Charity Registration No 200463

Contents

Financial statements for the year ended 31 March 2018

Age Concern Luton

Charity	information	1
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Trustees' report 2-11

Independent auditors' report 12-14

Statement of financial activities 15

Balance sheet 16

Statement of cash flows 17

Notes to the financial statements 18-29

Charity information

Trustees and members of executive committee

Mr Tony Bufano Mr Aneel Sharma Ms Maxine Braham Dr Osei Adjei

Dr Siva Puthrasingam

Mr Jeremy Stanton (passed away 8 May 2018)

PatronProfessor Greg Whyte OBE

Director Mrs Colette McKeaveney DL

Charity number 200463

Head office Bradbury House

39 King Street

Luton

Bedfordshire LU1 2DW

Auditors Steve Monico Limited

19 Goldington Road

Bedford MK40 3JY

Bankers Yorkshire Bank

2 - 4 George Street

Luton LU1 2QB

NatWest Bank 81 High Street Bedford MK40 1NE

Trustees' report For the year ended 31 March 2018

The members of the executive committee and the Trustees present their Report, Statement of Financial Activities and Balance Sheet for the year ended 31 March 2018.

Organisation

The organisation is a registered charity, registered with a standard Age Concern Constitution. The charity is unincorporated.

All Trustees are elected by members of the Charity. There are six elected Trustees and a third of Trustees retire each year. Trustees are eligible to stand for election through their role as older people, representatives of older persons' organisations or because through their work they have a special knowledge or interest in older people issues. Current Trustees are drawn from medical, legal, financial, campaigning and managerial backgrounds both in industry and the voluntary sector. There are no formal sub-committees, however from time to time Task and Finish sub-groups may be formed. The Trustees retiring by rotation are Siva Puthrasingam and Tony Bufano and have offered themselves for re-election. All decisions are taken by the main body of Trustees at their meetings, including setting the remuneration of the charity's key management personnel. A Strategic Plan informs the decision making process.

Trustee training

Training needs of the Trustees are assessed periodically. When a new Trustee is appointed, a full programme of induction takes place to meet the needs of the new Trustee appropriate to the size of the charity.

Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales 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 charity and the incoming resources and application of resources of the charity for that period. In preparing those financial statements the Trustees are required to:

- a) select suitable accounting policies and apply them consistently;
- b) observe the methods and principles in the Charities SORP 2015 (FRS 102);
- c) make judgements and estimates that are reasonable and prudent;
- d) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees' report For the year ended 31 March 2018

Objectives and Activities

Charitable objectives and reporting under Public Benefit

Age Concern Luton's objectives continue in accordance with its Constitution. The charity's purpose is to provide the most comprehensive help and support possible for older people so that they, together with their carers, may continue to have as full and independent a lifestyle as possible.

The charity's mission is to make Luton a great place in which to live and grow old.

The charity's values are:

- Compassion and caring for people in need of help and support
- Taking responsibility and being accountable
- Using resources and money creatively and wisely
- Being resourceful and proactive in problem solving
- Creating and nurturing community spirit so that every older person has support
- Generosity and kindness

In setting the charity's objectives and planning its aims and objectives and future activities the Trustees have given consideration to the Charity Commission's general guidance on public benefit. The main aims and objectives of the charity are:

- To provide services which meet the needs of older people and increase their quality of living;
- To enable older people to remain living in their own property by bringing services into their homes:
- To give older people choices about their lifestyle;
- To raise awareness of the needs and preferences of older people and increase the range of services available to them:
- To ensure access to the services is readily available to older people.

Activities and achievements

The Statement of Financial Activities for the year is set out on page 15 of the financial statements. A summary of the financial results and the work of the charity is set out below.

Services Overview

This was a challenging year in which demand continued to grow steadily whilst resources to meet that demand did not. Despite this we achieved many great outcomes throughout 2017-2018 for Luton older people which included increased income through obtaining benefits, increased mobility, improved physical health, improved diet, reduced social isolation and loneliness, reduced risk of slip, trip or fall, reduced risk of mental deterioration, improved home safety and subsequent reduction in anxiety, support in decision making and help in accessing medical support to identify dementia.

