



Company number: 03039668

Charity number: 1045623

Age Concern Islington

(Operating as Age UK Islington)

Report and financial statements

For the year ended 31 March 2022

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2022

Status Age UK Islington is an operating name of Age Concern Islington. Age Concern Islington was first established in 1963. It is a charitable company limited by guarantee, incorporated on 30 March 1995, and registered with the Charity Commission on 6 April 1995.

Purpose Age Concern Islington's charitable object for the public benefit is the welfare of local older people in and around Islington.

Governing document Age Concern Islington was established under a Memorandum of Association, which established the objects and powers of the organisation. It is governed under its Articles of Association.

Company number 3039668
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 Chris Bulford	
Mr Clive Bowman	Treasurer
Ms Monica Douglas–Parris	
Ms Marjorie Thiman	
Mr Mark Warwick	
Mr Chris Faint	
Ms Alexandra Bryony Sears	
Ms Joan Adams Speers	
Ms Kathrin Meyrick	Resigned on 22 November 2021
Ms Aisha Baker–Smith	Appointed on 18 March 2022
Ms Marcia McFarlane	Appointed on 18 March 2022
Ms Aisha Rehman	Appointed on 18 March 2022
Ms Elisabeth Rochford	Appointed on 18 March 2022

Principal staff Ms Sally Miller Chief Executive and Company Secretary

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2022

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

The financial year 2021–22 represents Sally Miller's first full year in post as CEO of Age UK Islington (AUKI) and I am delighted to report that the organisation has gone from strength to strength.

The detail of what has been accomplished can be seen in the pages that follow, but I would like to pick out a few highlights:

We tendered for, and retained, the Islington Carers Hub contract, awarded by the London Borough of Islington (LBI). This contract runs for three years and can be extended for two more two-year periods, so could potentially run for seven years.

One of the conditions of the tender was that we should work with partners on the new contract and we pitched jointly with Islington Mind and Mobilise. I am particularly pleased in this vote of confidence from LBI, who are one of our largest funders and most important partners;

We have also added several small additional contracts: more social prescribing link workers in two of Islington's primary care networks (PCNs); a care coordinating contract with one of the PCNs; and a mental health outreach contract awarded by LBI;

We are also taking more steps out of our offices and into the community with a regular presence at St Luke's Community Centre already in place and a similar presence at The ARC Centre to follow this autumn.

Whilst AUKI is, quite properly, a very digitally-driven organisation, we also believe that it is important to have a face-to-face presence in the community where people with needs that need addressing can both plan to come and visit us for help and also come across as part of their everyday life.

One side-effect of the COVID-19 pandemic was that the necessity of working from home showed us that we did not need to maintain such a large office. With working from home now an ongoing part of how AUKI operates, we took steps to review our office provision and with effect from March 31st this year we reduced the space that we occupy in Manor Gardens by a third.

With the introduction of new Articles in the course of the year – these Articles limit trustees to three three-year terms – we have also taken steps to refresh the board. Long-standing trustee – and previous chair – Kathrin Meyrick stepped down at the AGM in November 2021.

I would like to thank Kathrin for her many years of service to AUKI and for the valuable help and advice that she has given to me as chair.

In light of Kathrin's departure, and other board changes that will happen in due course as a result of the new Articles, we set about recruiting new trustees in late 2021 and early 2022. We were delighted to be able to add four new trustees to the board – Aisha Baker-Smith, Marcia McFarlane, Aisha Rehman and Elisabeth Rochford. They bring with them a wide range of skills and contacts and are already showing their worth.

Our plan, through this recruitment process, was to increase the diversity of the board and lower the average age of board members and I am pleased to report that both aims have been 100% met.

Finally, on behalf of the board, I would like to record our huge appreciation for the way that the staff and volunteers of AUKI have continued to respond to the wide range of problems that have been thrown up by the pandemic.

COVID-19 has not gone away, and we may have a very trying autumn and winter ahead of us as cost-of-living issues are piled on top of the mental and physical health issues brought on by the pandemic. The vulnerable nature of many of the people that we work with and support on a day-to-day basis means that they are particularly exposed to all of these.

However, I remain confident that the AUKI team will continue to do everything that they can to respond to the needs expressed by our service users in a timely and efficient manner.

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 (LBI).

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 and in need of support. 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.

Our team provides the following services:

Activities and Get Togethers: Taking place all over Islington. Clients can also pop along to one of our Get Togethers 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, carer information packs, supported connections to events, breaks, income support and peer support groups.

Community Mental Health Outreach Workers: Working within the central locality core community mental health multidisciplinary/multiagency core team, that 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 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 play an important role within a PCN. They 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, linking with 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 join us to support our clients in a wide range of roles whilst utilising their many different skills.

Our key achievements in 2021–22

Five strategic objectives have been set for the period 2021 to 2024. How we met these objectives in 2021–22 is as follows:

Strategic objective	2021–22 achievements
<p>Increase the client wellbeing offer and meet unmet need</p>	<p>Weekly Information and Advice surgery at St. Luke's Community Centre.</p> <p>Increase in number of volunteers recruited and placed.</p> <p>Provision of services and activities by hybrid delivery.</p> <p>Supporting PCN–run COVID–19 vaccination clinics.</p> <p>A week–long <i>Let's Get Back Together</i> programme.</p> <p>Establishment of ongoing programme of shared events and activities through partnership work with VCS organisations – online and in person.</p> <p>Development of an urgent shopping service in partnership with London Borough of Islington.</p> <p>Three inter–generational events in partnership with Bright Start Islington, Whittington Health NHS Trust and London Borough of Islington.</p>
<p>Maintain a viable organisation and operate robust and effective contracted services</p>	<p>Award of renewed Islington Carers Hub contract from London Borough of Islington with sub–contracting of two other organisations.</p> <p>Expansion of contracts – additional Social Prescribing Link Worker contracts in two PCNs in Islington.</p> <p>Award of Care Coordinating contract with one PCN in Islington.</p> <p>Award of Community Mental Health Outreach Worker contract from London Borough of Islington, working with Camden and Islington NHS Foundation Trust.</p>

