

Company number: 3039668

Charity Number: 1045623

# Age Concern Islington



(Age Concern Islington operates as Age UK Islington)

Report and financial statements  
For the year ended 31 March 2016

# Age Concern Islington

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### For the year ended 31 March 2016

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## Age Concern Islington

### Reference and administrative details

For the year ended 31 March 2016

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<b>Status</b>	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.	
<b>Purpose</b>	Age Concern Islington's charitable object for the public benefit is the welfare of local older people in and around Islington.	
<b>Governing document</b>	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.	
<b>Company number</b>	3039668	
<b>Charity number</b>	1045623	
<b>Registered office and operational address</b>	6-9 Manor Gardens LONDON N7 6LA	
<b>Trustees</b>	Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:	
	Ms Sarah Lee	Chair
	Mr Chris Bulford	Vice Chair
	Mrs Jeanne Franklin	Vice Chair
	Mr Clive Bowman	Treasurer (appointed 22/03/2016)
	Mr Ketan Rajgarhia	(resigned 12/11/2015)
	Ms Kathrin Meyrick	
	Ms Monica Douglas Parris	
	Ms Marjorie Thiman	
	Mr Mark Warwick	
	Ms Alice Memminger	
<b>Principal staff</b>	Andy Murphy	Chief Executive and Company Secretary
<b>Bankers</b>	HSBC plc 25 Islington High Street LONDON N1 9LJ	Unity Trust Bank plc Nine Brindley Place BIRMINGHAM B1 2HB

**Age Concern Islington**

**Reference and administrative details**

**For the year ended 31 March 2016**

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**Auditors**

Sayer Vincent LLP  
Chartered Accountants and Statutory Auditors  
Invicta House, 108-114 Golden Lane  
LONDON, EC1Y 0TL

## **Chair's Statement**

As Chair of the Trustee board at Age UK Islington, since 2013, I have had the opportunity to contribute to the strategic direction of the organisation and the pleasure of working alongside our CEO and the wider staff team.

We have produced some excellent outcomes over the last twelve months and I feel proud that I have been able to make a contribution to these. We have and are continuing to make a valuable input into the development and delivery of integrated health and social care services in Islington and we have developed a delivery model that aims to broker persons into appropriate forms of prevention through individual advocacy, advice and action planning.

Our aim is to support users of our services to live independently and well for as long as possible and to access local statutory and voluntary services that can help contribute to their overall well-being.

This year, in particular, both Age UK Islington and other organisations in the borough have benefited from our continued innovation of data insight to drive our delivery. Leading a collaborative partnership with the Council and other VCS organisations we have been developing a joint approach to 'realising the value' of our services and activities. We've also invested time and resource into our own systems, to ensure our case work is both holistic in its approach and able to provide insight to guide future developments.

Our work with our marketing partner, West Creative Ltd, has continued to grow with borough wide praise for Get Together Islington magazine – recognised by many as the go to resource for people aged 55+ in Islington. The scope of their involvement has been broadened across the whole organisation and together we are championing communications utilising an 'in our own words' approach.

I thank our Trustees for their continued commitment and skill in ensuring the organisation is governed well and, that our services and activities are performing well and remain relevant to the evolving needs of our beneficiaries. As a Board we were saddened to hear that Angela Sinclair-Loutit had passed away in September 2016. She had contributed much and over many years as a Trustee, until increasing frailty had required her to step down two years ago.

I am expecting the next twelve months to be busy for us as an organisation. Our aim is to grow awareness of our service model, reflecting the growth in our breadth of clients, and to refine our provision through richer and more nuanced insights into their needs, and through increasing collaboration with our partner organisations and individuals across Islington.

**Sarah Lee**  
**Chair**

## 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 well being of people in and around Islington. The Trustees consider that good progress was made in 2015-16.

Highlights of the year include:

- 3315 people provided with individualised support through case work services
- 966 people participated in Activities services
- Over 28000 attendances at Activities services
- Four editions of a new magazine, 'Get Together' produced, initiating a new approach to reaching out to potential beneficiaries in our local community
- High rate of positive outcomes for people. Aggregating all outcome areas together we achieved 97% of personal goals set.
- New, long-term, statutory service contracts secured to support carers and to expand the health navigator service
- Income increased by 37.6% to £1,291,677, increasing the scope of services that can be delivered and contributing to financial stability.
- Leading a 'Realising the Value' project to further integrate community services with statutory forms of support.
- Continued investment in technology, skills and organisational development

## Beneficiary needs and requirements

The primary beneficiaries of the charity are people over 60 living in the London Borough of Islington. We also provide care navigation and support to people under 60 who are living with long term health conditions, and, since September 2016 to family carers.

It is increasingly recognised that people need 'more than medicine' to maintain their health and wellbeing. We help people with broader wellbeing needs related to loneliness and isolation, managing house and home, keeping active and interested in what's going on, keeping safe in and around the home, and, feeling valued and visible in the community.

The different service types we offer are designed to match different levels of peoples' confidence and capability in dealing with these things – from providing information, through more technical advice sessions, to more intensive 'case work' for people with more long-standing or multi-faceted situations and challenges.

And we don't just wait for people to contact us. It is also recognised that 'prevention is better than cure'. All of our services are orientated towards helping people identify and head off problems

## Age Concern Islington

### Report of the trustees

#### For the year ended 31 March 2016

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before they turn into crises, or become impossible to manage without intrusive and costly statutory help.

As part of that approach, during 2015–16 we launched a new quarterly magazine called Get Together that combines useful information and articles on different aspects of later life, with listings of community activities and events that people can get involved in, and even run themselves. As part of this network many local residents and businesses contribute their time, energy and skills as volunteers within our services

As well as our activities partners we work closely with health and social organisations to integrate wellbeing-focused information and services with traditional health and social care. This close working takes place both at services level, working to support individual residents ‘right now’, as well as through multi agency development and commissioning workgroups, helping design and put in place services to meet growing requirements for the future.