Our core strength is a great team of volunteers and staff who are client outcome focused and who work well together for the benefit of our service users. Although we refer to "services" below our activities are really best described as different functions of the same team as everything we do is interdependent. All functions provide a single point of access for older people or professionals involved in their care.

Trustees' report For the year ended 31 March 2018

Activities and achievements (continued)

Services Overview (continued)

Innovation comes as standard when running services on a shoestring, and we are constantly finding creative and practical ways to fulfil our clients' needs at the lowest cost. Our services are AQS and ISO9001 Quality accredited.

All figures are for the year 2017-2018 unless otherwise stated.

1) Enhancing Lives - Information and Advice

Enhancing Lives describes an essential floating support service for older people and those caring for them. It is primarily delivered as an outreach service in client's own homes due to the frailty of the client group. These clients are often housebound and have multiple disabilities and problems which make it impossible for them to access online or office-based support. The age profile of all those using the service ranged from 49-99 with a median age of 79, of which 51.8% female and 48.2% male.

We also provide telephone, email advice and over 500 in-person appointments annually at our offices for advice and information. This is delivered through various staff and specialist volunteers; much of this advice relates to care options and provision, safeguarding issues or financial matters. We also provide free office space for Tax Help for Older People. Activity described below relates only to the outreach service.

In 2017-8 we provided outreach advice and information and casework to 231 older people and their families in Luton. As part of this advice we applied for and the people were subsequently awarded weekly benefits totaling £746,254 per annum; this money has proved invaluable in helping them access care and support as well as reducing debt and having a more comfortable retirement.

We helped 45 individuals apply for and obtain Blue Badges within 2017-18.

Over 16% of Service Users were from non-white background with good outreach work continuing with both African Caribbean and Asian elders.

The net outcome for all those using the outreach service was access to advice and information, increased income, support to make choices.

2) Hospital Discharge Meet and Greet

Our thanks to Luton CCG for their continued support and funding of the Meet & Greet service which provides on day of discharge assistance for unsupported people coming home from hospital. In practical terms this means ensuring they return to a warm, clean home, where there is adequate food and that they have all the practical and emotional help they need to aid their recovery.

We are pleased to report that the service again significantly supported more people than contracted with 466 people supported. Most of these people have no family carers, those who do live with someone are often caring for a partner who has their own challenges including dementia. The net benefit of £773,900 represented a significant cash saving in tandem with the excellent patient outcomes and reduced re-admissions the service achieved.

Trustees' report For the year ended 31 March 2018

2) Hospital Discharge Meet and Greet (continued)

The service continues to support Luton's diverse population and demand remains high throughout Luton. In 2017-18 52.7% of people using the service were female and 47.3% male. The median age of patients supported by the service is 80 years. Of patients supported for up to 6 weeks, 34.9% were aged 85 or over (14.7% of total clients over 90 and 4% over 95). Our oldest patient was 100 and, by contrast, the service also provided assistance to a disabled 38-year-old. 23% of service users were from non-White British backgrounds (16.5% of all service users were of Asian or Black ethnicities).

The net outcomes achieved through Meet & Greet were reduced re-admission, greater patient satisfaction, enhanced recovery, speedier and safer discharges.

3) Home Repair

Our *Foundations UK* accredited team responded to 3,252 enquiries and completed 1,256 home repairs for 1,313 individuals in Luton.

Grab rails and key safe installations accounted for more than half of the team's output. We continue to support people who were experiencing problems with hoarding in clearing their homes in doing so helped older people in their efforts to manage their tenancies. Our team has also reorganised space in properties to allow care to be delivered safely and installed assistive technologies. The scheme also continues to offer affordable gardening solutions to the elderly.

