1,134
Integration development	6,511	-	-	-	6,511
Older People's Reference Group	6,240	-	(4,286)	-	1,954
Project development	43,695	-	(23,322)	-	20,373
Senior Citizens' Christmas party	1,029	-	-	-	1,029
Welfare and Winter Warmth	2,442	7,500	(3,330)	-	6,612
Total restricted funds	106,838	118,023	(174,306)	-	50,555
Unrestricted funds:					
<i>Designated funds:</i>					
Capital equipment depreciation	4,364	-	(2,786)	3,519	5,097
Client services continuity	50,000	-	-	(20,000)	30,000
Haringey enablement	20,000	-	(2,014)	(17,986)	-
HR	5,000	-	(7,056)	7,056	5,000
ICT and systems development	15,000	-	(8,768)	(6,232)	-
Organisational development	40,000	-	(36,933)	6,933	10,000
Partnership working	10,000	-	-	(10,000)	-
Premises	5,000	-	-	-	5,000
<i>Total designated funds</i>	149,364	-	(57,557)	(36,710)	55,097
General funds	203,296	771,013	(745,406)	36,710	265,613
Total unrestricted funds	352,660	771,013	(802,963)	-	320,710
Total funds	459,498	889,036	(977,269)	-	371,265

Age UK Islington

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Notes to the financial statements**For the year ended 31 March 2014**

13. Movements in funds (continued)**Purpose of restricted funds**

Community activities development	To develop and provide services to help older people set up, run and maintain self-run groups and clubs.
Drovers Activities Centre	To support the activities and services at Drovers Activities Centre.
Edible Islington	To encourage food growing to promote physical activity, healthy eating and improve mental well being of older people. To also encourage older people using the allotment to use other services.
Enablement Services	Funds received to increase and extend the scope of services enabling older people to live independently and well at home.
Giving time, Giving Help	Funds received from Islington Giving to support development of volunteer and peer based systems of support for older people.
Information and Advice Development	A grant from Age UK towards a review of policies and procedures related to provision of Information and Advice services
Integration Development	To explore and pilot integrated shared service provision and infrastructure with Age UK Camden and Age UK Haringey. The balance of funds at 31st March represent database costs for Age UK Haringey to assist integration development.
Older People's Reference Group	To develop and support formation of an Older Persons Reference Group to advise on local developments in services for older people.
Project Development	A developmental fund the purpose of which is to support existing projects in Islington on an ad hoc basis, or fund pilots for new areas of work in the Borough
Senior Citizens' Christmas day party	To hold a Christmas Party targeting some of the most isolated older people in the borough.
Welfare and Winter Warmth	To provide grants to individuals in great need, to improve their quality of life, when no other source is available. This includes enabling people to keep warm in winter, and to promote the need for older people to keep adequately warm during cold weather.

Age UK Islington

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Notes to the financial statements**For the year ended 31 March 2014**

13. Movements in funds (continued)**Transfers**

Some general funds have been designated in line with the reserves policy.

The transfer to the capital equipment depreciation fund is equal to the value of capital purchases of IT equipment made in the year and maintains the balance of that fund at the correct level to cover future depreciation.

Purpose of designated funds

Capital equipment depreciation	To cover future depreciation on major equipment items already purchased from unrestricted funds. It does not provide for the future purchase of equipment.
Client services continuity	Consistent with the reserves policy, this fund is available to ensure the continuation of a minimum level of essential services to local older people, as specified by the Board. During 2010-11, this fund was used to continue to provide basic essential advice services to local older people, including in community languages, and ACI's work with BME local community groups when the work was under-funded. This fund is made available, where possible, to cover similar such shortfalls.
Haringey enablement	For the development of enablement services in Haringey.
HR	For staff-related costs such as cover for absent staff, sickness payments, maternity leave, recruitment costs etc.
ICT and systems development	For ICT infrastructure and systems development including training and related consultancy work.
Organisational development	For set-up and delivery of a new operating and business model.
Partnership working	For costs associated with development of alliances, shared services and other strategic partnerships to maximise efficiencies and effectiveness of service operations.
Premises	For incidental costs associated with premises.

Age UK Islington

the operating name of Age Concern Islington

Notes to the financial statements**For the year ended 31 March 2014**

14. Operating lease commitments

The charitable company had annual commitments under operating leases expiring as follows:

	Equipment		Property	
	2014	2013	2014	2013
	£	£	£	£
Due within one year	-	1,411	-	-
Within 2 to 5 years	-	-	59,436	58,558
	<u>-</u>	<u>1,411</u>	<u>59,436</u>	<u>58,558</u>