	<p>Green Social Prescribing partnership funded by London Borough of Islington.</p> <p>The value of our investment in Rathbone Core Investment Fund increased by £8,487 to £225,227 during the year.</p>
<p>Diversify and generate new sources of income</p>	<p>Funding awarded through partnership with Peabody Community Foundation, Islington Local Area Plan.</p> <p>Funding awarded for Information and Advice work from Emanuel Hospital charity.</p>
<p>Extend the reach and increase awareness of the organisation</p>	<p>Preparation for the autumn 2022 rollout of the Age UK National Brand Partner Portal – new templates to enable Age UK National’s helpline to search for services, activities and community signposts for all local Age UKs.</p> <p>Increased number of volunteers in a range of new roles to support and complement both our service delivery and our communications and marketing.</p> <p>26% of volunteers recruited are from the 18–25 age bracket.</p> <p>Reached more clients and further increased sign-up to our newsletter amongst new clients.</p> <p>Developed a new set of physical marketing collateral (posters and flyers) that can promote our services and activities.</p> <p>Raised awareness of what we do amongst practitioners and partners through an engagement plan that includes webinars, recorded content and in-person presentations to statutory partners, practitioners and VCS partners in the borough.</p> <p>Outreach and awareness raising events as part of Carers Week (June) and Carers Rights Day (November).</p>

	Active presence on all three Fairer Together Locality Leadership Teams.
Strengthen organisational infrastructure.	Planned for an organisational restructure to support the organisation's growth. Reviewed the induction and training of new staff as well as a review of some Human Resources policies and procedures. Recruitment of a trusts and foundations fundraiser. Awarded the ISO 9001 Quality Management accreditation. Awarded the Age UK Charity Quality Standard accreditation.

Activities and events

During the year we had further lockdowns and some disruption to the delivery of some activities. Despite this, we have ensured that a good range of events and activities have been delivered using all means possible to tackle social isolation and to help clients restore their confidence in getting out and about following the pandemic. With the lifting of the COVID-19 lockdown, we restarted the delivery of some face-to-face get togethers and events, whilst maintaining the online offering for those clients who were not ready for face-to-face engagements yet, and for those whose caring responsibilities or health conditions prevented them from attending venue-based activities.

During the first week in October, we organised and delivered our first *Let's Get Back Together* campaign, the purpose of this campaign being to motivate clients to start attending face-to-face activities again. Events were hosted every day of that week in five different community venues in Islington and the initiative received great feedback from clients and partners.

We were one of the partners involved in the event *Cally Festival Presents: Cultivating Cally 2021*, with the live online session Art Journaling Workshop. We collaborated with Greater London Walks in the promotion of a series of free Islington Historic Walks across the whole borough.

We co-hosted an intergenerational event in partnership with Bright Start, Whittington Health NHS Trust and the Islington Ecology Centre. This event brought together families invited by

Bright Start and older people invited by Age UK Islington and Whittington Health NHS Trust. Following on the success of this event in July, further events were held in December and March with good participation from our clients.

Our first hybrid (online & face-to-face) activity was successfully delivered in December from St. Luke's Community Centre, where a group of clients gathered to attend our *Let's Talk Peer Event*.

In January 2022 we took the decision to cancel all face-to-face client gatherings due to the number of COVID-19 cases in London. Upon reviewing that decision at the end of the month, all face-to-face get togethers restarted in February with a comprehensive and balanced programme of online and face-to-face events and activities, including eight First Aid workshops.

We joined Islington Council in the Parks for Health initiative which encouraged use of Islington's public parks and green spaces. We also promoted and connected our clients to numerous activities and events taking place at Caledonian Park and the Islington Ecology Centre.

In summary, we delivered 22 types of activities with 494 sessions, five peer support groups with 46 sessions, and 1,222 clients accessed these activities and social opportunities.

Enablement

The Enablement service this year has engaged with more complex cases as a result of the changes within the community since the pandemic including, but not restricted to, ongoing matters such as non-emergency repairs, housing transfers and occupational support assessments. These are key areas of service delivery with outcomes linked to wellbeing, reducing hospital admissions and general positivity.

Post-COVID support featured requests for befriending and activities reducing social isolation, with a 100% increase in this support area. This is an area of need that is growing as more and more people are seeking face to face contact in a controlled environment. It is also observed that there is a need for more tailored befriending for clients who are over 80 who have been self-isolating in the past two years.

As part of ongoing partnership working with Islington Council, a shopping service was developed in November 2021 to provide shopping support to identified clients referred directly to the team from Adult Social Care. This service provides shopping support to clients after an initial assessment and develops into interventions for clients after exploring their situation with them with a view to both empower and provide hands on support when needed.

The number of people supported by our Enablement service for this period was 944 with 1,160 cases, in comparison to 2020–21 which was 979 clients and 1,177 cases. This was largely due to 510 COVID–19 wellbeing checks being generated in the first quarter of 2020–21.

Future Matters/End of Life planning

The year started with the Future Matters team working remotely due to COVID–19 restrictions, with one–to–one client contact and appointments being conducted over the telephone and events being held online. Over the year, as restrictions were slowly lifted and hybrid working became possible, we were able to reintroduce face to face appointments at Manor Gardens enabling Future Matters to reach more people who are digitally excluded and need extra support to put plans in place. The move back to in–person events has been slower. Some presentations were made at live events towards the end of the year, and these will become more common as conditions continue to return to normal.

Through its staff and dedicated team of volunteers Future Matters supported 106 people to put 130 Future Care Plans in place during the year 2021–2022. Plans completed included Power of Attorney for Finance (59), Power of Attorney for Health and Welfare (57) and Coordinate My Care Advance Care Plans (14). These figures represent an increase of 63% on 2020/21 (80 plans).