There have been 50 recipients of our oil filled radiators in the past year. These are typically those people most at risk of cold related illness. It takes our staff just a few hours to deliver radiators after a referral has been received - so nobody waits long in the cold before help arrives.

More than 90% service recipients described the help they received from the home repair scheme as excellent or good and all our service recipients said they would happily recommend the scheme to others

The Home Repair service continues to be an accredited *Foundations UK* handyperson service provider.

Overall our Home Repair service has achieved the following outcomes for older people: a reduction in the risk of falling and subsequent hospital admission; reduced risk of injury from falls, greater peace of mind as a result of home security improvements; safer discharge from hospital; slower decline in physical health and more opportunities to remain living safely at home.

4) Home Support – Domestic cleaning and shopping

The Home Support project describes housekeeping, laundry, shopping, bill paying and cleaning service to help frail and disable older people living in their own homes with daily chores. It's easy to underestimate the impact of this service but it is absolutely vital to ensuring that independent living is in a safe, clean and pleasant environment. The majority of these service users are aged over 80, though the oldest is 104. A staggering 98% of people say they rely on home support and would be unable to live alone without it.

Home Support is one of the charity's oldest services and constantly struggles to remain affordable for poorer clients, whilst ensuring that it covers the costs associated with delivery.

Trustees' report For the year ended 31 March 2018

Activities and achievements (continued)

4) Home Support – Domestic cleaning and shopping (continued)

We continue to support a number of clients who are unable to access help from other agencies due to issues which make them unprofitable for the private sector, e.g. access to finance, poor payment history, safeguarding concerns, location. This has the net result of making it more difficult to keep the service affordable but is vital if everyone is to live independently with access to support services.

The net outcome for older people using the Home support service is: reduced social isolation, improved physical environment, reduced risk of injury from falls, improved nutrition, enhanced dignity, improved hygiene and physical health, reduced anxiety and depression.

5) Wellbeing – Befriending, Telephone Club, Community Transport and Lunch Clubs

The Wellbeing portfolio encompasses all the "social interventions"; befriending, telephone club and one-off events where people can get together. These services are delivered by volunteers; in the case of befriending they are matched with older people on the basis of mutual hobbies and interests. The clubs fulfil a key function in providing a gateway for those seeking additional help and support.

This year we provided 6,177 friendship interventions to older people living in Luton. These service recipients are typically over 85 years of age, most physically or mentally frail and normally living alone. They are predominantly housebound and often have few or no social connections. Befriending is essential to them in providing companionship and a sense of belonging to the community.

Age Concern Luton also offers older people healthy, freshly cooked meals at our lunch clubs. At its peak we provide meals to 200 older people each week who are typically aged 80-85, many of who have a diagnosis of dementia. Once again, the clubs are run by volunteers who are often themselves older people. The clubs provide much more than a hot meal: the volunteers are skilled in signposting and have been at the forefront of identifying problems and solutions for many members.

We have developed ICT classes and a Drop In for older people to access free help with technology via our one to one tutors, we also provide this service to disabled people in their own homes.

People who no longer drive can easily become very socially isolated, this year we supported 2,706 journeys to lunch clubs, visiting loved ones in care, GP or hospital appointments, social engagements and many more daily activities that become difficult for those unable to use public transport.

The net effect in terms of outcomes achieved for those served by the Wellbeing strand was: an improved diet and reduced risk of malnutrition for individuals; reduced risk of loneliness and depression as a result of greater contact with other people; enabling families to take much needed respite from caring duties; and providing a means of spotting deteriorating mental and physical health.

Trustees' report For the year ended 31 March 2018

Activities and achievements (continued)

6) Podiatry

In the last year our low cost footcare service delivered treatment to 525 people. This was a drop of 30% on the previous year's output. While these are fewer patient numbers all those people seen in the past year benefited from more intensive management of their conditions, some of which were quite complex.