We recognise that working together and combining our specialisms and strengths is the best way of ensuring we collectively have the knowledge, skills and capacity to serve increasing numbers of people struggling to maintain a safe and satisfying independent life in the community.

#### How we Help – 1

##### **Dee is better able to budget and manage her finances**

Dee lives in a Housing Association property that is not very well insulated and due to ill health she has the heating on all the time. She is undergoing hospital treatment for her health conditions, and it’s crucial she is warm and well.

“Age UK Islington have been fantastic to help me with my outstanding energy bills. With my long-term health issues and increasing ill health during the past year I had to stay at home all the time. This meant having to use additional heating to keep warm. My flat is very cold, I paid my bills as much as I could afford, but the annual statement showed I was in a lot of arrears. It was very worrying for me to be in debt, and with my limited income I could not pay off the balance. Age UK Islington enabled me to get a grant from some other sources of help. This was such a relief.”

**Outcomes:** Managing My Money, Managing My Home

**Services:** Information & Advice

## Aims and Principal Activities

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, grouped by Charitable Activity heading.

## Age Concern Islington

### Report of the trustees

For the year ended 31 March 2016

Charitable Activity	Service	Summary of support provided
<b>Information, advice and support planning</b>	Information and Signposting	Help to find and obtain local services and activities.
	Islington Carers Hub	Information and advice to support unpaid carers in caring for a relative or friend.
	Support Planning and brokerage	Individualised support planning for people in receipt of statutory support.
<b>Enabling Independence</b>	Voluntary Sector Enablement	Short term – six to eight week – help to recover confidence and ability to live independently, safely and well.
	Enablement Over 80	A specialist Enablement service for people over 80, including an extended period of volunteer visiting.
	Hospital Discharge Support	Preparing the home environment for people leaving hospital as part of planned discharge arrangements.
	Well Winter	A contacting service to check and provide assistance to older people potentially vulnerable to extended cold, isolation and other problems over winter.
	Local Service 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.
	Preparing for PowerLoss	Providing information to help people who are reliant on medical equipment be protected against risk of power failures
<b>Activities for Wellbeing</b>	Centre based Activities	Activity and interest groups meeting at our Drivers Activity and Advice Centre.
	Community Activities	Setting up, organising and facilitating friendship and interest groups regular ‘Get Togethers’ at venues around the borough

Our aim is simple: to put together tailored combinations of services and activities that help people maintain and improve their feeling of wellbeing, confidence, resilience and quality of life. Based on what 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



## Age Concern Islington

### Report of the trustees

#### For the year ended 31 March 2016

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- 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.

#### How we Help – 2

##### **Violet regains confidence, independence and social contact**

“Broken hearted” 86-year old Violet was referred by her GP just weeks after losing her partner, some recent falls and a hospital admission for pneumonia. She told the Enablement Coordinator who visited her that she had previously been a very confident person, but that her confidence had 'taken a knock' since losing her partner who had also been her carer. They had known each other for 40 years and been together 20 years, after supporting each other through the loss of their spouses.

We helped her to get higher rate Attendance Allowance, a Taxicard, a walk in shower, grab-rails, chair-raisers, bed-rail wheeled walker. Telecare; bereavement counselling; and registered with the Telephone Preference Service. We placed an Enablement Volunteer with her who over 17 weeks helping her gain knowledge and confidence around using her iPad. We were later able to refer her to North London Cares and Goodgym for befriending visits, support her to join Finsbury & Clerkenwell Volunteers' lunch club and to attend activities at St Luke's.

Once she was awarded Attendance Allowance we were also able to help her daughter organise a cleaning service for her via our Helpshop service.

Over the course of the following eight months, she gradually regained her confidence and independence to the point where her daughter described her mother as having a better social life than her own. She said "Mum's really happy and she's so thankful for your support and interest".

**Outcomes:** Improving Confidence: Looking after Myself, Meeting People and Doing Things.

**Services:** Enablement Over 80s, Helpshop

## Key Objectives and Achievements during 2015–16

The Trustees consider that good progress was made in 2015–16, the second year of implementation of the organisation’s current strategy.

The core strategic aim is in ‘Doing Prevention Properly’. By ‘prevention’ we mean empowering and enabling people to develop and sustain their own support systems and their own confidence and capability to maintain health and wellbeing. This fits directly with our charitable aims as well as with local and national government policy: statutory commissioning is our primary source of revenue and the focus on prevention ultimately provides value by reducing reliance on statutory provision.

Prevention–focused working is relatively new and working practices are at an early stage of evolution. To ensure we are ‘doing it properly’ our operating plans contain the following core work programmes and initiatives:

- 1 Transforming our service model and ways of working, with the main outcomes for people being increased feelings of confidence, resilience and quality of life
- 2 Developing more proactive and scalable ways of reaching out to people to recommend as well as provide support ahead of problems occurring
- 3 Widening the age group and profile of people we support, to provide a more comprehensive service, as well as earlier input for prevention
- 4 Investing in communications to further developing reach and engagement with our local community and service partners
- 5 Increasing the number and duration of commissioned service contracts, to provide financial stability and sound infrastructure
- 6 Development of digital technologies to support increased scale of provision
- 7 Continued investment in staff and volunteer workforce skills development

A summary of achievements and progress during the year is provided below. These aims relate to and support all areas of charitable activity.

Strategic Aim	Achievement/Progress during 2015–16
<b>Achieve positive service outcomes related to prevention</b>	<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 the following: all things that people have said are critical to a sense of wellbeing.</p> <ul style="list-style-type: none"><li>● Ability to look after myself</li><li>● Ability to manage my home</li><li>● Keeping Safe</li><li>● Managing my Money</li></ul>

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## Age Concern Islington

### Report of the trustees

For the year ended 31 March 2016

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- Meeting People and Doing Things
- General Confidence and Feeling Positive

Aggregating all results from services together we achieved 97% of personal goals set with service users at the start of their service, consistent with the previous year.

A new, more extended outcomes framework was developed during the year in order to gain greater insight into specific beneficiary requirements and to assess the resulting impact of particular services in addressing these.