Through its outreach activities the Future Matters Team talked to 284 people, including healthcare professionals attending local community presentations. 147 people attended online and in person presentations and events on planning for the future, including presentations on wills and LPA and Advance Care Planning. Online Death Cafés, including one specifically for healthcare professionals, attracted 34 attendees. The total number of people reached during the year was 465.

Helpline and Wellbeing Checks

Our Helpline enquiries have risen by almost 20% since last year which has had an impact on existing resources and front–line staff handling these enquiries. We have successfully maintained and recruited numerous volunteers to conduct proactive Wellbeing Checks over the telephone from home. This enabled volunteers to work remotely whilst making calls to clients and carrying out prearranged Wellbeing Checks.

Each staff member has been providing a minimum of one full day a week working on the Helpline in addition to their normal duties. We can report the following:

- Number of Helpline enquiries handled was 9,373 of which 66% were from registered clients, 6% non–registered clients and 14% came from health and social care practitioners and other organisations. The remainder were from carers, family friends and those wishing to remain anonymous.

- Number of Wellbeing Checks carried out was 3,082 of which 15% identified additional support needs.
- Following the pandemic, we were able to design a new application within our Microsoft Dynamics system which we have called the Wellbeing Checking app. This new application has enabled volunteers to continue making calls remotely following training.

We are handling a growing number of Helpline calls with an increase of more complex enquiries which require longer intervention and support. This has necessitated a review of our current resources and the review resulted in additional staff being recruited as dedicated Helpline Advisors.

We continue to deliver verbal advice and information over the phone and signpost to other services. The Helpline has its own email inbox called 'Get Help' which accounted for 21% of all incoming enquiries. These are triaged and actioned by the Helpline call handlers on the day the enquiries are received.

The Wellbeing Checking facilities continue to be offered to clients through all Helpline interaction and Wellbeing Check calls and casework. Our digital 'Knowledge Articles' and 'How to' guides have been instrumental in the success of the Helpline service as they allow stored information to be made available to call handlers and clients.

We continue to use our automated Quality Assurance Systems in the Wellbeing Checking calls which allow for immediate over-the-shoulder training and corrections to be conducted with the volunteers remotely.

Information and Advice (I&A)

During the year we had an increase in the number of advice enquiries regarding money-related issues and have supported clients with grant applications such as the Resident Support Scheme, Cloudesley grants and Winter Warmth grants. During the latter part of the year, we recruited several volunteers who have been trained to help support the I&A Specialist Caseworker.

Our online peer support group, *Let's Talk*, continues to be a huge success and is held monthly with an average audience of 45 clients at each session and, usually, a guest speaker from a service provider selected by the clients themselves. Earlier in the year we had Dame Esther Rantzen as a guest speaker who, amongst other things, spoke about the Silver Line service which is now part of Age UK.

We started weekly outreach advice sessions as part of our ambition to work increasingly in the community. These have been a huge success with appointments being fully booked. Staff and volunteers have also been encouraged to attend these sessions as part of their

extended training programme to help with arranging and coordinating future groups within their own service areas.

This year the Information and Advice service provided advice to 1,098 clients (898 in 2020/21) which resulted in 1,268 separate cases (1,237 in 2020/21). The top three outcome areas for this period were Positivity, Wellness and Money. The number of client to case ratio is lower this year which can be explained by our client group displaying a level of resilience following our support, hence a lower requirement for additional complex casework.

Islington Carers Hub

As part of our new Islington Carers Hub contract, we have entered into partnership with Islington Mind and Mobilise. Islington Mind will work to provide a pilot scheme in Year 1 offering one-to-one talking therapy to carers. Mobilise is a tech start-up run by carers for carers, which supports carers online. Both organisations will maximise the benefit of shared learning and expertise for the benefit of carers.

We have engaged with 2,566 carers (2,211 in 2020/21) through phone queries, face-to-face meetings and assessments and have identified and registered 388 (289 in 2020-21) new or hidden carers to bring our total registered carers to 3,633 (3,327 in 2020-21). We have also delivered more than a hundred carer-specific activities, training sessions and events. We have connected carers via signposts and referrals to 2,964 (1,648 in 2020-21) services operated by 215 (164 in 2020-21) different organisations and agencies.

Respite has always been an issue for carers, and this was further highlighted as most carers who live with the person they care for were not able to leave the house. Following completion of a statutory carers assessments, we have identified additional needs on the part of carers which have resulted in an increase in carers' Direct Payments. We have joined with Adult Social Care to pilot a scheme which could make available some funds for carers to help buy-in alternative support for the person they care for so that the regular carer can have a break.

We understand that during the pandemic many new unpaid carers took up the role to look after their loved ones. Identifying hidden carers has been a high priority in the past but is now even more so following the nationally recognised fact that there are more unpaid carers today than before the pandemic. We continue to deliver online events to mark and celebrate Carers Week and Carers Rights Day and conduct our Carers Support Groups, Carers Pathway Forums, First Aid Workshops, and other events online to ensure continuity and delivery of support to carers.

Navigation

This year proved to be as challenging as the previous year as it still encompassed COVID-19 restrictions and the coming out of lockdown. Demand on the team increased further with an increase in the complexity of support needs. During the lockdown periods there was a collaborative spirit throughout from residents, voluntary services, and Islington Council with extra measures in place. After a period of lockdown ending these extra support measures were reduced leaving some residents feeling bereft, lost and having to deal with their feelings which for a lot of people had been put on hold during that time.

The service has seen an increase in referrals from GP Surgeries and the Integrated Care Networks (INCs), other health practitioners and self-referrals from clients. The complexity of residents' needs has increased, so in the majority of cases not only is there practical support required but also some element of wellbeing also needing to be addressed. There has been a huge surge in housing transfer cases and a need for support with form filling, gathering evidence to support these applications and completing assessment forms.