The numbers indicate that our treatment methodology which involves teaching people, or family carers the skills required to look after their feet is in part working in that some patients can now be safely managed by those providing their daily care. Our thanks to our podiatrists, whose ability to successfully educate families and create confidence in managing routine foot health has been excellent. However, we are conscious that the service is still very stretched and is unable to accommodate new patients due to the complexity of the existing cohort. In 2018 Age Concern Luton will review the model of care to ensure it remains affordable for all older people.

The net outcomes achieved for older people through the podiatry scheme were reduced falls, reduced physical deterioration, improved mobility, increased independence and improved physical comfort.

7) Farley Big Local

We continued in our role as accountable body for Farley Big Local. These funds are not available for the work of Age Concern Luton but we administer this fund to support the people of Farley Hill in developing their vision for the Big Local project. The project is accountable to Local Trust on behalf of the Big Lottery Fund. During the year the Partnership Board employed new staff, consulted with local people and stakeholders and began to draw up their delivery plan. This one-million-pound project has huge potential to improve the local area for the benefit of every resident and will promote community cohesion, bringing neighbours together for the common purpose of improving their community.

8) Community Development

We also continue to support a number of local community organisations and small charities with HR, Governance and Health and Safety advice because we see it as a way of improving Luton which in turn is in the interests of older people.

Trustees' report For the year ended 31 March 2018

Income generation

The overall incoming resources were £976,459 (2017: £958,859).

Transfers between funds to meet the unfunded portion of costs were necessary and are detailed in note 7 on page 23. In total this amounted to £38,136 from the General Fund to restricted funds (2017: £138,955) in order to maintain essential activities following some funding losses.

Although reserves look healthy, most of the amounts are held as functional operational property at Vesper House and King St. Free reserves at 31 March 2018 are £199,955 (2017: £191,192) which represents approximately 6 months running costs.

The charity is reviewing all the current service offers and thinking about new ways to ensure it continues to meet the needs of older people in Luton in the most cost effective and relevant ways. This has led the charity to form some exciting partnerships which will, the Trustees hope, help to generate income from new sources. However, whilst there are opportunities to increase income there is also the risk of not returning a good income for time and money invested. Mindful of this, the Trustees are currently developing fundraising as a more prominent core activity and are carefully considering all the factors for success in their decisions.

Future activities

Age Concern Luton is committed to providing a high quality, affordable or free and reliable service for all our service users and is also committed to expanding the work we carry out. The Trustees will focus their attention over the coming year on carefully managing funds in order to achieve this. Specifically the Trustees have agreed plans to work towards the following objectives:

- Proactively seeking new funding to maintain incoming resources at sufficient levels;
- Purchase a plot of land or premises for long term investment and use for charitable activities;
- Continue to build reserves in the Designated Building Fund for the construction of a retirement village containing accommodation and amenities for older people:
- Develop new services, grow existing services where necessary and innovative ways to support the frailest elderly to live at home
- Maintain free and very low cost services for the poorest in our community.
- Put more of our unrestricted income into providing another clinician for our low cost podiatry service

The long term objective of the charity is to build its own retirement village consisting of sheltered accommodation and a sufficient range of amenities for older people. This will further enhance the service provided by the charity to older people and will mean that necessary amenities such as grocery shops, pharmacies and hairdressers will be locally available to more service users without the need to travel or rely on deliveries.

Trustees' report For the year ended 31 March 2018

Reserves policy and risk management

The various management committees continue to be vigilant in identifying and mitigating risks. The Trustees have taken steps to identify risks and implemented measures to mitigate these risks. The key risk to the charity is considered to be potential cuts in income from public funding. The charity constantly looks at ways in which it might diversify its current services to spread any risk to income and this process has been considered in great detail. Priority is given to the development of a structured fundraising approach and the structuring of our reserves to ensure adequate provision for the future of the charity.

The Trustees believe unrestricted financial reserves should be held because of the charity's dependence on funding from statutory authorities. The continuous risk that all, or some, of our funding may be withdrawn is assessed and mitigated by the holding of sufficient reserves. In the event of withdrawal of funding, Age Concern Luton would use reserves to continue services for a period of time, either bridging the gap if alternative funding could be found, or withdrawing slowly from service users in order for them to be able to seek alternative care arrangements.

