



Company number: 03039668

Charity number: 1045623

Age Concern Islington

(Operating as Age UK Islington)

Report and financial statements

For the year ended 31 March 2023

Age Concern Islington

Reference and administrative information

For the year ended 31 March 2023

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 03039668
Country of incorporation United Kingdom

Charity number 1045623
Country of registration England & Wales

Registered office and operational address 6–9 Manor Gardens
LONDON
N7 6LA

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Mr Howard Sharman	Chair
Mr Clive Bowman	Treasurer
Mr Chris Faint	
Ms Alexandra Bryony Sears	Resigned 16 August 2023
Ms Joan Adams Speers	
Ms Aisha Baker-Smith	
Ms Marcia McFarlane	
Ms Aisha Rehman	
Ms Elisabeth Rochford	
Ms Monica Douglas-Parris	Resigned 3 July 2023
Mr Chris Bulford	Resigned 5 December 2022
Ms Marjorie Thiman	Resigned 5 December 2022
Mr Mark Warwick	Resigned 5 December 2022
Ms Margaret Lennan	Appointed 15 May 2023

Principal staff Ms Sally Miller Chief Executive and Company Secretary

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Bankers

HSBC plc
25 Islington High Street
LONDON
N1 9LJ

Unity Trust Bank plc
Four Brindley Place
BIRMINGHAM
B1 2JB

Auditor

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

Chair's Forward

It is self-evident that we, as a charity, could not achieve anything for the people that need our help without the commitment and efforts of the people that work for the charity.

It is self-evident, but it is too seldom said, bluntly and up-front.

Yes, we need our commissioners, our donors, a board of trustees but without a trained and dedicated staff team – volunteers as well as employees – all would be lost.

So, I would like to lead off this year's Forward to the Annual Report & Accounts with a big 'Thank you' to the staff who have enabled all the achievements listed in the pages that follow.

As you read through the Report, there are two themes that I would like to focus on:

- The post-Covid return to services being delivered 'in person';
- The growth of poverty in the borough.

The first is, of course, welcome to the extent that it suggests that Covid – and, particularly, some of our fear of Covid – has retreated. Writing this in August, it is not clear what the coming Winter will bring, and it may be that we have not seen the back of the worst effects of Covid. But in the year that we are reviewing here, there has been a clear move back to getting out of the home and attending things.

We started the year offering a mix of activities, some online and some face-to-face, but by the end of the year, only four regular activities remained online.

One of the problems often mentioned by people who contact us is loneliness and 'in person' events can do a lot to counter that. The second edition of the *Let's Get Back Together* campaign saw 85 clients attend a range of events in one week in June 2022. And throughout the year there was a growing list of regular activities, events to mark awareness days ranging from the late Queen's Jubilee Tea Party to LGBT+ History Month and a wide range of workshops.

In all, we delivered 13 special events and 24 types of activity with 559 sessions attracting more than 4,700 attendances across the year.

That is the Good News.

Age Concern Islington

Trustees' Annual Report

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The Bad News is the clear growth in poverty amongst the people that use our services. Increasingly we have been hearing from people who are struggling to pay everyday bills, put food on the table, or replace broken household goods or worn-out clothing.

We have had great support from our funders and donors, but we have been seeing a level of demand for these services that we've never experienced previously. And we are seeing more Islington residents who are in work registering with us seeking grants to help pay utility bills, council tax and other bills. I know that we are not unique in seeing these trends but that does not make them any less worrying.

I would like to welcome one new trustee to Age UK Islington and thank four long-serving members of the board who retired at the AGM in December 2022.

With the introduction of new Articles in 2021 limiting trustees to three three-year terms – we saw several trustees retire as they had completed more than nine years on the board.

Chris Bulford – my predecessor as chair – Mark Warwick and Marjorie Thiman all stood down. Between them they had given 54 years of service to the charity, and I would like to thank them all for the time that they have invested and the advice that they have given to myself, the current board, our CEO Sally Miller and to our various predecessors over the years.

Knowing that this changeover was going to happen, we had appointed several new trustees in early 2022. In Spring 2023 we added one more, Diane Lennan, who comes to us with a wide range of experience. Starting as an HR professional in the commercial sector, she has also held high level positions with arts organisations (Serpentine Gallery, Barbican Centre), run her own management consultancy, and been a charity trustee and chair.

In closing, it would be remiss not to point out that the finances of the charity remain very strong. Annual income for 2022–23 increased by £263,997 (17%). Expenditure rose too, by £334,191 (25%), and the charity generated a surplus of £165,757 (down from £236,155 last year). After accounting for losses on investments, £141,932 was contributed to unrestricted funds which now stand at £1,075,935.

To finish where I began, all of this is, in the end, down to the hard work and committed effort that is put in by everyone that works for Age UK Islington. Thank you.

Purpose

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

AUKI's charitable object for the public benefit is to promote the relief and wellbeing of older people in any manner which now or hereafter may be deemed by law to be charitable in and around the London Borough of Islington.

The charity has the power, in furtherance of this object, to encourage, promote, organise and run services and activities appropriate to the needs of individual older people or groups of older people, together with, if considered appropriate, other individuals and groups who are not older people.

Public Benefit

AUKI trustees confirm that the activities carried out by AUKI are in line with the organisation's objectives for the benefit of the public. AUKI trustees also confirm that they have complied with their duty in Section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission.

Beneficiary needs and how we respond

The primary beneficiaries of the charity are people over 50 living in the London Borough of Islington. We also provide support to people under 50 who are living with long term health conditions, and we operate the Islington Carers Hub offering specialised support for family carers.

The work of the charity is focused on helping people maintain and increase their general wellbeing.

People's needs and priorities vary widely and, as such, we aim to offer a comprehensive response, reflecting the diversity of both the individual and the wider community needs.

Objectives and Activities

Age UK Islington supports all adults in Islington, not just older adults. All need to be an Islington resident or registered with an Islington GP; we also support unpaid carers. Our range of services provide support for people who may be at different stages of wellbeing. This may be by simply providing information about services available in the local area, plus opportunities and activities, through to more intensive one-to-one casework support for more complex issues.

During 2022–23 our team provided the following services:

Activities: activities, support groups, workshops and events which take place all over Islington and are hosted in a variety of venues.

Advice and guidance: One-to-one sessions providing clients with an opportunity to talk more about their needs and to discuss the various options available. We also provide and arrange peer support groups – people meeting to share support and advice.

Carers support: We provide carers assessments and carer information packs, and supported connections to events, breaks, income support and peer support groups.

Community Mental Health Key Workers: Working within the central locality core community mental health multidisciplinary/multiagency core team, which integrates services across health, social care and the Voluntary and Community Sector. Their role is to support clients who have been traditionally hard to reach or engage in traditional mental health support services.

Enablement: One-to-one casework, helping people resolve issues around the home and with getting out and about.

Future Matters: Assisting clients to make plans for the future so others know how they would like to be cared for.

Information, signposting and support: Our Helpline is usually the first point of contact for general enquiries, fact sheets, mailings to keep people informed about what is going on and information on a range of activities.

Navigation: One-to-one casework to enable people to take control of both their physical and mental health, coordinating a range of other professionals who may be involved with the person's care or support and exploring alternative ways for people to take control of their situation and build skills.

Primary Care Network Care Coordinators: Care coordinators within a PCN proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support by jointly creating a personalised support plan.

Primary Care Network Social Prescribing Link Workers: These link workers receive GP referrals for one-to-one case work to assist with resolving practical barriers and issues and then supported connections to, for example, community events and skills development.

Proactive Ageing Well Service: Supporting people who may be frail with one-to-one case work and social prescribing to keep connected and active.

Volunteering: We have volunteers from all walks of life who utilise their many different skills to support our clients and staff in a wide range of roles.