Coming back out into the community has been a challenge for some of our clients and getting access to mental health and emotional wellbeing has been difficult. However, we are now entering a period where these needs are recognised, and services are being set up to accommodate these needs. Our team has welcomed such services as The Long COVID Support provided by Mind and the newly formed Core Team for Mental Health where we plan a joint approach to supporting clients. Activities have now recommenced, including Green Social Prescribing activities and *Let's Get Back Together*, to name just a few, which has helped the team to navigate our clients to appropriate and meaningful activities that also address their wellbeing.

We have successfully worked with 1,466 clients resulting in 1,615 cases; the previous year we worked with 1,406 clients and 1,840 cases. With a higher volume of cases in the first quarter of 2020-21 due to COVID-19 wellbeing checks (467 clients and 565 cases), this demonstrates the rising demand in 2021-22.

Proactive Ageing Well Service (PAWS)

This year has been particularly challenging for the PAWS service, the PAWS Navigator leaving during the beginning of the year and the subsequent problems with recruitment has meant a drop in direct numbers being referred. We continued, however, to work with the PAWS team and picked up 61 referrals. Referrals have further increased with two Navigators attending the regular PAWS multi-disciplinary team meetings.

Social prescribing

During the year referrals to the service have increased. The team continue to work with blended approaches such as delivering services face to face and using other platforms such as FaceTime, Zoom and Teams. This brought about an increase in referrals as clients need to have continual access to services, despite their shielding needs or safety concerns and the team use flexible approaches to be fully operational and deliver support in a timely manner.

As a result of the pandemic, the needs of clients have changed and because of the success in previous years the team continues to receive requests to take part in different programmes to tackle health inequalities and to increase awareness of holistic approaches and services in Islington and neighbouring boroughs.

The link workers successfully delivered 1,561 cases from 1,447 clients during the year, a 91% increase on the same period for the previous year, which saw 758 clients and 857 cases. The service increased the reach and partnership working with local agencies and others to promote wellbeing of all kinds. This included both statutory and voluntary sector organisations and those offering health, advice, support, education or safeguarding services.

Volunteer involvement

Despite the restrictions due to the pandemic, the interest in volunteering remained high. During the year we had 379 people contact us and, out of those, 47 people completed the recruitment process and started volunteering. We recruited the majority of new volunteers from Age UK National, City, University of London, Team London, Pro Bono Community, Voluntary Action Islington, CAPA, London School of Economics and London Metropolitan University as well as directly through our Helpline, website and emails to the AUKI team. Out of the 47 new volunteers recruited over the last year, 35 were still active as at the end of March 2022.

This year we had 76 volunteers in the following roles: Information & Advice, Get Together hosts, Wellbeing Callers, Future Matters, Activity hosts, IT tutors, IT Get Together hosts, Communication and social media and promotional callers, in comparison to 46 volunteers last year.

As mentioned in last year's report we planned to raise the levels of engagement with our volunteers in 2021-22. This we achieved to a large extent. We sent out 10 volunteer newsletters with relevant information for our volunteers and we also hosted eight social get togethers on Zoom. We have offered our volunteers a range of courses and training opportunities; amongst them a Macmillan training course, Dementia Friend training, Drug and Alcohol training, First Aid courses and Training on Suicide and Pathways. We have also

worked closely with Peabody Housing Association, sharing their training offers with our volunteers.

As a way of recognising the work our volunteers contribute to the organisation, we joined Tempo Time Credits in June 2021. Time credits work as a recognition tool where volunteers earn credits for hours spent volunteering. We have 25 volunteers signed up to the scheme and are hoping more will sign up. In December we attended the Islington Volunteer of the Year Awards where two of our Information and Advice volunteers were highly commended for an award.

A big addition to our volunteering pool over the last year have been the CAPA – The Global Education Network volunteers. The CAPA network provides interns from the US wanting to gain work experience. Over the last year we had five CAPA students on placements with us, covering 40 weeks of 20 hours per week work experience, i.e. 800 volunteering hours in total. The CAPA volunteers have proven to be adaptable, keen and very useful and we are keen to maintain a good working relationship with them in the future.

With the pandemic and the shutdown of face-to-face activities, the volunteering roles we had to offer changed dramatically and with it the type of volunteers we attracted. All inductions that before the pandemic were conducted in person at our offices in Manor Gardens were moved online and all form-filling and safeguarding courses were moved online. The volunteering roles evolved and became home based and a lot techier. We saw the average age of our volunteers lower and a lot more students and younger people coming forward. As the world of volunteering is changing again, we are now actively seeking a more varied pool of volunteers, both because we want to ensure as broad and representative a volunteer base as possible, but also because we find that those that are semi-retired or recently retired have a lot of time to give and tend to stay for a longer period of time. Our aim, going forward, is to make sure our volunteers reflect the people we are trying to help, to ensure we stay an inclusive and diverse organisation.

Partnership working

It has been a good year for partnership working with numerous new partners and further consolidation of existing partners. We have worked with partners to develop the content of selected campaigns and help them to share it with their own client audiences using their available communication channels.

With most of our activities and events such as Carers Rights Day and Carers Week, we reach out to partners to help us to share information about the events with their clients and networks. Our key partners include Islington Council, North Central London Clinical Commissioning Group, (now Integrated Care System), Voluntary Action Islington, Camden &

Islington NHS Foundation Trust, Whittington Health NHS Trust, and University College London Hospitals NHS Foundation Trust. These organisations were able to share information about our events via blogs and dedicated event pages on their websites, client and staff newsletters, and social media.

We wanted to ensure that the momentum and relationships built during the pandemic remained and continued to work in partnership with Islington Council, the Islington GP Federation and VCS organisations to support, through volunteer input, the COVID-19 vaccination programme at Bingfield and Hanley Primary Care Centres.

We continue to build on the work with the Locality Teams in the borough and regularly attend the Leadership Team meetings in the North, South and Central localities. These meetings bring together both statutory and non-statutory organisations to help deliver localised services.