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#### **Develop more proactive service models and ways of reaching people**

With support from the Comic Relief 'Tech for Good' programme we developed prototype technology to carry out telephone befriending and prevention screening calls to clients.

This was further developed into a web application, powered by volunteers, providing a practical solution to the challenge of keeping in contact with large numbers of residents and providing follow up where needed.

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#### **Widen age group and profile of people supported**

The proportion of people in younger age groups increased during 2015–16

People in their 40s represented 8.5% of the total, compared to 5% in 2014–15.

People in their 50s represented 15% of the total, compared to 11% in 2014–15.

The proportion of people in their 90s remained constant at around 7% of the total.

619 Carers were provided with help for the first time, a result of the new Carers Hub contract secured during the year. In the fourth quarter of the year the number of carers supported increased by 53% compared to the same period in the previous year.

The expanded Navigator service was mobilised quickly from its launch in November 2015, and the number of people helped between start date and the end of March 2016 was double the amount compared to the equivalent period in the previous year.

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#### **Develop communications focused on encouraging**

In the previous year we carried out a perception study to understand how beneficiaries and partner providers understood

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## Age Concern Islington

### Report of the trustees

For the year ended 31 March 2016

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<b>self-care and participation in the community</b>	and perceived the charity's purpose and its role and contribution locally. A follow up survey in 2015-16 showed that knowledge of the charity's services and activities had increased.
<b>Maintain external quality accreditation</b>	ISO90001 accreditation was achieved for the eighth successive year.
<b>Increase revenue from service contracts</b>	<p>Income from this source increased in 2015-16 due to the award of two service contracts commencing in the third quarter of the year.</p> <p>The contracts were for</p> <ul style="list-style-type: none"><li>● Navigation Services – funder Islington Clinical Commissioning Group</li><li>● Carers Hub Services – funder London Borough of Islington.</li></ul> <p>As these were multi-year contracts they also contribute to the critical objective of achieving and maintaining financial stability for the longer term.</p>
<b>Maintain financial stability</b>	Total income in 2015-16 was £1,291,677 (2014-15: £938,382), an increase of 37.6%. A small surplus of £30,819 was retained. The charity's reserves policy and limits were reviewed and updated to reflect growth in revenue and the increased security of income from statutory contracts.
<b>Develop digital capabilities and service models</b>	A new CRM system was purchased providing increased customisation and other capabilities to integrate and manage communications and other service activities.
<b>Continue to develop staff and volunteer skills and competencies</b>	We introduced a competency framework for case work staff and are currently adapting this for roll out across the range of staff and volunteer roles.

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### How we Help – 3

#### **Bill supported to be less isolated**

Bill is a 66-year old man with Parkinson's Disease, who was referred to the Navigator Service by the Community Matron, requesting help to increase social opportunities. He had previously been a successful businessman with a number of businesses but no longer has these and now had limited finances.

The Navigator suggested a referral to North London Cares for a befriender, which he was keen to try and was subsequently matched with someone. As he has a computer, a suggestion was made

## Age Concern Islington

### Report of the trustees

#### For the year ended 31 March 2016

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to look into online forums/support groups for Parkinson's disease, and information provided on how to do this. Bob finds it hard to read books but was interested in the suggestion of having audio books and information was provided on this.

Bob asked about getting Dial-A-Ride membership. The Navigator provided the form and offered help to complete if needed. Bob also asked about the 812 Bus – he was provided with a map of the route and schedule, for him to access if /when able.

A follow up call two weeks later found Bill was happy with the input, and said he was 'fine for now'.

**Outcomes:** Improving Confidence: Meeting People and Doing Things: Looking after Myself: Keeping Safe  
**Service:** Navigation

## Future Plans

The current strategy was set out in 2015 and reviewed in August 2016. Overall progress has been good and the core focus on prevention has been confirmed. The current business model based primarily on statutory contracts and consultancy services to other organisations has been confirmed. This approach has proved successful in terms strengthening our infrastructure and providing the necessary financial stability.

Work undertaken during 2015–16 came to fruition in July 2016 when we were awarded a multi-year contract for the Community Enablement service we initiated in 2011. This will increase the reach of our services to new user groups, and, further strengthen integration of our wellbeing approach with mainstream health and social care.

### Other elements within our revised strategy include

- To seek grants for innovation and piloting of new approaches and fundraising from Trusts.
- To further develop use of technology to increase productivity and improve service experience from a service user perspective
- To implement a "One Age UK" approach offering a single point of contact to the whole range of Age UK Islington services.
- To develop and document standard operating procedures across the range of services and activities.
- To strengthen 'clinical' governance and core infrastructure to support controlled expansion and growth of operations. This is particularly important for work with people with complex health conditions.
- To participate in local strategic workforce developments and training, particularly around person centred approaches involving multi-agency input.
- To continue to develop opportunities for expanding revenue through traded services focussed on infrastructure to support wellbeing services delivery and development.

## Senior Management Remuneration

The Trustees consider the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating it on a day to day basis. Currently these personnel include the CEO and the Operations Director.

The pay of the senior staff is reviewed annually. In view of the nature of the charity, the Trustees benchmark against pay levels in other charities of a similar size with a similar business model. The remuneration bench-mark is the mid-point of the range paid for similar roles adjusted for a weighting of up to 30% for any additional responsibilities. If recruitment has proven difficult in the recent past a market addition is also paid.

## 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.

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 2016 was nine (2015: 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

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.

## Age Concern Islington

### Report of the trustees

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#### Decision-Making

The full Board of Trustees met seven times in 2015–16 to set strategic direction and review the performance, compliance and finances of the charity. Sub groups of the Board provide detailed review and recommendations to the Board in the following areas: finance; strategy and marketing and fundraising.

Operational and day-to-day decision-making is delegated to the Chief Executive of the charity, supported by an Operations Director and 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.

The current principal risks and uncertainties facing the charity are summarised below.