Our key achievements in 2022-23

Five strategic objectives have been set for the period 2021 to 2024. How we met these objectives in 2022-23 is as follows:

Strategic objective	2022-23 achievements
Increase the client wellbeing offer and meet unmet need	Weekly Information and Advice surgeries at St Luke's Community Centre, Mildmay Community Centre and The Arc Community Centre. Continuation of ongoing programme of shared events and activities through partnership work with VCS organisations - online and in person. Three inter-generational events in partnership with Bright Start Islington, Whittington Health NHS Trust, and the London Borough of Islington. Operated a counselling for carers service, as part of the Islington Carers Hub.
Maintain a viable organisation and operate robust and effective contracted services	Renewal of the Social Prescribing Link Workers and Care Coordinators contracts with two Primary Care Networks in Islington.

	<p>Renewal of Future Matters contract by Gentle Dusk.</p> <p>Successful implementation of a pilot Community Mental Health Outreach Worker service, commissioned by London Borough of Islington and Camden and Islington NHS Foundation Trust.</p> <p>Award of the Community Mental Health Key Worker contract by Camden and Islington NHS Foundation Trust.</p> <p>Additional staff recruited to our Helpline and Information and Advice services.</p>
<p>Diversify and generate new sources of income</p>	<p>Funding awarded through partnership with Peabody Community Foundation, Islington Local Area Plan for continued delivery of the advice and information Let's Talk peer support group.</p> <p>Funding awarded for information and advice work from the Emanuel Hospital Foundation, enabling AUKI to host sessions with presentations by specialists on housing, social care, welfare benefits, etc.</p> <p>Funding awarded from the Age UK Special Reserve Fund to carry out partnership work with other local Age UKs in the North Central London locality focusing on scoping opportunities to fill gaps in service provision in Haringey.</p> <p>Funding awarded from the Age UK Cost-of-living Response Fund to support digitally excluded clients by using the Royal Mail to send them printed information about activities and events.</p> <p>Funding awarded by Hyde Charitable Trust to conduct outreach support at The Arc Centre and St. Luke's Community Centre where we provide one-to-one advice sessions to Hyde residents directly.</p>
<p>Extend the reach and increase awareness of the organisation</p>	<p>Roll out of our new website, in line with the national Age UK website guidelines and branding.</p>

	<p>Active member of the Bright Lives Alliance, an early intervention and prevention initiative, facilitated by the London Borough of Islington.</p> <p>Launch of the Central Point of Access, working in partnership with the London Borough of Islington, Help on Your Doorstep and Manor Gardens Welfare Trust, to receive statutory sector referrals into the VCS.</p> <p>Cost-of-Living information and support events facilitated in partnership with Help on Your Doorstep and the Octopus Community Network.</p> <p>Consultation on and production of a borough-wide carers strategy in partnership with the London Borough of Islington and carer-supporting organisations.</p> <p>Roll out of our engagement and outreach strategy with presence at events at community locations across the borough and to mark occasions such as Carers Week, and International Women's Day.</p>
<p>Strengthen organisational infrastructure.</p>	<p>Implemented an organisational restructure to support the organisation's growth.</p> <p>Retained the ISO 9001 Quality Management accreditation.</p> <p>Establishment of a trustee-led Services Committee designed to maintain oversight of the quality and impact of the services provided by AUKI and to inform and advise the Board of Trustees.</p>

Activities and events

We started the year with a balanced programme of online and face-to-face activities and events, progressively moving towards most of our offerings being in person, based upon feedback from our service users. By the end of the year only four regular activities remained online with all other events being delivered face-to-face.

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Capitalising on the success of our first *Let's Get Back Together* campaign, we organised the second edition in June in a week filled with special events at different Islington venues. More than 85 clients attended a cookery demonstration, a bunting making workshop, an Arsenal stadium tour or chair-based yoga. Feedback from clients and partners was extremely complimentary.

Our calendar of regular activities has been enriched with a weekly dance fitness session, a monthly games night targeting service users between 25 and 45 years old, a monthly gathering at the Islington Ecology Centre, and the return of the always-popular monthly breakfast gathering.

We were involved in one of the 35 projects across England awarded funding from the Windrush Day Grant Scheme. The project, in partnership with the London Borough of Islington, Prospex and People's Company, kicked off with a large-scale picnic in Caledonian Park on Windrush Day, hosted by AUKI with the support of the partner organisations with over 50 clients attending. The project continued with an art class where Windrush generation stories were collected to create a play performed at Caledonian Park's amphitheatre in October, having as backdrop a nature-inspired mural also created as part of the art class.

We also organised events to mark some awareness days in the British calendar, as follows:

- Queen's Jubilee Tea Party at Hampton Court Palace kindly sponsored by Bloomberg (May).
- Four Local History Walks and Stadium Tours with Arsenal in the Community (May, July, August & September).
- Estorick Collection Guided Tour of the Archipenko and the Italian Avant Garde exhibition (July).
- The Trocks Rehearsal at Peacock Theatre by Sadler's Wells (September).
- Silver Sunday Lunch and Concert at Elizabeth House in tribute to the late Queen Elizabeth II (October).
- Hilton Connecting Community Breakfast (October).
- Kew Gardens Visit (October).
- Agatha Christie's London – online talk by one of our clients (November).
- Festive Lunch Party at Elizabeth House kindly sponsored by Okta (December).
- Beat the Blues Lunch kindly sponsored by the Island Queen pub (January).
- Breakfast club gathering to mark LGBT+ History Month (February).
- International Women's Day Concert at Jean Stokes Community Hall (March).

We have continued to take part in the quarterly Intergenerational Events in partnership with Bright Start, Whittington Health NHS Trust, and the London Borough of Islington; and once again participated in the Cally Festival that returned to be 'in person' to celebrate its 10th anniversary.

In addition to the quarterly first aid workshops by British Red Cross, we are now offering quarterly Self-Advocacy Workshops by Rethink Advocacy; and together with our partner Create, we delivered workshops across 24 weekly sessions in ceramics, creative writing, and visual art.

In summary, we delivered 13 special events and 24 types of activities with 559 sessions and 4,722 attendances in 2022-23.

Care Coordination

Primary Care Network (PCN) Care Coordinators are part of the multiagency team within the South PCN as the single point of access in identifying and support people who require more than medical interventions. Care Coordinators work to ensure appropriate support is available by supporting people understand, manage their condition and that their changing needs are addressed. This will be done by bringing together all the information about identified health and care needs through a single personalised care and support plan, formed on what matters to them, to support and access the services they require to understand and manage their own health and wellbeing.

During 2022-23 recruitment for the posts of Care Coordinators was challenging with some success.

Care Coordinators worked with 106 clients to help people understand their diagnosis, be that diabetes, asthma, etc. by providing information and explanations. Other areas of work involved linking people into the appropriate service, be that Adult Social Care, community health services and carers support, and collaboratively working with the Social Prescribing Link Workers.

Enablement

The Enablement service this year has engaged with more complex service requests which reflect what is happening locally to Islington residents. Since the announcements of various cost-of-living initiatives and roadshows the service has been busy supporting clients with grant requests, whilst supporting in other areas such as non-emergency repairs, transport support, housing transfers and occupational support assessments. These are key areas of service delivery with outcomes linked to wellbeing, reducing hospital admissions and general positivity.

Partnership working with the London Borough of Islington has evolved and strengthened through joint working with the Reablement service which has improved access and support for clients who are being stepped down from more intensive support after hospital discharge to community support. Team members are attending weekly reablement reviews and discharge meetings to contribute to a smooth step down for clients.

The number of people supported by our Enablement service for 2022–23 was 701 with 782 cases. This was a slight reduction from the previous year, owing to some staffing issues towards the latter part of the year. Signs are that the numbers of people being supported have picked up for this new financial year. This is in part due to the partnership working with the London Borough of Islington Reablement Team; referrals from Adult Social Care make up just over 20% of the clients being supported.