We regularly share our monthly newsletters and monthly activities flyers with NCL CCG, GPs, Voluntary Action Islington, Camden and Islington NHS Foundation Trust and hospital partners. We have started an audit and gap analysis for our partnership work, and we will be working to identify gaps and opportunities in terms of where partnerships can be strengthened, and new partnerships formed. Whilst there is a significant increase in referrals from healthcare organisations, we want to be confident that engagement is also sufficiently focused on Local Authority teams, VCS organisations and housing associations.

This year we have placed a stronger emphasis on arranging events and outreach work in partnership with community centres e.g. Brickworks, St Luke's, Peel Institute, Cally Clock Tower Centre (Islington Council) for *Let's Get Back Together* events and St Luke's Community Centre, Centre 404, The Stress Project and Mary's Youth Service for Islington Carers Hub events.

As a member of Islington Council's *Fairer Together* and *Bright Lives Alliance* we have been working closely with Islington Council, Help on Your Doorstep and Manor Gardens Welfare Trust on the Central Point of Access initiative which serves as a central point to receive referrals into the VCS from statutory services.

Communications and marketing

We have continued to deliver and refine a comprehensive digital communications programme with regular monthly newsletters and event mailings to encourage clients to take up activities and programmes available through Age UK Islington, Islington Carers Hub and to provide an insight into how clients can benefit from our work through case studies and interviews with staff.

We continue to strengthen and formalise relationships with communications personnel in statutory and other voluntary sector organisations, sharing details of our campaigns with their client bases, with regular reciprocal marketing through Healthwatch Islington, St Luke's Community Centre, Archway Medical Express, C&I NHS Trust, Islington Council, Islington Council Homes & Community Team and UCLH.

We have focused on developing events and communications linking to a carefully chosen set of national campaigns, including Mental Health Awareness Week, Dying Matters Week, Dementia Awareness Week, Carers Week, Loneliness Awareness Week, and a Windrush programme.

Our website now provides this detail of our services, which in the coming months will be searchable by the Age UK National Advice line and via the Age UK National website, by postcode. We are taking steps to develop a suite of marketing materials that will provide the detail of key areas of support, e.g. support for mental health issues, support for learning difficulties, and support for Dementia.

Plans for the future

The adopted strategy of 2021–24 is taking the organisation in a different direction from the previous strategy of 2017–2021. We now have in place a robust infrastructure and established contracts and are taking steps to develop the organisation further through sustaining the current contracts, applying for new contracts and developing other services. These new contracts and services will seek to support and complement our portfolio.

We intend to develop our service provision in 2022–23 through attaining funding for a range of new services. These services will comprise befriending, counselling, practical assistance at home and a growth of our information and advice services. We will also make plans for the development of a service to support people living with Dementia and their carers.

We will be working closely with our London Borough of Islington colleagues in being part of the Bright Lives partnership, which aims to secure high quality universal and targeted offers across a multi-agency alliance supporting resident wellbeing and resilience. This work is key in preventing an escalation into crisis and statutory interventions. We also aim to work with the newly created North Central London Integrated Care System.

We will continue to develop our presence at community sites offering Information and Advice support to the local community. We will also be creating opportunities to extend our

reach by being based at community sites across the borough; this has started with a regular presence at St. Luke's Community Centre.

We will increase the amount of input volunteers have in our organisation and will be creating a range of new roles to support and complement both our service delivery and our communications and marketing. We will be developing additional services, with the involvement of volunteers, such as befriending and counselling.

We will continue to work with our Primary Care Network colleagues as part of our social prescribing and care coordinating partnerships as well as working with individual surgeries to raise awareness of carer support available in the borough and to further identify unpaid carers.

We will implement an engagement plan including attendance at team meetings, webinars and presentations to statutory partners, practitioners and VCS partners in the borough. This will include the delivery of outreach work with residents and organisations. This work may result in the development of services-providing partnerships with other VCS organisations. Additionally, we will engage with the local statutory and health sectors in joint training and additional workforce development opportunities.

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 2021–22

Annual income increased from £1,503,871 in 2020–21 to £1,561,859 in 2021–22. This represented a year-on-year increase of £57,988 (4%).

Annual expenditure decreased from £1,335,580 in 2020–21 to £1,325,704 in 2021–22. This represented a year-on-year decrease of £9,876 (1%).

As a result, a surplus of £236,155 was generated before gains on investments. This surplus exceeded that recognised in the prior year of £168,291 and the budgeted surplus for 2021–22 (£2,899).

This better than budgeted result was driven by income being £111,000 more than budgeted and expenditure being £108,000 less than budgeted.

The additional income, which was weighted towards the year-end, largely came from a mix of new service contracts coming on stream and two significant amounts of voluntary income: a legacy worth £20,000 and £17,000 raised as a result of being the Mayor of Islington's chosen charity. All of the major new service contracts were ongoing at year end and continued to provide income in 2022–23.

Expenditure was lower than budgeted – and slightly down year-on-year. This was largely driven by staff expenses which were lower than budget. This was largely a result of employee numbers falling below budget during periods of recruitment for new contracts and given lead times to replace those that left the charity. It is to the credit of the staff that they continued to deliver for our clients whilst meeting, and very often exceeding, the contractual KPIs agreed with our funders.

Investments gained £8,487 in value during 2021–22, having grown by £26,956 in 2020–21. When those gains are accounted for, the annual surplus becomes £244,642 (2020–21: £195,247). We continue to regularly review funds invested in the market with Rathbones – our investment advisers. The charity maintains a clear risk appetite for investments, and it is currently not undertaking further investments in light of the current market uncertainty and volatility.

After accounting for investments, the 2021–22 contribution to unrestricted funds was £233,334 (2020–21: £180,744).

At the end of the year all funds totalled £967,930 (2020–21: £723,288) of which £934,003 (2020: £700,669) were unrestricted. After agreed designations, general funds amounted to £884,003 (2020: £695,576).