<b>Risk/Uncertainty</b>	<b>Risk Category</b>	<b>Controls and Mitigation</b>
<b>Concentration of activity and primary funding sources within a single London Borough geographical area</b>	Financial	Continued development of revenue generating opportunities. These may be provided under a different operating name in order to comply with territorial restrictions with the Brand Partner Agreement with Age UK.
<b>Accident to or unavailability of CEO</b>	People/Operational	Short to Medium term: Revision and production of core operational processes with supporting

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## Age Concern Islington

### Report of the trustees

For the year ended 31 March 2016

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		training and communication programme for management staff. Deputising arrangements to be put in place. Longer term: Succession planning
<b>Inability/delay in recruiting to vacant posts</b>	Operational	We are implementing a more flexible recruitment approach and selection process.
<b>Failure to perform service contracts to required specification</b>	Financial/Reputational	We have increased performance monitoring capabilities to support early action by management on negative delivery patterns and trends.
<b>Limited core management skills in service transformation and optimisation.</b>	Management	We are carrying out an internal change programme supported by individual and team skills development
<b>Failure to promote services effectively.</b>	Information	We are continuing with the implementation of internal and external marketing and communications plans, including monitoring of user/stakeholder perceptions of services.

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### How we Help – 4

#### **Socialising and interacting with others through learning groups**

Jani tended to only interact with people he knows such as his family members and he was often at home. A friend encouraged him to ‘try out’ the Age UK Islington Drivers Activities Centre.

During initial discussion with Centre staff we discovered he was particularly keen on learning Spanish. He decided to ‘give it a go’ and since then has not only greatly improved his Spanish but also says ‘it’s a delight to be learning Spanish with such friendly people’.

It’s a sociable as well as learning group and members bring in food they have prepared to share and enjoy together. Jani is more outgoing and enjoys interacting with other clients.

“I was introduced to the centre through a friend who also attends the Spanish class and she praised the centre and its staff so I wanted to come too. I am not a beginner in Spanish so I fit right into the class. The teacher and others were all so friendly and welcoming. I am happier and more content than I have been in a very long time.”

**Outcomes:** Improving Confidence: Meeting People and Doing Things

**Services:** Activities – Drivers



## Organisational Structure

### Staff and Volunteers

Age UK Islington had 36 staff as at 31 March 2016, including full-time and part-time staff, and equating to 25.8 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. Trading by the subsidiary remained suspended throughout 2015–16 and its assets and liabilities have not been incorporated into this report other than in note 12 to the accounts.

### How we Help – 5

#### **Feeling positive – feeling engaged in life**

“I feel more alert – my concentration has also improved – I like being in a group to learn and I have enjoyed meeting new people...I do not want to sit at home and feel alone”

Claudia lives alone and is visually impaired, she was a regular attendee at the Drivers Centre some years ago but hadn't been for some time. Through our promotional work she heard about a new 'Rambert Dance Project' and wanted to attend to feel fitter. She is also a musician, so was attracted by the idea explore music and movement.

Involvement in the project has been great for her. She is feeling fitter, has met new people and is enjoying the rehearsals and the performance aspect.

“Through the class with Rambert Dance I have found a new sense of freedom in my movement. I am visually impaired so the teaching, based on images is something that I can relate to. I have found my coordination is improving, my posture is also improving and this helps as I play instruments. The classes are also good for my brain, I feel more alert, my concentration has also improved. I like being in a group to learn and I have enjoyed meeting new people...I do not want to sit at home and feel alone”

**Outcomes:** Improving Confidence. Meeting People and Doing Things. Looking after Myself.

**Services:** Drivers Activities Centre

## Financial Review of 2015–16

Total income in 2015–16 was £1,291,677 (2014–15: £938,382), an increase of 37.6%. Expenditure also increased to £1,260,858 (2014–15: £949,777), an increase of 32.7%.

The overall result for the year was a small surplus amounting to £30,819. This amount includes restricted funds not utilised during the year and amounting to £15,252. Total funds at the end of the year amounted to £390,689 (2014–15: £359,870). Unrestricted funds were £329,121. After agreed designations of £90,054, general funds amounted to £239,067 (2014–15: £260,885). All the above results were derived from continuing activities and operating budgets were broadly break even in the year.

The Trustees believe this is a good result for the year, and an indication that the financial strategy for the charity is fit for purpose in achieving both controlled growth and stability for the medium term; an essential precondition for achieving the charity's objects. Whilst income increased overall, the income profile remained relatively unchanged from the previous year, with £1,044,018 of income unrestricted. This represented 81% of total income, compared to £809,043 (86%) in 2014–15.

Statutory contracts continue to provide the core of income to sustain and grow the charity's activities. Income from this source increased in 2015–16 due to the award of two service contracts commencing in the third quarter of the year. As these were multi-year contracts they also contribute to the goal of maintaining and increasing financial stability.

As part of our strategy, statutory contracts provide the core, but voluntary income is also essential: for innovation, for specialist forms of delivery, and for investment in required infrastructure. Voluntary income decreased slightly to £55,455 during 2015–16 (2014–15: £57,579). Costs of generating voluntary income were slightly lower at £30,416 (2014–15: £32,199). Following a review during the year it was decided to reduce community fundraising activity as the scale of returns was too low to justify use of charity resources. Fundraising activity is now focused on project applications to grant-making trusts.

Fee income forms the third main category of income. During 2015–16 fee income across all activities amounted to £86,571, an increase over the previous year (£70,408). The total includes fees to service users from a Continuing Support service, as well as income from development work for other charities in the area of data management and analysis of service outcomes. 2015–16 saw an increase of orders for this consultancy type work, and we will continue to develop our capabilities in this area.