The most common requests for support during 2022–23 were for the following: grants; befriending; social activities (non-AUKI); emotional support; Resident Support Scheme; domestic support; Taxicard; occupational therapy services; Blue Badge scheme; day and community centres; and home repairs and maintenance.

The focus of support for the Enablement team has been around offering practical support for people managing their daily living activities, however the cost-of-living crisis has entailed redirecting support and resources to this area also, as can be seen above with the most common support area being grants.

On an ongoing basis the team are still supporting clients with a strengths-based approach, enabling the client to take control of their situation and with support, where needed, to engage with external services themselves.

Future Matters/End of Life planning

In its partnership with Gentle Dusk, the dedicated Future Matters team, made up of committed professionals and AUKI volunteers, continued to build on the successes of the previous year.

Through its awareness raising events it reached 366 members of the public with its message of encouragement to people to get their affairs for later years of life in order by putting plans in place.

These events included live and online presentations on Universal Care Plans and Lasting Powers of Attorney both for Finance and Health and Welfare. Members of the team also presented at various community events throughout Islington, and specific events for carers run by AUKI. Death Cafés also proved a popular venue for people to come and discuss end-of-life issues that were concerning them.

Following these events, many people then went on to talk to Future Matters volunteers on a one-to-one basis and put plans in place for the future. Other people came to the service through referrals from their GPs, other health professionals, community organisations and AUKI teams.

In 2022–23 the number of end-of-life care plans completed by Future Matters' clients increased by more than 30% over the previous year. 116 one-to-one appointments were carried out at Manor Gardens, through home visits or over the telephone. This resulted in 183 Lasting Power of Attorney applications being submitted to the Office of the Public Guardian, six wills being written as a result of advice given, two Advance Decisions to Refuse Treatment being completed, and one Advance Care Plan being put in place.

Helpline and Wellbeing Checks

Our Helpline enquiries have risen for the second year running by 25%. The major change from the previous year was the recruitment of dedicated Helpline Advisors in June 2022. The Helpline handles 60% of incoming enquiries and the larger team has released other staff to further concentrate on casework.

The Helpline handled 11,704 enquiries, of which 45% were from registered clients, 6% from non-registered clients and 15% from health and social care practitioners and other organisations. The remainder were from carers, family friends and those wishing to remain anonymous.

We have had to adapt our working practices around our proactive Wellbeing Checks which are carried out by our volunteers. Previously our volunteers were able to work remotely, which helped to attract to volunteering people who were unable to work from our office. This policy had to be changed, and volunteers moved back to office working, in order to remain vigilant in our data protection compliance responsibilities. We have largely maintained our volunteer numbers and made good use of interns as well. The number of Wellbeing Checks carried out was 2,500 of which 4% identified additional support needs.

Information and Advice

During 2022–23 the Information and Advice (I&A) team has continued to see an increase in queries relating to the cost-of-living situation. Money-related issues and the need for clients to have a wide range of grant support and emergency food provision has continued to take precedence over other issues.

Enquiries relating to debt have widened to include not only our regular clients who are Islington residents without any resource to public funds, and those on benefits, but last year we also started to get higher numbers of Islington residents in work, registering for the first time with AUKI to be supported with grants to pay for energy or water utility debt or council tax and other court summons for non-payment.

There has also been an increase in clients needing support to contact their landlord for housing repairs, especially about mold and damp. In addition, last year we have also seen an increase in safeguarding concerns, in particular with clients who are highly vulnerable.

The Let's Talk peer support events have been phenomenally successful. These are co-produced with clients and provide monthly group information and advice workshops to Islington residents. Organisations such as the London Borough of Islington, Age UK London and Transport for London attend and seek feedback from Islington residents.

The I&A Outreach advice sessions at St Luke's Community Centre every fortnight have continued to be successful with high levels of booked appointments and high numbers of drop-ins. As a result, since September 2022 we now also provide I&A outreach advice sessions at The Arc Centre on a weekly basis. In addition to the outreach service, we provide one-to-one appointments at our office at Manor Gardens and continue to provide home visits to clients when needed throughout the borough. The I&A team has also been invited to present on support available with regards to the cost-of-living situation at a St Luke's Community Centre event, a London Borough of Islington cost-of-living event and The Peel Institute.

In 2022-23 the I&A service provided advice and support to 1,074 clients which resulted in 800 client cases. The type of cases that the I&A team undertakes has changed considerably, from low to moderate needs in previous years, to what is today moderate to complex needs cases.

Clients with low need cases now tend to be supported by our Helpline or other AUKI staff. As a result of this, and the increase in cost-of-living crisis enquiries, it was necessary to expand the team by 1.5 posts employed on fixed term, 12-month, contracts, and it is hoped that further funding will be raised to enable these posts to become permanent positions within the team.

Islington Carers Hub

We are a year into the new Islington Carers Hub contract, funded by the London Borough of Islington. As part of the offer to carers we have partnered with Islington Mind to deliver counselling support through 10 or 20 weekly counselling sessions. Towards the end of the year, London Borough of Islington made additional funding available to run the same programme again in the upcoming year. As part of this contract, we also partner with Mobilise, a tech start-up run by carers for carers. Mobilise offer light touch support to carers and training and coaching programmes.

During this financial year, we engaged with 2,939 carers (2,566 in 2021-22) through 2,091 helpline queries and 1,056 cases involving complex casework. We have identified and registered 461 new or hidden carers (388 in 2021-22) to bring our total registered carers to 3,395 (3,633 in 2021-22). This number is lower than last year, because we completed a data cleanse of clients with whom we had not had contact in the past seven years. We have also delivered over 100 carer-specific activities, training sessions and events. We have

connected carers via signposting and referring on 3,092 occasions (2,964 in 2021–22) to 198 different organisations and agencies.

In previous years, respite was the main concern for carers. It still ranks in the top three of carers' concerns, but just over a quarter of carers supported through complex casework asked for emotional support this year. This demonstrates the ongoing need for counselling support for which we secured additional funding as mentioned above. Combining the desire for doing social activities – which provides a short break from caring – and requests for a break from caring is a key request in a third of our complex cases.

We continued to deliver events to mark and celebrate Carers Week and Carers Rights Day and conduct our Carers Talks and Get Togethers. We have also hosted the Carers Strategy Steering Group, First Aid Workshops, and other events to ensure continuity and delivery of support to carers. These are offered through a mixture of online, in-person and hybrid events.

Navigation

The Navigation service has successfully continued to provide a valuable service to Islington residents, dealing with a variety of support needs. Following on from the pandemic, residents have been hugely affected by the cost-of-living situation and the difficulties this presents. Some clients are finding they are struggling to pay for everyday foods, their utility bills, and the replacement of broken household items and clothing.

Food and fuel price increases have meant that residents are struggling as their income is now overly stretched and a challenge we face is trying to relieve the financial burdens faced by residents. We have had an increase in demand for support to liaise with energy companies to ensure any rebates or discounts are accessed as well as fuel vouchers. To try and support our clients, a lot of our work has been around grant applications to help people replace much needed household items that have worn out or broken down. The Navigation team has also been issuing food vouchers and signposting clients to community hub foodbanks – this is at a level of demand never previously experienced.

The Navigation team has been working with other AUKI teams to have a presence at community hubs to extend our reach. We regularly attend Mildmay, The Arc, St Luke's and Jean Stokes community centres and we have also participated in London Borough of Islington initiatives and cost-of-living support events to encourage and enable residents to access our support services.

The team has also given presentations to the London Borough of Islington Reach Team which provides rehabilitation in the community to promote independence and falls prevention whilst aiming to prevent unnecessary hospital admissions. We have also had reciprocal presentations with the Whittington Advanced Development Programme team who

provide the Expert Patient Service to help residents take better control of their health conditions. Staff have been able to attend their bespoke training to develop skills we then utilise in supporting clients.