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, approved by the AGM in November 2006.

AUKI has a diverse Board of Trustees, 46% of whose membership is made up of local older people and 38% from a Black and Minority Ethnic background. We currently have eight female and five 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 period of three years and may be co-opted in between AGMs.

Members of the Board of Trustees of the charitable company each guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2022 was 13 (2021: 10). 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 2021–22.

Senior Management Remuneration

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

The pay of the senior staff is reviewed annually. In view of the nature of the charity, the Trustees benchmark against pay levels in other charities of a similar size, 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 Annual General Meeting for Members to vote on.

We added four new trustees in the course of the year – Aisha Baker-Smith, Marcia McFarlane, Aisha Rehman and Elisabeth Rochford. Their backgrounds are summarised on our website.

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 on future activities and cash flows. 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 charitable company's ability to continue operating for the next 12 months.

Principal sources of funding

AUKI is very grateful to all of the 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 2021–22 statutory funders included the London Borough of Islington and the North Central London Clinical Commissioning Group, now North Central London Integrated Care System. We also undertook subcontracted service provision with the Islington GP Federation.

Other sources of funding include grant-making bodies and corporate donations. During 2021–22 the following organisations, grant-making trusts and corporate donors contributed funding to support our work:

- Anthony and Rachel Williams Charitable Trust
- Human Made Machine
- Peabody Community Foundation, Islington Local Area Plan
- Older Londoners' Programme with funding from the Emanuel Hospital charity

During 2021–22 the charity received £41,556 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 of these regulations and codes and Age UK Islington received no complaints relating to its fundraising practice.

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 amount of free reserves held by AUKI on 31 March 2022 was £884,003.

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 considerable variations in income and expenditure that can easily affect charities.

The AUKI policy is to maintain sufficient reserves to ensure operating activities continue for a period of between three and six months if there was ever to be a sudden cut in, or loss of, income received previously. This is seen as a suitable length of time, within which the charity could find new sources of income and/or make appropriate cost reductions.

Based on the current year budget, the target range for reserves is between £442,608 and £885,215 (based on three and six months expenditure). The free reserves at 31 March 2022 are within this range at £884,003.

The Board of Trustees plans to provide for the needs of future beneficiaries by utilising a portion of the free reserves for investment in service improvement and development. The main uncertainties and possible future expenditure items against which the charity needs 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 in order 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 Clinical Commissioning Group, now North Central London Integrated Care System, 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 contracts. Continued high performance on delivering on our contracts is the most effective control against targeted cuts. We also review priorities, trends and 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 have recruited a trusts and foundations fundraiser in order 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 formed an expenditure plan resulting from the 2021/24 strategy. This funding was put towards the costs of moving offices which took place in March 2022 as well as working towards a restructure and the appointment of newly created posts for actioning in June and July 2022.

During 2022-23 we will be putting more funds into our Rathbones investment account or another account. This has been delayed due to the impact of inflation increases and the situation globally with the war in Ukraine and will be reconsidered in the autumn of 2022.

We will utilise a percentage of our reserves to develop additional and complementary service provision and also to fund continuing development.

Age Concern Islington

Trustees' Annual Report

For the year ended 31 March 2022

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.

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 3 October 2022 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 2022 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 2022 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.

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.

Independent auditor`s report

To the members of

Age Concern Islington

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)

27 October 2022

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 2022

	Note	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Income from:							
Donations and legacies		66,770	15,186	81,956	55,926	25,000	80,926
Charitable activities							
Information, Advice and Support planning	3	438,725	13,500	452,225	430,956	1,473	432,429
Enabling independence	3	960,846	-	960,846	933,287	-	933,287
Activities and Wellbeing	3	58,000	3,900	61,900	42,453	-	42,453
Capacity building	3	-	-	-	11,500	-	11,500
Investments		4,932	-	4,932	3,276	-	3,276
Total income		1,529,273	32,586	1,561,859	1,477,398	26,473	1,503,871
Expenditure on:							
Raising funds	4a	17,491	-	17,491	2,944	-	2,944
Charitable activities							
Information, Advice and Support planning	4a	401,862	2,500	404,362	409,524	1,473	410,997
Enabling independence	4a	753,995	9,660	763,655	775,507	10,497	786,004
Activities and Wellbeing	4a	95,019	9,118	104,137	99,323	-	99,323
Capacity building	4a	36,059	-	36,059	36,312	-	36,312
Total expenditure		1,304,426	21,278	1,325,704	1,323,610	11,970	1,335,580
Net income / (expenditure) before net gains / (losses) on investments		224,847	11,308	236,155	153,788	14,503	168,291
Net gains / (losses) on investments		8,487	-	8,487	26,956	-	26,956
Net income / (expenditure) for the year and net movement in funds	5	233,334	11,308	244,642	180,744	14,503	195,247
Reconciliation of funds:							
Total funds brought forward		700,669	22,619	723,288	519,925	8,116	528,041
Total funds carried forward		934,003	33,927	967,930	700,669	22,619	723,288

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 2022

	Note	2022 £	2021 £
Fixed assets:			
Tangible assets	10	–	–
Investments	11	225,229	216,742
		<u>225,229</u>	<u>216,742</u>
Current assets:			
Debtors	12	156,837	74,577
Cash at bank and in hand	17	704,887	516,584
		<u>861,724</u>	<u>591,161</u>
Liabilities:			
Creditors: amounts falling due within one year	13	(119,023)	(84,615)
		<u>742,701</u>	<u>506,546</u>
Net current assets			
		<u>742,701</u>	<u>506,546</u>
Total net assets	15a	<u>967,930</u>	<u>723,288</u>
The funds of the charity:	16a		
Restricted income funds		33,927	22,619
Unrestricted income funds:			
Designated funds		50,000	5,093
General funds		884,003	695,576
		<u>934,003</u>	<u>700,669</u>
Total unrestricted funds		<u>934,003</u>	<u>700,669</u>
Total charity funds		<u>967,930</u>	<u>723,288</u>