Decisions of this nature will not be taken lightly and will be properly considered by the Trustees before implementation.

In the opinion of the trustees, the minimum level of unrestricted reserves to be held should be approximately equal to the value of our largest annual contract. However, this is to be revisited as our largest overall funder, Luton Borough Council, have indicated their intention to move away from contracts with the Voluntary and Community Sector and instead make regular donations for activities which support the strategic objectives of the charitable arm of London Luton Airport. These discussions are not yet finalised and it's unclear whether they will be separate funds or an overall payment for all activities undertaken. At the year end, free reserves of the General Fund amounted to £199,955 (2017: £191,192).

Within unrestricted reserves, but not included in free reserves, is £345,214 (2017: £348,511) held under a designated fixed asset fund and £275,000 (2017: £275,000) held under a designated building fund for a future project to build sheltered accommodation for older people. The Trustees are aiming for the Building Project to be completed within the next five years and consequently will be seeking additional funding.

There are wider possibilities for the development of the resource at Vesper House (a daycentre with accommodation above) and the Trustees and Vesper committee will seek to explore this more over the coming year.

The charity will continue to seek merger possibilities with the view to sharing resources more effectively for the benefit of older people in Luton, recognising that much more can be achieved through this approach both in terms of service provision and achievement of long term objectives.

Trustees' report For the year ended 31 March 2018

Investment policy

The Trustees have considered the most appropriate policy for investing funds and have found that Post Office and building society accounts, designed for the charity sector, meet their requirements. The merger with Vesper included the transfer of a property and a permanent endowment of £171,646. The choice of investment funds was shown to be reasonable in what was a difficult financial climate.

Acknowledgements

The Trustees extend sincere thanks to NHS Luton CCG and Luton Borough Council via London Luton Airport Limited (LLAL) for their ongoing financial support. It is thanks to this support that we can provide services free of charge, or at nominal cost to those who are most in need.

We are also very grateful to the community organisations who have donated funds for our work; our special thanks go to the pupils and staff of Denbigh School for raising £1,736, to IBC Charity Fund and the children of Kings House School.

We are also delighted that Someries School, Asda and the Wigmore Gardeners have all continued to support us in our work and are grateful to each one of you for your generosity.

Further, the Trustees would also like to acknowledge and thank all those that have generously supported the work of Age Concern Luton during the year whether as individual donors, customers or volunteers.

Our thanks also go to Neves Solicitors LLP for hosting Free Wills Month in August 2017, many of our lower income clients benefited from free wills.

Further, the Trustees would also like to acknowledge and thank all those that have generously supported the work of Age Concern Luton during the year whether as individual donors, customers or volunteers.

Volunteers

We are extremely fortunate to have a huge team of volunteers, without whom we simply could not serve the huge number of people we see each week. There are roughly seven volunteers for every paid staff member, the majority working a minimum of 3 hours a week. Many work every day, some even full time, because they are so passionate about the work they do. You will find volunteers of all ages and backgrounds in every function of the organisation: from visiting the lonely, cooking and serving nutritious meals at our clubs, administration, expert advisors, including on disability, care and benefits; PAT testing; driving, retail, fundraising, gardening, events organisation, document review, strategy, finance and of course as Board Members. Our sincere thanks go to all our amazing volunteers for their dedication and continued service, without them there would be a much smaller and far less effective Age Concern Luton.

Trustees' report For the year ended 31 March 2018

Statement of Disclosure to the Auditors

The Trustees have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

As far as the Trustees are aware, there is no relevant audit information of which the charity's auditors are unaware.

Independent auditors

Steve Monico Limited have expressed their willingness to continue as independent auditors and their re-appointment will be proposed at the Annual General Meeting.