This year saw a 6% year-on-year increase with 1,329 cases and 1,160 clients. Most of these were of a higher complexity, some clients requiring additional cases where issues took longer to be resolved or were picked up by referring agencies. Client support required coordination between a range of other professional organisations and Navigators kept the case open until the client had successfully engaged or connected with those organisations.

Proactive Ageing Well Service (PAWS)

We have seen promising results for the PAWS service since the new PAWS Navigator has been in post. We have picked up 85 clients with moderate frailty and who often have complex needs. A range of interventions were implemented to support these clients and assist them in resolving multiple issues.

The main areas of support have been clients accessing community transport services, accessing local social activities and events, end of life planning support, and housing issues such as occupational therapy adaptations.

Additionally, relatives of clients have benefited from their contact with PAWS via referrals for carer-specific support, assessments, and access to benefits.

Social Prescribing

During 2022-2023 referrals continued to increase, which led to the recruitment of additional Social Prescribing Link Workers (SPLWs), covering the South and Central 1 Primary Care Networks. Blended approaches have continued through the year, despite the lifting of all Covid-19 restrictions, and clients have expressed interest in receiving support not only face-to-face, but also through other channels such as phone, email, and online platforms.

Through one-to-one casework, the SPLWs have worked with 1,936 patients and have reached a 97% satisfaction level, which was above the original target of 1,584 patients with a target of 90% satisfaction. The team have also worked on projects, an example being contributing to the reduction of health inequalities which involved working with clients who expressed a wish to be more present and active in their recovery and overall health and wellbeing through increasing their awareness and enabling access to wellbeing programmes in Islington.

We have increased partnership working with local agencies to promote healthy lifestyle support with both statutory and voluntary sector organisations, including those offering health initiatives, advice, support, education, and safeguarding services. From this collaborative work, we have been able to develop programmes in Islington intended to reach

groups who have not previously been identified as potential beneficiaries of community-based services and approaches. Examples of these are the Hotwire Community Games Night held monthly for people aged between 25 and 45, a warm space that became a social space, and supporting the development of Menstrual Cycle Support groups and awareness raising amongst clients and patients.

Volunteer involvement

We recruited 39 new volunteers in the past year and of those 18 were still active as of March 31st. The number of active volunteers at the end of March was 46 and they were spread between different services in the following roles: Get Together Hosts/Activity Tutors (18), Future Matters (8), Information and Advice (6), Wellbeing Callers (4), Communications (3), Enablement (1), Reception (1), Data Entry (1), Carers Hub volunteers (1) and promotions (3). The hours of volunteer and intern input totals 180–200 hours each week, providing an enormous assistance to the organisation.

Our established volunteers have a wealth of knowledge that benefits both the organisation and the clients we support. We aim to create a sense of belonging and make sure the volunteers know what an integral and important part of our organisation they are. In June last year we hosted a volunteer party in the gardens at Manor Gardens. This was the first face-to-face party since the pandemic. In December we hosted a joint client and volunteer festive lunch at Elizabeth House Community Centre (the event was sponsored by Okta, a corporate partner that has supported us over the years).

We have also hosted regular social get-togethers online as well as in person. We intend to continue hosting two volunteer parties a year and we are also planning on extending invites to volunteers to some of our staff socials, all part of the push to integrate volunteers further.

We continue to distribute newsletters and regular updates to our volunteers, including job opportunities and free training. We have also nominated volunteers to the Islington Volunteer of the Year Awards organised by Voluntary Action Islington. We have continued with Tempo Time Credits, a reward scheme where hours spent volunteering can be exchanged for credits which can then be used as payment at venues, courses, exhibitions, etc across the UK; we currently have 20 active volunteers signed up.

Our efforts to retain volunteers for longer seems to be working. Out of the 46 active volunteers we have, six volunteers who have served for more than six years, ten for more than four years, 22 for more than one year, and 31 for more than six months.

Partnership working

It has been another fruitful year for partnership working, with numerous new partners and a further consolidation of our work with existing partners.

In addition to events directly provided by Age UK Islington, many events have been run in partnership with VCS organisations, one example being the cost-of-living information and support events across Islington and the continued liaison and participation with the local Wellbeing Networks.

Our Navigation service has been taking part in Whittington Health's Self-Management programme and we have been working together to identify clients for the service, specifically the Expert Patient Programme.

Our Social Prescribing Link Workers and Activities Coordinator have been working with Hotwire to provide social activities specifically aimed at younger residents in the borough.

We have established joint ventures in response to the high volume of housing related issues, working with key partners from London Borough of Islington and the health sector to facilitate a joint outreach service at the Mildmay Community Centre. We have also provided information, advice and outreach support in collaboration with organisations across Islington, including St Luke's Community Centre, The Arc Centre and Lift. This work has enabled us to extend our reach and increase our presence at key venues in the North, Central and South Islington localities.

Our Carers Hub supported Islington's Memory Service in setting up the Living Well with Dementia group for the cared for and carer who have recently received a diagnosis and are at the beginning of their journey. Clients are provided with advice, information, signposting, and an opportunity for them to find out about services available. This was initially a pilot and due to its success, it will now be held monthly in partnership with our Carers Hub.

We continue to inform organisations about our activities and events through regular monthly mailings and newsletters, reaching almost 800 professionals and 92 community venues, including GPs, pharmacies, libraries, and community centres.

Our activities and events service relies heavily on working with partner organisations. Establishing and fostering strong partnerships is vital to bring to our clients a comprehensive activities and events offering. Ongoing and new partnerships played a huge part in the delivery of activities and events in the 2022-2023 financial year, some of whom are mentioned earlier in this report.

Communications and marketing

A key objective of 2022–23 has been to showcase all key areas of AUKI's work in our regular communications and within campaigns. The aim has been to highlight a full cross-section of AUKI's casework offer, e.g. helping clients find support with aids, adaptations, mobility, getting out and about, alongside the areas that have typically had more coverage, e.g. social connection, cost-of-living and support for carers.

We have worked ever more closely and effectively to plan and promote a series of activities, interviews and information linked to national awareness campaigns. This is promoted via social media, mailings, postal mailings, via partner channels or a combination of all these channels. Those that we have particularly focused on have included Great Mental Health Day, LGBTQ+ History Month, Mental Health Awareness Week, Dying Matters Week, Dementia Awareness Week, Carers Week, Windrush Day, World Alzheimer's Month and Carers Rights Day. A key part of this has been working with statutory and voluntary partners to amplify and extend the reach of our campaigns. Our working relationship with the London Borough of Islington communications team is particularly strong. They regularly share campaign content via their digital and internal communications channels. We have been more proactive in our outreach across the borough and staff share attendance at community outreach events.

Regular digital newsletters are shared monthly with clients and more widely via sector communications channels. There are also regular digital client mailings to share details of campaigns to encourage people to keep others informed of key issues, e.g. relating to cost-of-living or other areas of support and to encourage action, such as attendance at activities or to seek support.

Plans for the future

We continue to work through our 2021–24 organisational strategy. We are sustaining the current contracts, have been awarded a new contract and are in the process of seeking funding to develop new services which will serve to support and complement our portfolio.

We have been delayed in developing standalone befriending and counselling services, but we have started working with Islington Mind to deliver counselling for carers. Once successful in our voluntary income funding applications, we will establish our befriending and wider counselling services.

We have also enhanced our Information and Advice service and intend to fundraise for more income to support this service further. We also intend to research and seek to develop

relationships with additional corporate partners who can help with supporting organisational activities and generating income.

We will continue to work closely with our London Borough of Islington and VCS colleagues as part of the Bright Lives Alliance partnership, which aims to secure high quality universal and targeted offers across a multi-agency alliance supporting resident wellbeing and resilience. We will be developing a way of working across the borough and will also seek to develop support services wherever deemed necessary and/or appropriate.