Approved by the trustees on 3 October 2022 and signed on their behalf by

Howard Sharman
Chair

Age Concern Islington

Statement of cash flows

For the year ended 31 March 2022

Reconciliation of net income to net cash flow from operating activities

	2022 £	2021 £
Net income for the reporting period (as per the statement of financial activities)	244,642	195,247
Dividends, interest and rent from investments	(4,932)	(3,276)
(Gains) / losses on investments	(8,487)	(26,956)
(increase)/decrease in debtors	(82,260)	(26,248)
Increase/(decrease) in creditors	34,408	2,289
Net cash provided by operating activities	183,371	141,056

	Note	2022 £	£	2021 £	£
Cash flows from operating activities					
Net cash provided by operating activities		183,371		141,056	
Cash flows from investing activities:					
Dividends, interest and rents from investments		4,932		3,276	
Purchase of investments		-		(100,000)	
Net cash provided used in investing activities		4,932		(96,724)	
Change in cash and cash equivalents in the year		188,303		44,332	
Cash and cash equivalents at the beginning of the year		516,584		472,252	
Cash and cash equivalents at the end of the year	17	704,887		516,584	

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 about the charitable company's ability to continue as a going concern. In reaching that conclusion, the trustees have considered the impact of the COVID –19 pandemic on future activities and cash flows. 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 charitable company's ability to continue operating for the next 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.

Notes to the financial statements

For the year ended 31 March 2022

2 Income from donations and legacies

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
Age UK	11,062	-	11,062	43,357	-	43,357
Trusts and foundations	5,000	14,913	19,913	5,000	25,000	30,000
Other donations	50,708	273	50,981	7,569	-	7,569
	66,770	15,186	81,956	55,926	25,000	80,926

3 Income from charitable activities

	Unrestricted £	Restricted £	2022 Total £	Unrestricted £	Restricted £	2021 Total £
London Borough of Islington:						
Information and Signposting	91,535	-	91,535	90,856	-	90,856
Islington Carers Hub	322,415	11,000	333,415	320,000	1,473	321,473
Emanuel Hospital charity	-	2,500	2,500	-	-	-
End of Life Care: Future Matters	20,845	-	20,845	20,100	-	20,100
Fees and other income	3,930	-	3,930	-	-	-
Sub-total for information, advice and support planning activities	438,725	13,500	452,225	430,956	1,473	432,429
London Borough of Islington:						
Community Mental Health Outreach	5,378	-	5,378	-	-	-
Hospital Discharge post	-	-	-	14,326	-	14,326
Enablement Service	354,762	-	354,762	359,135	-	359,135
Islington CCG:						
Care Navigation Service	372,366	-	372,366	372,366	-	372,366
Islington GP Group Ltd						
Care Coordinators	1,822	-	1,822	-	-	-
Proactive Ageing Well Service	47,552	-	47,552	46,620	-	46,620
Social Prescribing	178,966	-	178,966	140,840	-	140,840
Fees and other income	-	-	-	-	-	-
Sub-total for enabling independence activities	960,846	-	960,846	933,287	-	933,287
London Borough of Islington:						
Activities service	40,000	-	40,000	40,453	-	40,453
Green Social Prescribing	18,000	-	18,000	-	-	-
Mental Health Parks Programme	-	3,900	3,900	-	-	-
Donations	-	-	-	2,000	-	2,000
Sub-total for activities and wellbeing activities	58,000	3,900	61,900	42,453	-	42,453
London Borough of Islington:						
Volunteering	-	-	-	11,500	-	11,500
Sub-total for capacity building activities	-	-	-	11,500	-	11,500
Total income from charitable activities	1,457,571	17,400	1,474,971	1,418,196	1,473	1,419,669

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2022

4a Analysis of expenditure (current year)

	Charitable activities							2022 Total £	2021 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	1,002,773
Other staff costs	275	9,831	18,436	1,390	605	74	23,031	53,642	60,139
Direct activity costs	66	2,280	5,985	7,069	355	1	1,080	16,836	34,649
Welfare payments	-	-	8,987	-	-	-	-	8,987	1,923
Premises	-	36,198	59,229	5,670	2,563	312	8,651	112,623	105,227
Office, communications and equipment	54	24,183	50,886	4,830	2,330	263	7,959	90,505	115,850
Compliance, legal etc.	210	890	1,897	181	83	9,510	277	13,048	15,019
	17,491	342,588	674,630	78,702	30,608	15,526	166,159	1,325,704	1,335,580
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	
Total expenditure 2021	2,944	410,997	786,004	99,323	36,312	-	-		1,335,580

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2022

4b Analysis of expenditure (prior year)

	Charitable activities							2021 Total £
	Fundraising £	Information, Advice and Support planning £	Enabling independence £	Activities and Wellbeing £	Capacity building £	Governance costs £	Support costs £	
Staff costs (Note 6)	-	262,894	518,093	58,282	24,248	5,769	133,487	1,002,773
Other staff costs	-	7,950	17,097	923	423	51	33,695	60,139
Direct activity costs	1,852	6,357	17,689	1,797	518	2	6,434	34,649
Welfare payments	-	1,473	450	-	-	-	-	1,923
Premises	-	32,449	57,030	4,891	2,410	298	8,149	105,227
Office, communications and equipment	1,092	27,135	70,159	5,459	2,645	327	9,033	115,850
Compliance, legal etc.	-	1,282	2,562	262	129	10,347	437	15,019
	2,944	339,540	683,080	71,614	30,373	16,794	191,235	1,335,580
Support costs	-	65,747	94,695	25,358	5,435	-	(191,235)	-
Governance costs	-	5,710	8,229	2,351	504	(16,794)	-	-
Total expenditure 2021	2,944	410,997	786,004	99,323	36,312	-	-	1,335,580

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2022

5 Net income for the year

This is stated after charging / (crediting):

	2022 £	2021 £
Depreciation	-	-
Operating lease rentals:		
Property	93,521	92,139
Other	1,594	1,642
Auditor's remuneration (excluding VAT):		
Audit	7,500	8,260
Other services	210	-
	<u> </u>	<u> </u>

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

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	907,334	893,843
Social security costs	85,472	72,551
Employer's contribution to defined contribution pension schemes	37,257	36,379
	<u>1,030,063</u>	<u>1,002,773</u>
Agency costs	12,229	18,201
	<u>1,042,292</u>	<u>1,020,974</u>

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

	2022 No.	2021 No.
£60,000 – £69,999	<u>1</u>	<u>-</u>

The total employee benefits including pension contributions and employer's national insurance of the key management personnel were £69,818 (2021: £75,480).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 31 (2021: 29). The services of a freelance specialist were used for accountancy support.