Approved by the Trustees on 28 September 2018

And signed on their behalf by

Ms Maxine Braham Trustee

Independent auditors' report to the Trustees of Age Concern Luton

Opinion

We have audited the financial statements of Age Concern Luton (the charity) for the year ended 31 March 2018 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 charity's affairs as at 31 March 2018 and of its incoming resources and application of resources, 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 Charities Act 2011.

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 charity 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.

Use of report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Conclusions relating to going concern

We have nothing to report to you in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may
 cast significant doubt about the charity's ability to continue to adopt the going concern basis of
 accounting for a period of at least twelve months from the date when the financial statements are
 authorised for issue.

Independent auditors' report to the Trustees of Age Concern Luton

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. 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.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees are responsible for the preparation of the financial statements which 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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.

Independent auditors' report to the Trustees of Age Concern Luton

Auditor's responsibilities for the audit of the financial statements (continued)

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud
 or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that
 is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material
 misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve
 collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Steve Monico Limited, Statutory Auditor Chartered Accountants and Registered Auditors

19 Goldington Road Bedford

MK40 3JY

Date: 28 September 2018

Steve Monico Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Statement of financial activities (including Income and Expenditure Account) For the year ended 31 March 2018

2018 2018 2018 2018 2017 **Unrestricted Restricted Endowment** Total **Total Funds Funds Funds Funds Funds Notes** £ £ £ £ Income and endowments from: 11,788 Donations and legacies 11,788 43,860 Donations from LLAL 169,000 169,000 169,000 Charitable activities: HIA & Handyman 3,289 3,289 **Enhancing Lives** 6,250 6,250 6,250 Befriending and lunch club service 21,015 21,015 41,346 Hospital Discharge 125,000 125,000 125,000 135,708 Farley Big Local 135,708 104,042 Grants Income from charitable services 280,320 280,320 244,173 187,729 Other trading activities 2 187,729 199,977 Investments: Bank account interest 508 171 679 1,525 Rental income 14,400 14,400 12,592 Other income 21,281 21,281 11,094 **Total income** 457,481 518,978 976,459 958,859 **Expenditure on:** Raising funds 2 130,723 130,723 121,144 Charitable activities 331,890 450,179 782,069 794,938 **Total expenditure** 462,613 450,179 912,792 916,082 Net (expenditure)/income 56,365 7,302 63,667 42,777 Transfers between funds 7, 13, 14 (38, 136)38,136 Net movement in funds 45,438 42,777 18,229 63,667 Reconciliation of funds: Total funds at 1 April 2017 986,203 123,860 171,646 1,281,709 1,238,932 Total funds at 31 March 2018 13, 14, 15 1,004,432 169,298 171,646 1,345,376 1,281,709

All operations are continuing operations.

The notes on pages 18 to 29 form part of these financial statements.

Balance sheet As at 31 March 2018

	Notes	2018 £	2017 £
Fixed assets:			
Tangible fixed assets	8	529,477	520,011
Fixed asset investments	9	315,282	228,450
Total fixed assets		844,759	748,461
Current assets:			5.000
Stocks Debtors	10	- 62,925	5,898
Cash at bank and in hand	10 11	639,789	80,197 524,214
Casii at bank and in nand	"		<u> </u>
Total current assets		702,714	610,309
			
Liabilities:	40	(202.007)	(77.061)
Creditors: amounts falling due within one year	12	(202,097)	(77,061)
Net current assets		500,617	533,248
Total assets less current liabilities		1,345,376	1,281,709
Total net assets		1,345,376	1,281,709
The funds of the charity:			
Unrestricted funds	13	1,004,432	986,203
Restricted funds	14	169,298	123,860
Endowment funds	15	171,646	171,646
Total charity funds	16	1,345,376	1,281,709

The notes on pages 18 to 29 form part of these financial statements.