We are keen to expand the involvement of volunteers in different service areas. We have already taken on volunteers within the Enablement and Navigation services, and we continue to develop additional opportunities. Internships have been working very well for us and this is also an area we are looking to expand. Our interns are usually students and placements last between six and 12 weeks, with 20–35 placement hours/intern/week. We are always trying to find the right balance where we as an organisation get the help we need whilst at the same time making sure the interns and volunteers achieve whatever they want to from their time with us.

Our activities service and the evident increasing demand means we will be seeking fundraised income to allow us both to continue the current outputs but also to develop further our communications to increase the engagement of clients without an email address, deliver activities and events in additional parts of the borough and augment our offering by having the capacity to accept more partnership proposals from other organisations.

Equality, diversity and inclusion

AUKI is committed to promoting equality of opportunity, celebrating and valuing diversity, eliminating unlawful discrimination, harassment and victimisation, including cyber or e-bullying and harassment and promoting good relations.

AUKI is committed to equal opportunities in employment and service delivery and will take every possible step to ensure that no person working for the organisation or seeking employment with us, or anyone using our services, will receive less favourable treatment or will be disadvantaged by requirements or conditions that cannot be shown to be justifiable on the grounds of their age, disability (including mental health), gender, gender reassignment, ethnicity, faith or religion, sexual orientation, marital or civil partnership status, socio-economic status or family status.

Our aim is to:

- work towards the elimination of discrimination

- create a positive culture where diversity, inclusion and respect are core values are at the centre of all our activities
- encourage positive action to overcome disadvantage and discrimination
- ensure the highest possible standards are achieved in the delivery of our services
- ensure equality, diversity and inclusion is promoted through our work, both internally and externally.

Financial Review 2022–23

Annual income for 2022–23 increased by £263,997, from £1,561,859 in 2021–22 to £1,825,652 which was an increase of 17%.

The above budget income came from additional grants and voluntary income that came in during the financial year.

Annual expenditure year-on-year increased by £334,191, from £1,325,704 in 2021–22 to £1,659,895 in 2022–23. This was an annual increase of 25%.

Expenditure was lower than budgeted – but significantly up year-on-year – due to difficulties and the associated costs recruiting staff to run both existing and new contracts and replacing staff that had left the organisation. Widely reported recruiting problems across the economy, especially in the health and social care sectors, also affected AUKI. It is to the credit of the staff that they continued to deliver both for our clients and against the contractual KPIs agreed with our funders.

As a result, a surplus of £165,757 (2021–22: £236,155) was generated before considering losses on investments of £18,500 (2021–22: £8,487 gain). Investments lost £18,500 in book value (2021–22: gain £8,487). This results in a total annual surplus of £147,257 (2021–22: £244,642) with £141,932 (2021–22: £233,334) contributed to unrestricted funds.

This better than budgeted net result was driven by income for the core activities of the charity being c.£40,000 more than budgeted and expenditure being c.£154,000 less than budgeted. The charity had budgeted for a small (£22,000) deficit for the year in its core activities.

In the year, we increased our funds invested in the market with Rathbones by £50,000. We continue to keep these investments under review – our aim is to generate both income and long-term capital growth for the charity. The recent rapid rise in interest rates makes deposit accounts more attractive than they were during the years of low interest rates and we are responding to that by investigating alternative savings/deposit accounts.

At the end of the year total funds were £1,115,187 (2021–22: £967,930) of which £1,075,935 (2021–22: £934,003) were unrestricted. After agreed designations for organisational development, general funds amounted to £1,024,535 (2021–22: £884,003).

Structure, Governance and Management

Age UK Islington (AUKI) is the 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. The former was approved in 2006, and a revised version of the latter was approved in 2021.

AUKI has a diverse Board of Trustees, 33% of whose membership is made up of local older people and 22% from a Black and Minority Ethnic background. We currently have six female and three male trustees.

The charity's 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 term of three years and may be co-opted in between AGMs. Trustees can serve a maximum of three three-year terms.

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 2023 was 13 (2022: 13). 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.

Our subsidiary trading company, Islington Age Concern Trading Company, which provided consultancy and support services for other charities in data management and service redesign, operating under the trading name Outcomes Plus, is now dormant and there has not been any activity in 2022–23.

Senior Management Remuneration

The senior management team comprises the key management personnel of the charity in charge of directing it on a day-to-day basis.

The pay of the senior staff, including the CEO, is reviewed annually. In view of the nature of the charity, the Trustees benchmark against pay levels in other charities of a similar size, taking advice from recruitment consultants where these are used, for example in the

recruitment to the CEO position. The remuneration benchmark 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.

Trustee recruitment and training

Trustees are recruited by various means. We contact local voluntary groups and companies from time to time setting out our needs and inviting applications. We also use online recruitment systems, social media, networks and sometimes interested parties approach us directly. We seek to cover a specified range of expertise and backgrounds on the Board of Trustees.

Normally the Chair or members of the Governance Committee will meet a prospective trustee to discuss their application. A trustee may be co-opted by the Board of Trustees before the AGM. Any appointment is put to the subsequent AGM for Members to vote on.

Each new trustee is inducted by both the Chair and the CEO. The topics covered are the organisational structure, an overview of services delivered, contracts and funding information, the governance structure, the annual report and accounts and the organisational strategy. Trustees also receive a Trustee Handbook and relevant policies such as the Trustee Code of Conduct, Conflict of Interest and Confidentiality. Other documents provided are previous Board of Trustees meeting minutes, Articles and Memorandum of Association and data protection information. Trustees have taken part in joint awaydays with the staff team and have also taken on individual pieces of work with some staff members.

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 group and of the incoming resources and application of resources, including the income and expenditure, of the group 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 adequate 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 group 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 auditor is 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 auditor is 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.

Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. In reaching that conclusion, the trustees have considered the potential ongoing impact of the COVID-19 pandemic and, more recently, the effect of the ongoing cost-of-living situation on current and future activities and organisational cash flows.

Our funding is secure in the medium term and the service delivery model has been, and will continue to be, adapted to ensure the charity meets both the needs of its clients and the expectations of its funders. With the additional security offered by its balance of free reserves the trustees remain confident in the charity's ability to continue operating for the next 12 months.

Principal sources of funding

AUKI is very grateful to all funders, donors, trusts and grant makers who have supported our work this year.

In line with the charity's present strategy, the principal source of funding consists of commissioned service contracts from statutory bodies. During 2022–23 statutory funders included the London Borough of Islington, the North Central London Integrated Care Board and Camden and Islington NHS Foundation Trust. We also undertook subcontracted service provision with the Islington GP Federation.

Other sources of funding include grant-making bodies and corporate donations. During 2022–23 the following organisations, grant-making trusts and corporate donors contributed funding to support our work:

- Anthony and Rachel Williams Charitable Trust
- Hymans Robertson LLP
- Peabody Community Foundation, Islington Local Area Plan
- Emanuel Hospital Charity
- Islington Giving
- Cloudesley
- Hyde Charitable Trust

During 2022–23 the charity received £2,194 as unsolicited donations from individuals. We are deeply grateful to all those who provide funding to help us support the wellbeing of local people.

In carrying out funding-related activities we ensure that the charity is compliant with fundraising codes, specifically the updated Code issued by the Fundraising Regulator in October 2019.

Age UK Islington does not engage in public fundraising and does not use external professional fundraisers or commercial participators. Age UK Islington nevertheless observes and complies with the relevant fundraising regulations and codes. During the year there was no non-compliance with these regulations and codes and Age UK Islington received no complaints relating to its fundraising.

Reserves Policy

Unrestricted reserves comprise both designated and free reserves. The balance of free reserves is assigned to meet the requirements of the charity's reserves policy. The free reserves held by AUKI on 31st March 2023 amounted to £1,024,535.