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 (2021: one Trustee donated £359).

During the year the charity paid no costs on behalf of its subsidiary, Age Concern Trading Company Ltd (2021: £1,996) and charged no costs to the subsidiary (2021: £1,486). The year end balance owed by the subsidiary was £nil (2021: £4,658).

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	64,767	-	65,794
Disposals in year	-	(13,023)	-	(13,023)
At the end of the year	<u>1,027</u>	<u>51,744</u>	<u>-</u>	<u>52,771</u>
Depreciation				
At the start of the year	1,027	64,767	-	65,794
Amount adjusted on disposal	-	(13,023)	-	(13,023)
At the end of the year	<u>1,027</u>	<u>51,744</u>	<u>-</u>	<u>52,771</u>
Net book value				
At the end of the year	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
At the start of the year	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

All of the above assets are used for charitable purposes.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2022

11a Listed investments

	2022 £	2021 £
Fair value at the start of the year	216,740	89,784
Additions at cost	-	100,000
Net gain / (loss) change in fair value	8,487	26,956
Fair value at the end of the year	<u>225,227</u>	<u>216,740</u>

Investments comprise:

	2022 £	2021 £
UK Common investment funds	225,227	216,740
	<u>225,227</u>	<u>216,740</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. A summary of the results of the subsidiary is shown below:

	2022 £	2021 £
Turnover	-	878
Cost of sales	-	-
Gross profit	<u>-</u>	<u>878</u>
Administrative expenses	-	(878)
Management charge payable to parent undertaking	-	-
Profit on ordinary activities	<u>-</u>	<u>-</u>
Distribution of profits to parent undertaking under deed of covenant	-	-
Profit / (loss) for the financial year	<u>-</u>	<u>-</u>
The aggregate of the assets, liabilities and funds was:		
Assets	2	5,528
Liabilities	-	(5,526)
Funds	<u>2</u>	<u>2</u>

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 year ending 31st March 2022.

Age Concern Islington

Notes to the financial statements

For the year ended 31 March 2022

12 Debtors

	2022 £	2021 £
Trade debtors	5,404	8,274
Owed by trading subsidiary	–	4,658
Grant and contract debtors	144,991	51,459
Prepayments	3,156	3,355
Accrued income	3,286	6,831
	<u>156,837</u>	<u>74,577</u>

13 Creditors: amounts falling due within one year

	2022 £	2021 £
Taxation and social security	24,493	23,219
Other creditors	25,305	30,054
Accruals	17,534	31,342
Deferred income (note 14)	51,691	–
	<u>119,023</u>	<u>84,615</u>

14 Deferred income

Deferred income comprises two partially delivered service contracts.

	2022 £	2021 £
Balance at the beginning of the year	–	15,826
Amount released to income in the year	–	(15,826)
Amount deferred in the year	51,691	–
Balance at the end of the year	<u>51,691</u>	<u>–</u>

15a Analysis of net assets between funds (current 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

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

	General unrestricted £	Designated £	Restricted £	Total funds £
Investments	216,742	–	–	216,742
Net current assets	478,834	5,093	22,619	506,546
Net assets at 31 March 2021	695,576	5,093	22,619	723,288

16a Movements in funds (current 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

16b Movements in funds (prior year)

	At 1 April 2020 £	Incoming & gains £	Expenditure & losses £	Transfers £	At 31 March 2021
Restricted funds:					
Carers Hub flexible breaks	-	1,473	(1,473)	-	-
COVID-19 pandemic support	-	10,000	(10,000)	-	-
Drovers Activity Centre	1,000	-	-	-	1,000
Post-lockdown activity	-	15,000	-	-	15,000
Welfare and Winter Warmth	7,116	-	(497)	-	6,619
Total restricted funds	8,116	26,473	(11,970)	-	22,619
Unrestricted funds:					
Designated funds:					
COVID-19 vaccination support	-	-	-	5,093	5,093
Organisational development	16,740	-	(16,740)	-	-
Total designated funds	16,740	-	(16,740)	5,093	5,093
General funds	503,185	1,504,354	(1,306,870)	(5,093)	695,576
Total unrestricted funds	519,925	1,504,354	(1,323,610)	-	700,669
Total funds	528,041	1,530,827	(1,335,580)	-	723,288

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.
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.
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.

16 Movements in funds (continued)**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 2022-23. Expenditure is expected to take place between October 2022 and January 2023.

Transfers

A transfer was made in 2021-22 from general funds to the designated organisational development fund to establish the balance required for expenditure planned for 2022-23. Additionally the remaining balance of the COVID-19 vaccination support fund was returned to general funds as it was no longer required for the previously designated purpose.

17 Analysis of cash and cash equivalents

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	413,596	188,275	601,871
Notice deposits (less than three months)	102,988	28	103,016
Total cash and cash equivalents	516,584	188,303	704,887

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 2022 £	2021 £	Property 2022 £	2021 £
Less than one year	1,469	792	-	-
One to five years	3,955	115	-	-
	5,424	907	-	-

Since the year end, it has been agreed to renew the lease on the property, with one part being handed back on 31/3/22.

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.