## Age Concern Islington

### Report of the trustees

#### For the year ended 31 March 2016

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Staff costs are the main item of expenditure, amounting to £819,934 for directly employed staff, up from £688,662 in the previous year and representing 65% of total costs in 2015–16. Direct activity costs increased from £21,542 in 2014–15 to £129,630. As stated above, it is essential to invest in infrastructure to support the growth of service activity and to continually improve service quality and efficiency. During 2015–16 the charity made a significant investment in new IT workstations and software required for coordinating and monitoring service activity with clients. Premises costs also increased in the last quarter of the year as a result of taking on more space at the main Manor Gardens premises. The increased space is needed to accommodate a larger staff team linked to the new service contracts, and also to open a new 'street accessible' walk in information centre for service users. Premises costs amounted to £87,452 (2014–15: £76,914)

## 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. The Board of Trustees, as part of its consideration of its reserves policy, has designated reserves of £90,054 as at 31 March 2016. Of this total, £62,757 represents capital equipment purchases and is required to cover future depreciation on major equipment items already purchased from unrestricted funds.

The other designated areas reflect current organisation requirements in the following areas:

- Maintaining client services continuity
- Organisational development

## Age Concern Islington

### Report of the trustees

#### For the year ended 31 March 2016

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The Board of Trustees reviews the reserves policy at least annually to ensure it remains relevant to the income and expenditure profile of the charity and is appropriate to risks and opportunities in the operating and funding environment. A review carried out in 2015–16 identified the need for a revised method of calculation.

Under the revised method policy reserves are set at between 3 and 4 months of expenditure, calculated on the basis of total expenditure minus those direct service costs that are not salaried staff costs. The rationale is that with the bulk of income if service income were lost, direct service provision costs, other than staff costs, would be terminated simultaneously. The absolute lower limit for reserves is £250K.

The policy was adopted by Board at the meeting on 02/02/2016. The interim level of reserves is monitored regularly by the finance sub-group of the Board. Based on the 2016–17 budget, 3 months of reserves calculated on the basis above amounts to £318,000. At the end of financial year 2015–16 reserves amounted to £313,544, and the 2016–17 budget has been constructed in order to ensure that reserves at the end of the year achieve the required level.

## Principal Sources of Funding

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

Statutory funders include the London Borough of Islington and Islington CCG.

During 2015–16 the following grant making trusts and corporate donors contributed funding to support our work:

- Anthony & Rachel Williams Charitable Trust
- Big Ideas Company
- Big Potential Fund, Big Lottery Fund
- City Bridge Trust
- Comic Relief
- Hymans Roberston LLP
- Islington Giving
- The Lloyds Foundation
- Mercers Charitable Trust
- Origin Housing Ltd
- Waitrose Ltd

The charity also received £21,158 as donations from individuals, including one legacy. 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.

#### How we Help – 6

##### **Jane, 76, rebuilds confidence to start volunteering**

Jane had been a pharmacist, enjoying the job and ‘being part of things’. Following the death of her husband she realised she was getting depressed and isolated but ‘couldn’t get out of it’. With help from our Activity Partner service she was introduced to some suitable Get Together activity groups. Now she is out at activities most days and has made lots of new friends. She is now volunteering as an Activity Host at one of our Get Togethers and is planning on joining our enquiries volunteer team as well.

“My husband died last year after a 54-year marriage. I became depressed. I found I wasn’t really doing anything, just staying indoors. Now I’m always out doing things and I feel useful again”

**Outcomes:** Confidence; Meeting People and Doing Things: Volunteering

**Services:** Activities, Activity Partner, volunteering

## Statement of responsibilities of the trustees

The trustees (who are also directors of Age Concern Islington for the purposes of company law) are responsible for preparing the report of the trustees 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the 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.

## Age Concern Islington

### Report of the trustees

For the year ended 31 March 2016

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In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- 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 have 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 trustees on 29 September 2016 and signed on their behalf by

Ms Sarah Lee  
Chair

## **Independent auditors' report**

**To the members of**

### **Age Concern Islington**

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We have audited the financial statements of Age Concern Islington for the year ended 31 March 2016 which comprise the statement of financial activities, the balance sheet, the statement of cash flows 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.

## Independent auditors' report

To the members of

Age Concern Islington

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### 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 2016 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.

### 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)

26 October 2016

for and on behalf of Sayer Vincent LLP, Statutory Auditors

Invicta House, 108-114 Golden Lane, LONDON EC1Y 0TL



## Age Concern Islington

### Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2016

	Note	Unrestricted £	Restricted £	2016 Total £	Unrestricted £	Restricted £	2015 Total £
<b>Income from:</b>							
Donations and legacies	2	23,792	31,663	<b>55,455</b>	24,943	32,636	57,579
Charitable activities							
Information, Advice and Support planning	3	265,635	34,238	<b>299,873</b>	152,885	-	152,885
Enabling independence	3	551,155	25,000	<b>576,155</b>	415,915	41,703	457,618
Activities and Well-being	3	104,031	76,589	<b>180,620</b>	109,859	55,000	164,859
Capacity building	3	80,159	95,812	<b>175,971</b>	103,932	-	103,932
Other trading activities	4	2,125	-	<b>2,125</b>	-	-	-
Investments		1,478	-	<b>1,478</b>	1,509	-	1,509
<b>Total income</b>		<b>1,028,375</b>	<b>263,302</b>	<b>1,291,677</b>	<b>809,043</b>	<b>129,339</b>	<b>938,382</b>
<b>Expenditure on:</b>							
Raising funds	5	30,416	-	<b>30,416</b>	32,193	6	32,199
Charitable activities							
Information, Advice and Support planning	5	274,975	41,788	<b>316,763</b>	140,286	1,149	141,435
Enabling independence	5	513,323	32,668	<b>545,991</b>	367,369	51,852	419,221
Activities and Well-being	5	109,181	76,633	<b>185,814</b>	127,522	60,364	187,886
Capacity building	5	84,913	96,961	<b>181,874</b>	148,829	20,207	169,036
<b>Total expenditure</b>		<b>1,012,808</b>	<b>248,050</b>	<b>1,260,858</b>	<b>816,199</b>	<b>133,578</b>	<b>949,777</b>
<b>Net income / (expenditure) for the year and net movement in funds</b>	6	<b>15,567</b>	<b>15,252</b>	<b>30,819</b>	<b>(7,156)</b>	<b>(4,239)</b>	<b>(11,395)</b>
<b>Reconciliation of funds:</b>							
Total funds brought forward		313,554	46,316	<b>359,870</b>	320,710	50,555	371,265
<b>Total funds carried forward</b>		<b>329,121</b>	<b>61,568</b>	<b>390,689</b>	<b>313,554</b>	<b>46,316</b>	<b>359,870</b>

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 17 to the financial statements.