The aim of the 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 for a range of situations and circumstances. The charity must be reasonably able to cope with the variations in income and expenditure that can easily affect charities.

The AUKI policy is to hold sufficient funds to cover all wind-up costs in the event of actual or pending insolvency or, in the event of the loss of one or more contracts or other sudden drop in income that falls short of insolvency, to cover core costs for a sufficient time to find new sources of income or make appropriate cost reductions.

As of 31st March 2023, and based on the current year's budget, that range was £475,000 – £670,000. The balance of our reserves is held to cover financial uncertainties (listed below) and make investments in new services or in improving the operations of the charity.

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

- Service development in general areas or for specific projects
- Late receipt of income from funders
- Interim financial cover
- Premises and equipment items
- Planning for staff changes
- Planning for any future pandemic
- Staff contingencies
- Occasional, irregular expenditure.

Risk management

AUKI has a Finance Committee which is chaired by the charity's Treasurer and meets six times a year. The major risks facing the charity are reviewed by this committee at least twice a year and are also reviewed by the Board of Trustees twice a year, so there is substantial consideration of the risks faced.

Each risk is identified, assessed, and scored for its likelihood of occurring and the level of impact should the risk event occur. Part of this process ensures mitigating measures are identified and agreed to reduce the higher risks to a level that is comfortable for the

organisation and acceptable to the Board of Trustees. It is recognised that it is not possible to exist without any risk, but with the analysis and risk register in place, the Board of Trustees is comfortable that the range of measures and controls put in place means that we operate at an acceptable risk level.

The principal risks currently faced by AUKI are as follows:

1. Reliance on contract income from the London Borough of Islington, the North Central London Integrated Care Board (previously the North Central London Clinical Commissioning Group), Camden and Islington NHS Foundation Trust and the Islington GP Federation.

To mitigate this, we ensure that the contracts continue the current high-performance levels as well as meeting and surpassing our targets and we continually strive to secure new contracts. Continued high performance on delivering on our contracts is the most effective control against targeted cuts. We also review priorities, trends, and the needs of our client group in conversation with our commissioners and plan according to the trends and issues that arise, whilst also considering population health and public health data to calculate the most effective way of supporting our client group.

We have, as part of a fundraising strategy, developed alternative income streams and are contracting a freelance trusts and foundations fundraiser to raise funds to develop a range of non-contracted services.

2. Reserves are at an historically high level but are in line with our reserves policy at present and this may be seen as a barrier to funding by grant-funding organisations.

We continue to have a considerable level of reserves and last year continued to develop the organisation in line with our 2021-24 organisational strategy. This funding was put towards enabling a restructure and the appointment of newly created posts to support the organisation and adding to and enhancing the staff team on our Helpline service.

During 2023-24 we will be putting more funds into our investment accounts. We will also continue to utilise a percentage of our reserves to develop additional and complementary service provision and to fund continuing development.

Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2023

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 2 October 2023 and signed on their behalf by

Howard Sharman
Chair

Independent auditor's report

To the members of

Age Concern Islington

Opinion

We have audited the financial statements of Age Concern Islington (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Independent auditor's report

To the members of

Age Concern Islington

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report. We have nothing to report in respect of the following matters in relation to which 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 trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or

Independent auditor's report

To the members of

Age Concern Islington

- The trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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

Independent auditor's report

To the members of

Age Concern Islington

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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.

Joanna Pittman (Senior statutory auditor)

16 October 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor
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 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations and legacies		18,802	37,128	55,930	66,770	15,186	81,956
Charitable activities							
Information, Advice and Support planning	3	460,618	39,100	499,718	438,725	13,500	452,225
Enabling independence	3	1,208,158	–	1,208,158	960,846	–	960,846
Activities and Wellbeing	3	47,192	–	47,192	58,000	3,900	61,900
Capacity building	3	–	–	–	–	–	–
Investments		14,654	–	14,654	4,932	–	4,932
Total income		1,749,424	76,228	1,825,652	1,529,273	32,586	1,561,859
Expenditure on:							
Raising funds	4	16,309	–	16,309	17,491	–	17,491
Charitable activities							
Information, Advice and Support planning	4	509,190	34,077	543,267	401,862	2,500	404,362
Enabling independence	4	925,837	26,593	952,430	753,995	9,660	763,655
Activities and Wellbeing	4	95,725	10,233	105,958	95,019	9,118	104,137
Capacity building	4	41,931	–	41,931	36,059	–	36,059
Total expenditure		1,588,992	70,903	1,659,895	1,304,426	21,278	1,325,704
Net income / (expenditure) before net gains / (losses) on investments		160,432	5,325	165,757	224,847	11,308	236,155
Net gains / (losses) on investments		(18,500)	–	(18,500)	8,487	–	8,487
Net income / (expenditure) for the year and net movement in funds	5	141,932	5,325	147,257	233,334	11,308	244,642
Reconciliation of funds:							
Total funds brought forward		934,003	33,927	967,930	700,669	22,619	723,288
Total funds carried forward		1,075,935	39,252	1,115,187	934,003	33,927	967,930

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 16 to the financial statements.

Age Concern Islington

Balance sheet

Company no. 3039668

As at 31 March 2023

	Note	2023 £	2022 £
Fixed assets:			
Tangible assets	10	–	–
Investments	11	256,729	225,229
		<u>256,729</u>	<u>225,229</u>
Current assets:			
Debtors	12	116,469	156,837
Cash at bank and in hand	17	839,314	704,887
		<u>955,783</u>	<u>861,724</u>
Liabilities:			
Creditors: amounts falling due within one year	13	(97,325)	(119,023)
		<u>858,458</u>	<u>742,701</u>
Net current assets			
		<u>858,458</u>	<u>742,701</u>
Total net assets	15a	<u>1,115,187</u>	<u>967,930</u>
The funds of the charity:	16a		
Restricted income funds		39,252	33,927
Unrestricted income funds:			
Designated funds		51,400	50,000
General funds		1,024,535	884,003
		<u>1,075,935</u>	<u>934,003</u>
Total unrestricted funds		<u>1,075,935</u>	<u>934,003</u>
Total charity funds		<u>1,115,187</u>	<u>967,930</u>

Approved by the trustees on 2 October 2023 and signed on their behalf by

Howard Sharman
Chair

Age Concern Islington

Statement of cash flows

For the year ended 31 March 2023

Reconciliation of net income to net cash flow from operating activities

	2023 £	2022 £
Net income for the reporting period (as per the statement of financial activities)	147,257	244,642
Dividends, interest and rent from investments	(14,654)	(4,932)
(Gains) / losses on investments	18,500	(8,487)
(increase)/decrease in debtors	40,368	(82,260)
Increase/(decrease) in creditors	(21,698)	34,408
Net cash provided by operating activities	169,773	183,371

	Note	2023 £	£	2022 £	£
Cash flows from operating activities					
Net cash provided by operating activities		169,773		183,371	
Cash flows from investing activities:					
Dividends, interest and rents from investments		14,654		4,932	
Purchase of investments		(50,000)		-	
Net cash provided used in investing activities		(35,346)		4,932	
Change in cash and cash equivalents in the year		134,427		188,303	
Cash and cash equivalents at the beginning of the year		704,887		516,584	
Cash and cash equivalents at the end of the year	17	839,314		704,887	

1 Accounting policies

a) Statutory information

Age Concern Islington is a charitable company limited by guarantee and is incorporated in the United Kingdom.

The registered office address is 6–9 Manor Gardens, London, N7 6LA.

b) 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) 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.

The charitable company is the parent entity of a wholly-owned subsidiary, Islington Age Concern Trading Company Ltd. These accounts do not consolidate the income and expenditure or assets and liabilities of the trading subsidiary as these are not material to the accounts.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

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.

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 regarding the charitable company's ability to continue as a going concern. In reaching that conclusion, the trustees have considered the impact of various scenarios on future activities and cash flows and are confident that, even in the worst case, the balance of free reserves and the charity's adaptable service delivery model will ensure the charity's ability to continue operating for a period in excess of 12 months from when these accounts are approved.

1 Accounting policies (continued)

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 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) Investment income

Distributions from listed investments are included when receivable and the amount can be measured reliably by the charity; this is normally the date on which the holding is first quoted ex dividend or the end date of the period for which it is accrued as notified by the fund manager.

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.

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 encouraging 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.

1 Accounting policies (continued)

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 raising funds	0%
▪ Information, Advice and Support planning	27%
▪ Enabling independence	58%
▪ Activities and Well-being	5%
▪ Capacity building	2%
▪ Support costs	8%
▪ Governance costs	0%

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 raising funds	0%
▪ Information, Advice and Support planning	34%
▪ Enabling independence	49%
▪ Activities and Well-being	14%
▪ Capacity building	3%

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.

k) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £2,000. 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.

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.

1 Accounting policies (continued)

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.

o) Investments

Investments in subsidiaries are at cost.

Listed investments are included in the balance sheet at bid price. Realised gains and losses on disposals in the year and unrealised gains and losses on investments at the balance sheet date are included in the Statement of Financial Activities for the relevant underlying funds.

p) 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.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2023

2 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Age UK	10,000	-	10,000	11,062	-	11,062
Trusts and foundations	5,000	37,128	42,128	5,000	14,913	19,913
Other donations	3,802	-	3,802	50,708	273	50,981
	<u>18,802</u>	<u>37,128</u>	<u>55,930</u>	<u>66,770</u>	<u>15,186</u>	<u>81,956</u>

3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
London Borough of Islington:						
Information and Signposting	91,533	-	91,533	91,535	-	91,535
Islington Carers Hub	348,985	-	348,985	322,415	11,000	333,415
Age UK: Cost of Living Response Fund	-	10,000	10,000	-	-	-
Emanuel Hospital charity	-	10,625	10,625	-	2,500	2,500
End of Life Care: Future Matters	20,100	-	20,100	20,845	-	20,845
Hyde Charitable Trust: Advice Outreach	-	13,500	13,500	-	-	-
Donations and other income, under £10,000 each	-	4,975	4,975	3,930	-	3,930
Sub-total for information, advice and support planning activities	460,618	39,100	499,718	438,725	13,500	452,225
London Borough of Islington:						
Community Mental Health Outreach	92,563	-	92,563	5,378	-	5,378
Hospital Discharge post	-	-	-	-	-	-
Enablement Service	355,060	-	355,060	354,762	-	354,762
NCL Integrated Care System (formerly Islington CCG):						
Care Navigation Service	387,030	-	387,030	372,366	-	372,366
Proactive Ageing Well Service	47,552	-	47,552	47,552	-	47,552
Islington GP Group Ltd						
Care Coordinators	62,862	-	62,862	1,822	-	1,822
Social Prescribing	263,091	-	263,091	178,966	-	178,966
Sub-total for enabling independence activities	1,208,158	-	1,208,158	960,846	-	960,846
London Borough of Islington:						
Activities service	40,000	-	40,000	40,000	-	40,000
Green Social Prescribing	1,990	-	1,990	18,000	-	18,000
Mental Health Parks Programme	-	-	-	-	3,900	3,900
Donations and other income, under £10,000 each	5,202	-	5,202	-	-	-
Sub-total for activities and wellbeing activities	47,192	-	47,192	58,000	3,900	61,900
Total income from charitable activities	1,715,968	39,100	1,755,068	1,457,571	17,400	1,474,971

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2023

4a Analysis of expenditure (current year)

	Charitable activities							2023 Total £	2022 Total £
	Fundraising £	Information, Advice and Support planning £	Enabling independence £	Activities and Wellbeing £	Capacity building £	Governance costs £	Support costs £		
Staff costs (Note 6)	14,294	348,444	707,404	59,593	26,766	5,688	134,431	1,296,620	1,030,063
Other staff costs	128	5,738	23,112	639	3,171	34	27,156	59,978	53,642
Direct activity costs	145	73,176	5,350	10,380	1,105	2	2,194	92,352	16,836
Welfare payments	-	600	25,346	-	-	-	-	25,946	8,987
Premises	710	18,542	40,121	2,890	1,659	186	5,035	69,143	112,623
Office, communications and equipment	979	25,668	53,841	5,309	3,348	250	7,335	96,730	90,505
Compliance, legal etc.	53	5,694	2,998	216	111	9,678	376	19,126	13,048
	16,309	477,862	858,172	79,027	36,160	15,838	176,527	1,659,895	1,325,704
Support costs	-	60,019	86,498	24,714	5,296	-	(176,527)	-	-
Governance costs	-	5,386	7,760	2,217	475	(15,838)	-	-	-
Total expenditure 2023	16,309	543,267	952,430	105,958	41,931	-	-	1,659,895	
Total expenditure 2022	17,491	404,362	763,655	104,137	36,059	-	-		1,325,704

4b Analysis of expenditure (prior year)

	Charitable activities							2022 Total £
	Fundraising £	Information, Advice and Support planning £	Enabling independence £	Activities and Wellbeing £	Capacity building £	Governance costs £	Support costs £	
Staff costs (Note 6)	16,886	269,206	529,210	59,562	24,672	5,366	125,161	1,030,063
Other staff costs	275	9,831	18,436	1,390	605	74	23,031	53,642
Direct activity costs	66	2,280	5,985	7,069	355	1	1,080	16,836
Welfare payments	-	-	8,987	-	-	-	-	8,987
Premises	-	36,198	59,229	5,670	2,563	312	8,651	112,623
Office, communications and equipment	54	24,183	50,886	4,830	2,330	263	7,959	90,505
Compliance, legal etc.	210	890	1,897	181	83	9,510	277	13,048
	17,491	342,588	674,630	78,702	30,608	15,526	166,159	1,325,704
Support costs	-	56,497	81,416	23,261	4,985	-	(166,159)	-
Governance costs	-	5,277	7,609	2,174	466	(15,526)	-	-
Total expenditure 2022	17,491	404,362	763,655	104,137	36,059	-	-	1,325,704

5 Net income for the year

This is stated after charging / (crediting):

	2023 £	2022 £
Operating lease rentals:		
Property	86,100	93,521
Other	1,971	1,594
Auditor's remuneration (excluding VAT):		
Audit	8,500	7,500
Other services	-	210
	<u>86,100</u>	<u>93,521</u>
	<u>1,971</u>	<u>1,594</u>
	<u>8,500</u>	<u>7,500</u>
	<u>-</u>	<u>210</u>

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

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	1,139,907	907,334
Social security costs	110,711	85,472
Employer's contribution to defined contribution pension schemes	46,002	37,257
	<u>1,296,620</u>	<u>1,030,063</u>
Agency costs	16,254	12,229
	<u>1,312,874</u>	<u>1,042,292</u>

The following number of employees received employee benefits (excluding employer pension) during the year between:

	2023 No.	2022 No.
£60,000 – £69,999	<u>1</u>	<u>1</u>

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £73,863 (2022: £69,818).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 37 (2022: 31). The services of a freelance specialist were used for accountancy support.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2023

8 Related party transactions

There were no donations from related parties outside the normal course of business and no restricted donations from related parties in the year. No donations were received from Trustees (2022: nil).

During the year the charity paid no costs on behalf of its subsidiary, Age Concern Trading Company Ltd (2022: £nil) and charged no costs to the subsidiary (2022: £nil). The year end balance owed by the subsidiary was £nil (2022: £nil).

9 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary Islington Age Concern Trading Company Ltd gift aids available profits to the parent charity.