# Age Concern Islington

## Balance sheet

Company no. 3039668

As at 31 March 2016

	Note	£	2016 £	£	2015 £
<b>Fixed assets:</b>					
Tangible assets	11		42,139		2,699
Investments	12		2		2
			<u>42,141</u>		<u>2,701</u>
<b>Current assets:</b>					
Debtors	13	95,377		45,283	
Cash at bank and in hand	19	366,105		426,374	
		<u>461,482</u>		<u>471,657</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	14	(112,934)		(114,488)	
			<u>348,548</u>		<u>357,169</u>
<b>Net current assets / (liabilities)</b>					
			<u>390,689</u>		<u>359,870</u>
<b>Total net assets / (liabilities)</b>	16		<u>390,689</u>		<u>359,870</u>
<b>The funds of the charity:</b>	17				
Restricted income funds			61,568		46,316
Unrestricted income funds:					
Designated funds		90,054		52,699	
General funds		239,067		260,855	
		<u>329,121</u>		<u>313,554</u>	
<b>Total unrestricted funds</b>			<u>329,121</u>		<u>313,554</u>
<b>Total charity funds</b>			<u>390,689</u>		<u>359,870</u>

Approved by the trustees on 29 September 2016 and signed on their behalf by

Sarah Lee  
Chair

Age Concern Islington

Statement of cash flows

For the year ended 31 March 2016

	Note	2016 £	£	2015 £	£
Cash flows from operating activities	18				
Net cash provided by / (used in) operating activities			1,010		(39,033)
<b>Cash flows from investing activities:</b>					
Dividends, interest and rents from investments		1,478		1,509	
Purchase of fixed assets		(62,757)		-	
Net cash provided by / (used in) investing activities			(61,279)		1,509
Change in cash and cash equivalents in the year			(60,269)		(37,524)
Cash and cash equivalents at the beginning of the year			426,374		463,898
Cash and cash equivalents at the end of the year	19		366,105		426,374

**1 Accounting policies**

**a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (August 2014) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**b) Reconciliation with previously Generally Accepted Accounting Practice (GAAP)**

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. In their opinion no restatement is required. The transition date was 1 April 2014.

**c) Public benefit entity**

The charitable company meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

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

No key judgements have been required to be made by the charitable company which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income, including income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Grants are credited to incoming resources when they are receivable as the charity's own money, unless they are for activities that relate specifically to a specific future period, in which case they are deferred to that period.

Income received under contracts for services is recognised in the financial statements in proportion to the percentage of completion of the contract.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

**f) Interest receivable**

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

**1 Accounting policies (continued)**

**g) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**h) Expenditure and irrecoverable VAT**

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

Expenditure is classified under the following activity headings:

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**i) Allocation of support costs**

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 the following basis which is an estimate, based on staff time, of the amount attributable to each activity.

Costs of generating funds	1%
Information, Advice and Support planning	22%
Enabling independence	43%
Activities and Well-being	18%
Capacity building	12%
Support costs	3%
Governance costs	1%

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity:

Costs of generating funds	1%
Information, Advice and Support planning	23%
Enabling independence	45%
Activities and Well-being	19%
Capacity building	12%

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**j) Operating leases**

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.

**1 Accounting policies (continued)****k) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Where fixed assets have been revalued, any excess between the revalued amount and the historic cost of the asset will be shown as a revaluation reserve in the balance sheet.

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

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

**l) Debtors**

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

**m) Cash at bank and in hand**

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

**n) Creditors and provisions**

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

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**o) Pensions**

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 Income from donations and legacies**

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
BIG Lottery Fund – Big Potential	–	8,520	8,520	20,640
Gifts	23,792	7,500	31,292	36,939
Legacies	–	15,643	15,643	–
	<u>23,792</u>	<u>31,663</u>	<u>55,455</u>	<u>57,579</u>

## Age Concern Islington

### Notes to the financial statements

For the year ended 31 March 2016

#### 3 Income from charitable activities

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
London Borough of Islington:				
Information and Signposting	98,532	-	98,532	98,532
Islington Carers Hub	159,476	34,238	193,714	-
Support planning and brokerage	6,000	-	6,000	6,000
Islington Strategic Partnership:				
Benefits Take-Up	-	-	-	40,679
Fees and other income	1,627	-	1,627	7,674
<b>Sub-total for information, advice and support planning activities</b>	<b>265,635</b>	<b>34,238</b>	<b>299,873</b>	<b>152,885</b>
London Borough of Islington:				
Hospital discharge post	32,390	-	32,390	32,390
Voluntary Sector Enablement	245,000	-	245,000	245,000
Well winter project	1,198	-	1,198	13,772
Islington CCG:				
Local service navigator service	210,094	-	210,094	90,000
Islington Giving:				
Giving Time, Giving Help	-	-	-	9,375
Lloyds TSB Foundation	-	25,000	25,000	32,328
Fees and other income	62,473	-	62,473	34,753
<b>Sub-total for enabling independence activities</b>	<b>551,155</b>	<b>25,000</b>	<b>576,155</b>	<b>457,618</b>
London Borough of Islington:				
Drovers day centre	95,000	-	95,000	95,000
Community activities development	-	40,000	40,000	40,000
Age UK				
Preparing for power loss	-	13,370	13,370	-
Donations	-	23,219	23,219	15,000
Meals, room hire and activities	9,031	-	9,031	14,859
<b>Sub-total for activities and well-being activities</b>	<b>104,031</b>	<b>76,589</b>	<b>180,620</b>	<b>164,859</b>
London Borough of Islington:				
Older People's Reference Group	-	-	-	17,000
Realising the Value	-	60,000	60,000	-
Volunteering	46,000	-	46,000	46,000
Comic Relief				
Technology for Good	-	35,812	35,812	-
End of Life Care: Future Matters	20,719	-	20,719	21,582
Fees and other income	13,440	-	13,440	19,350
<b>Sub-total for capacity building activities</b>	<b>80,159</b>	<b>95,812</b>	<b>175,971</b>	<b>103,932</b>
<b>Total income from charitable activities</b>	<b>1,000,980</b>	<b>231,639</b>	<b>1,232,619</b>	<b>879,294</b>

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2016

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4 Income from other trading activities

	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Data management services	2,125	-	2,125	-
	<u>2,125</u>	<u>-</u>	<u>2,125</u>	<u>-</u>



## 5 Analysis of expenditure

	Charitable activities							2016 Total £	2015 Total £
	Cost of raising funds £	Information, Advice and Support planning £	Enabling independ- ence £	Activities and Wellbeing £	Capacity building £	Governance costs £	Support costs £		
Staff costs (Note 7)	9,973	147,845	411,247	117,688	100,827	6,898	25,456	<b>819,934</b>	688,662
Other staff costs	17,735	1,971	11,567	2,505	43,495	70	19,978	<b>97,321</b>	79,983
Volunteer costs	8	1,099	445	2,336	2,170	2	10	<b>6,070</b>	10,339
Direct activity costs	379	86,843	15,379	12,999	12,529	97	1,404	<b>129,630</b>	21,542
Welfare payments	-	6,926	6,890	-	-	-	-	<b>13,816</b>	6,767
Premises	719	24,143	30,966	20,889	7,833	637	2,265	<b>87,452</b>	76,914
Office, communications and equipment	946	19,014	25,888	14,910	6,574	594	2,111	<b>70,037</b>	50,367
Depreciation	-	11,659	11,658	-	-	-	-	<b>23,317</b>	2,398
Compliance, legal etc	45	1,111	2,273	907	569	7,839	537	<b>13,281</b>	12,805
	<b>29,805</b>	<b>300,611</b>	<b>516,313</b>	<b>172,234</b>	<b>173,997</b>	<b>16,137</b>	<b>51,761</b>	<b>1,260,858</b>	<b>949,777</b>
Support costs	466	12,313	22,625	10,352	6,005	-	(51,761)	-	-
Governance costs	145	3,839	7,053	3,228	1,872	(16,137)	-	-	-
<b>Total expenditure 2016</b>	<b>30,416</b>	<b>316,763</b>	<b>545,991</b>	<b>185,814</b>	<b>181,874</b>	<b>-</b>	<b>-</b>	<b>1,260,858</b>	<b>949,777</b>
Total expenditure 2015	32,199	141,435	419,221	187,886	169,036				

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

Of the total expenditure, £1,028,451 was unrestricted (2015: £816,199) and £232,407 was restricted (2015: £133,578).

## Age Concern Islington

### Notes to the financial statements

#### For the year ended 31 March 2016

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

This is stated after charging / (crediting):

	2016 £	2015 £
Depreciation	23,317	2,398
Operating lease rentals:		
Property	68,530	59,436
Auditors' remuneration (excluding VAT):		
Audit	6,500	6,200
Other services	-	600
	<u>          </u>	<u>          </u>

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

Staff costs were as follows:

	2016 £	2015 £
Salaries and wages	732,338	612,258
Redundancy and termination costs	4,146	3,178
Social security costs	67,292	58,774
Employer's contribution to defined contribution pension schemes	<u>16,158</u>	<u>14,452</u>
	819,934	688,662
Agency costs	<u>31,667</u>	<u>22,307</u>
	<u>851,601</u>	<u>710,969</u>

No employee earned more than £60,000 during the year (2015: nil).

The total employee benefits including pension contributions of the key management personnel were £117,262 (2015: £112,688).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2015: £nil). No charity trustee received payment for professional or other services supplied to the charity (2015: £nil).

**8 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 36 (2015:33). Of those employees an average 8 (2015:9) were employed on a sessional basis to undertake specialist and time limited projects. In addition the services of freelance specialists were used for accountancy and fundraising support.

The average number of employees (full time equivalent) during the year was as follows:

	2016 No.	2015 No.
Raising funds	0.2	1.2
Information, Advice and Support planning	4.9	2.8
Enabling independence	13.3	10.4
Activities and Well-being	3.9	3.6
Capacity building	2.7	2.5
Support	0.6	0.6
Governance	0.2	0.2
	25.8	21.3
	25.8	21.3

**9 Related party transactions**

There are no related party transactions to disclose for 2016 (2015: none). There were no donations from related parties.

**10 Taxation**

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

**11 Tangible fixed assets**

	Office equipment £	IT infrastructure £	Fixtures & fittings £	Total £
<b>Cost or valuation</b>				
At the start of the year	7,729	11,198	2,849	21,776
Additions in year	–	62,757	–	62,757
Disposals in year	(1,222)	–	(770)	(1,992)
	6,507	73,955	2,079	82,541
	6,507	73,955	2,079	82,541
<b>Depreciation</b>				
At the start of the year	5,801	10,427	2,849	19,077
Charge for the year	1,627	21,690	–	23,317
Eliminated on disposal	(1,222)	–	(770)	(1,992)
	6,206	32,117	2,079	40,402
	6,206	32,117	2,079	40,402
<b>Net book value</b>				
At the end of the year	301	41,838	–	42,139
	301	41,838	–	42,139
At the start of the year	1,928	771	–	2,699
	1,928	771	–	2,699

All of the above assets are used for charitable purposes.

**12 Investments****Cash held as investment**

Age UK Islington holds no cash as investment. In last year's (2014–15) accounts two cash deposit accounts had been classified, and reported on the balance sheet, as investments. FRS 102 and the Charities SORP FRS 102 now requires these to be classified as current assets (cash at bank and in hand). The prior year balance sheet has been amended to comply with the the new requirements.