10 Tangible fixed assets

	Office equipment £	IT infrastructure £	Fixtures & fittings £	Total £
Cost or valuation				
At the start of the year	1,027	51,744	-	52,771
Disposals in year	-	-	-	-
At the end of the year	1,027	51,744	-	52,771
Depreciation				
At the start of the year	1,027	51,744	-	52,771
Amount adjusted on disposal	-	-	-	-
At the end of the year	1,027	51,744	-	52,771
Net book value				
At the end of the year	-	-	-	-
At the start of the year	-	-	-	-

All of the above assets are used for charitable purposes.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2023

11a Listed investments

	2023 £	2022 £
Fair value at the start of the year	225,227	216,740
Additions at cost	50,000	–
Net gain / (loss) change in fair value	(18,500)	8,487
Fair value at the end of the year	<u>256,727</u>	<u>225,227</u>

Investments comprise:

	2023 £	2022 £
UK Common investment funds	<u>256,727</u>	<u>225,227</u>
	<u>256,727</u>	<u>225,227</u>

11b Investments – subsidiary company

The charitable company owns the whole of the issued ordinary share capital of Islington Age Concern Trading Company Limited, a company registered in England, trading under the name Outcomes Plus, Company number 03001195. The subsidiary is used for non-primary purpose trading activities and is registered at 6 – 9 Manor Gardens, London, N7 6LA. The activities of the subsidiary have not been consolidated in the statement of financial activities on the basis of materiality. Available profits are gifted to the charitable company under a deed of covenant. Two of the trustees of Age Concern Islington are also directors of the subsidiary.

In 2021 the directors of Islington Age Concern Trading Company Limited took the decision to suspend trading from 31st March 2021 on the grounds that financial returns no longer justify the staff time and attention required for a trading operation. The company therefore did not trade in the years ending 31st March 2022 or 31st March 2023.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2023

12 Debtors

	2023 £	2022 £
Trade debtors	5,404	5,404
Grant and contract debtors	89,201	144,991
Prepayments	3,352	3,156
Accrued income	18,512	3,286
	<u>116,469</u>	<u>156,837</u>

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Taxation and social security	27,511	24,493
Other creditors	24,452	25,305
Accruals	15,386	17,534
Deferred income (note 14)	29,976	51,691
	<u>97,325</u>	<u>119,023</u>

14 Deferred income

Deferred income comprises a grant received to fund activity in 2023–24 (2022: two partially delivered service contracts).

	2023 £	2022 £
Balance at the beginning of the year	51,691	–
Amount released to income in the year	(51,691)	–
Amount deferred in the year	29,976	51,691
Balance at the end of the year	<u>29,976</u>	<u>51,691</u>

15a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Investments	256,729	–	–	256,729
Net current assets	767,806	51,400	39,252	858,458
Net assets at 31 March 2023	1,024,535	51,400	39,252	1,115,187

15b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Investments	225,229	–	–	225,229
Net current assets	658,774	50,000	33,927	742,701
Net assets at 31 March 2022	884,003	50,000	33,927	967,930

16a Movements in funds (current year)

	At 1 April 2022 £	Incoming & gains £	Expenditure & losses £	Transfers £	At 31 March 2023
Restricted funds:					
Carers Hub flexible breaks	11,073	–	(600)	–	10,473
Cloudesley catalyst and crisis funds	7,062	17,128	(15,117)	–	9,073
Cost of Living Response Fund	–	10,000	(7,377)	–	2,623
Information Outreach Services	–	18,475	(15,475)	–	3,000
Islington Giving crisis fund	–	20,000	(11,076)	–	8,924
Mental Health Parks Programme	835	–	(286)	–	549
Older Londoners' Programme	–	10,625	(10,625)	–	–
Post-lockdown activity	9,947	–	(9,947)	–	–
Welfare and Winter Warmth	5,010	–	(400)	–	4,610
Total restricted funds	33,927	76,228	(70,903)	–	39,252
Unrestricted funds:					
Designated funds:					
Organisational development	50,000	–	(5,196)	6,596	51,400
Total designated funds	50,000	–	(5,196)	6,596	51,400
General funds	884,003	1,749,424	(1,602,296)	(6,596)	1,024,535
Total unrestricted funds	934,003	1,749,424	(1,607,492)	–	1,075,935
Total funds	967,930	1,825,652	(1,678,395)	–	1,115,187

16b Movements in funds (prior year)

	At 1 April 2021 £	Incoming & gains £	Expenditure & losses £	Transfers £	At 31 March 2022
Restricted funds:					
Carers Hub flexible breaks	-	11,073	-	-	11,073
Cloudesley catalyst and crisis funds	-	14,913	(7,851)	-	7,062
Drovers Activity Centre	1,000	-	(1,000)	-	-
Mental Health Parks Programme	-	3,900	(3,065)	-	835
Older Londoners' Programme	-	2,500	(2,500)	-	-
Post-lockdown activity	15,000	-	(5,053)	-	9,947
Welfare and Winter Warmth	6,619	200	(1,809)	-	5,010
Total restricted funds	22,619	32,586	(21,278)	-	33,927
Unrestricted funds:					
Designated funds:					
COVID-19 vaccination support	5,093	-	(1,395)	(3,698)	-
Organisational development	-	-	-	50,000	50,000
Total designated funds	5,093	-	(1,395)	46,302	50,000
General funds	695,576	1,537,760	(1,303,031)	(46,302)	884,003
Total unrestricted funds	700,669	1,537,760	(1,304,426)	-	934,003
Total funds	723,288	1,570,346	(1,325,704)	-	967,930

Purpose of restricted funds

Carers Hub flexible breaks	A fund to provide respite type breaks for unpaid carers of people in Islington.
Cloudesley catalyst and crisis funds	Grants received to support individual Islington residents who have health issues (mental and/or physical) or who are disabled and who are in financial need to make a tangible and immediate change to their circumstances and to support Islington residents to achieve their aspirations and personal development goals.
Cost of Living Response Fund	A grant towards the costs of supporting clients struggling with the increasing cost of living by organising cost of living support events, with partners in the borough, and communicating by post with those clients who do not access information online.
COVID-19 pandemic support	Grants received towards the costs of supporting clients through the pandemic.
Drovers Activity Centre	To support the activities and services at Drovers Activities Centre.
Information Outreach Services	Funding to support the Let's Talk Peer events which serve to reach out to Hyde Housing Association and Peabody residents in particular.
Islington Giving crisis fund	A grant to support clients experiencing hardship due to the rising cost of living.

16 Movements in funds (continued)

Mental Health Parks Programme	To support the Mental Health Parks Programme by directing participants to the programme of activities as part of the PHE Mental Health Prevention Fund. Age UK Islington supports the engagement of older people to connect with activities and offer transport for those who need it.
Older Londoners' Programme	A grant received under Age UK's Older Londoners' Programme, with funding from the Emanuel Hospital charity, to support information and advice services.
Post-lockdown activity	A grant towards community activities that will bring people together out of COVID-19 lockdown.
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.

Purpose of designated funds

COVID-19 vaccination support	To continue funding a taxi service for local residents to access the COVID-19 vaccination clinics. Discontinued in 2022 due to significantly decreased demand.
Organisational development	For continued development of the organisation and its service delivery portfolio in 2023-24. Expenditure is planned to take place throughout the year.

Transfers

In 2022-23 a transfer was made from general funds to the designated organisational development fund to establish the balance required to finance enhanced information services in 2023-24.

17 Analysis of cash and cash equivalents

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank and in hand	601,871	133,171	735,042
Notice deposits (less than three months)	103,016	1,256	104,272
Total cash and cash equivalents	704,887	134,427	839,314

18 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:

	Equipment		Property	
	2023 £	2022 £	2023 £	2022 £
Less than one year	1,226	1,469	73,599	-
One to five years	2,800	3,955	236,116	-
	4,026	5,424	309,715	-

19 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.