**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.

	2016 £	2015 £
Investment in Islington Age Concern Trading Company Ltd at cost	<u>2</u>	<u>2</u>

At 31 March 2016, AUI held 2 shares of £1 (2015: £2), being the entire share capital of the trading company.

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

	2016 £	2015 £
Assets	2	2
Liabilities	-	-
Total funds	<u>2</u>	<u>2</u>

**13 Debtors**

	2016 £	2015 £
Trade debtors	23,216	15,646
Grant and contract debtors	68,365	26,794
Prepayments	2,900	2,843
Accrued income	896	-
	<u>95,377</u>	<u>45,283</u>

**14 Creditors: amounts falling due within one year**

	2016 £	2015 £
Taxation and social security	23,791	14,193
Other creditors	46,278	18,186
Accruals	16,489	14,843
Deferred income	26,376	67,266
	<u>112,934</u>	<u>114,488</u>

**15 Deferred income**

Deferred income comprises two partially delivered service contracts.

	2016 £	2015 £
Balance at the beginning of the year	67,226	77,070
Amount released to income in the year	(67,226)	(77,070)
Amount deferred in the year	26,376	67,266
<b>Balance at the end of the year</b>	<b>26,376</b>	<b>67,266</b>

**16 Analysis of net assets between funds**

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	42,139	-	42,139
Net current assets	239,065	47,915	61,568	348,548
<b>Net assets at the end of the year</b>	<b>239,067</b>	<b>90,054</b>	<b>61,568</b>	<b>390,689</b>

## 17 Movements in funds

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year
<b>Restricted funds:</b>					
Carers Hub flexible breaks and palliative care	-	34,238	(6,926)	-	27,312
Community activities development	5,833	52,000	(57,833)	-	-
Drovers Activity Centre	1,321	19,362	(18,800)	-	1,883
Edible Islington	39	-	-	-	39
Enablement Services	-	25,000	(25,000)	-	-
Integration development	6,511	-	-	-	6,511
Preparing for power loss	-	13,370	(13,370)	-	-
Project development	20,373	-	(20,373)	-	-
Realising the value	-	60,000	(41,348)	-	18,652
Saturday Socials	2,500	7,500	(10,000)	-	-
Senior Citizens' Christmas party	412	-	-	-	412
Technology for good	-	35,812	(35,812)	-	-
Trading investment readiness	2,400	8,520	(10,920)	-	-
Welfare and Winter Warmth	6,927	7,500	(7,668)	-	6,759
<b>Total restricted funds</b>	<b>46,316</b>	<b>263,302</b>	<b>(248,050)</b>	<b>-</b>	<b>61,568</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Capital equipment depreciation	2,699	-	(23,317)	62,757	42,139
Client services continuity	30,000	-	-	-	30,000
Organisational development	20,000	-	(2,085)	-	17,915
<b>Total designated funds</b>	<b>52,699</b>	<b>-</b>	<b>(25,402)</b>	<b>62,757</b>	<b>90,054</b>
<b>General funds</b>	<b>260,855</b>	<b>1,028,375</b>	<b>(987,406)</b>	<b>(62,757)</b>	<b>239,067</b>
<b>Total unrestricted funds</b>	<b>313,554</b>	<b>1,028,375</b>	<b>(1,012,808)</b>	<b>-</b>	<b>329,121</b>
<b>Total funds</b>	<b>359,870</b>	<b>1,291,677</b>	<b>(1,260,858)</b>	<b>-</b>	<b>390,689</b>

**Purpose of restricted funds**

Carers Hub flexible breaks and palliative care	A fund to provide respite type breaks for unpaid carers of people in Islington.
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.

**17 Movements in funds (continued)**

Enablement Services	Funds received to increase and extend the scope of services enabling older people to live independently and well at home.
Integration Development	To support service integration development in neighbouring areas.
Preparing for power loss	A grant from Age UK to help identify local people at risk from power failures and put controls in place to reduce the risk.
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.
Realising the value	A grant from London Borough of Islington for project work to identify a shared outcomes framework for Voluntary and Community Organisation service provision.
Saturday Socials	A grant from Islington Giving towards the cost of promoting weekend social opportunities for older people.
Senior Citizens' Christmas day party	To hold a Christmas Party targeting some of the most isolated older people in the borough.
Technology for good	A grant from Comic Relief to develop use of Information Technology in delivering the charity's services.
Trading investment readiness	A grant from the Big Potential Fund of the Big Lottery Fund to help build the organisation's capacity to respond to investment opportunities.
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.

**Transfers**

A transfer has been made from general funds to the designated capital asset depreciation fund in order to maintain the balance of that fund equal to the full value of fixed assets on the balance sheet.

**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.
Organisational development	For set-up and delivery of a new operating and business model.

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

	2016 £	2015 £
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>30,819</b>	<b>(11,395)</b>
Depreciation charges	23,317	2,398
Dividends, interest and rent from investments	(1,478)	(1,509)
(Profit)/loss on the disposal of fixed assets	-	-
(Increase)/decrease in debtors	(50,094)	(19,208)
(Decrease)/increase in creditors	(1,554)	(9,319)
<b>Net cash provided by / (used in) operating activities</b>	<b>1,010</b>	<b>(39,033)</b>

**19 Analysis of cash and cash equivalents**

	At 1 April 2015 £	Cash flows £	Other changes £	At 31 March 2016 £
Cash at bank and in hand	325,113	(60,830)	-	<b>264,283</b>
Notice deposits (less than three months)	101,261	561	-	<b>101,822</b>
<b>Total cash and cash equivalents</b>	<b>426,374</b>	<b>(60,269)</b>	<b>-</b>	<b>366,105</b>

**20 Operating lease commitments**

The charity's total future minimum lease payments under non-cancellable operating leases for each of the following periods are as follows:

	Property 2016 £	2015 £
Less than one year	86,813	82,558
One to five years	321,369	-
	<b>408,182</b>	<b>82,558</b>

**21 Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.