The financial statements were approved by the trustees on 28 September 2018

And signed on their behalf by

Ms Maxine Braham

Trustee

Statement of cash flows For the year ended 31 March 2018

No	otes	2018 £	2017 £
Cash flows from operating activities:	20	212.006	(FO 055)
Net cash used in operating activities	20	212,096	(50,055)
Cash flows from investing activities:			
Interest and dividend income		679	1,525
Interest income allocated to fixed asset inve	stments	(862)	(1,466)
Rental income		14,400	12,592
Payments to acquire tangible fixed assets		(24,768)	(3,004)
Proceeds of disposal of tangible fixed assets	3	-	789
Transferred to fixed asset investments		(85,970)	
Net cash used in investing activities		(96,521)	10,436
Change in cash and cash equivalents in the year		115,575	(39,619)
Cash and cash equivalents at the			
beginning of the year		524,214 	563,833
Cash and cash equivalents at the			
end of the year		639,789	524,214

Notes to the financial statements For the year ended 31 March 2018

1 Accounting policies

1.1 Accounting convention

The financial statements have been prepared on a going concern basis under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements have been prepared to give a true and fair view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable to the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern due to the current level of reserves and the fact that the charity actively tries to raise additional funds each year to cover any excess of expenditure over income.

1.2 Grants and contracts

These comprise amounts receivable during the year. Where the grant was not utilised in the financial period the grant is deferred after obtaining permission from the funder.

1.3 Donations

Donations are accounted for when the criteria of entitlement, measurement and probability of receipt are met. Donations from goods donated for resale in the charity shops are recognised when the goods are sold.

1.4 Commissions

Commissions are accounted for when receivable.

1.5 Operating leases

Where there is a rent-free period, the cost of the lease is spread over the term of the lease to the next rent review date.

Notes to the financial statements For the year ended 31 March 2018

Accounting policies (continued)

1.6 Allocation of costs

Staff costs are allocated over direct charitable expenditure and management and administration on the basis of time spent. Premises costs are allocated by usage. Other direct costs are allocated by the purpose of the expenditure. Liabilities are recognised on an accruals basis in the period to which they relate.

1.7 Governance costs

Governance costs are those costs associated with maintaining the governance of the charity as opposed to the management of the charity's activities.

1.8 Fixed assets and depreciation

Fixed assets are recorded at cost.

Assets are depreciated at rates which the Trustees consider will write down the assets over the period of their useful economic lives. The rates used are as follows:

Freehold property (40% of cost)

Office equipment

Computer equipment

Motor vehicles

50 years, straight line method
20%, reducing balance method
33%, reducing balance method
25%, reducing balance method

No depreciation is charged on additions in the year of acquisition for motor vehicles.

1.9 Investments

Investments are held in the form of charity accounts with a bank or building society and are recognised at the amount held in the account at the balance sheet date. Any interest received from the account is included in investment income on a receivable basis.

1.10 Charity shop income and expenditure

Charity shop costs are those costs which are directly attributable to the charity shops. These costs are included in the Statement of Financial Activities under incoming resources as Costs of Generating Funds to give a total of net incoming resources available for charitable application.

1.11 Stock

Stocks are recognised at the lower of cost or net realisable value less any provision for slow-moving or obsolete stock.

1.12 Pension costs

The charity operates a defined contribution scheme for the benefit of its employees. Contributions payable are charged as an expense in the year they are payable and are allocated between funds in line with the allocation of the related gross pay.

Notes to the financial statements For the year ended 31 March 2018

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Accounting policies (continued)

1.13 Fund accounting

General funds reflect the accumulated unrestricted reserves of the charity. They are available for use at the Trustees' discretion, in furtherance of the general objectives of the charity. Designated funds are also unrestricted funds, but represent funds set aside for a specific purpose by the Trustees. Endowment funds are funds where there is no power to convert the capital into income, and must generally be held indefinitely. Restricted funds are those funds where a restriction on their use has been imposed by the donors.

2 Charity shop income and expenditure

	£	2018 £	£	2017 £
Income		187,729		199,977
Expenditure				
Salary and other staff costs Rent and rates Depreciation Other shop costs	64,965 42,912 1,416 21,430		62,876 40,876 1,416 15,976	
		(130,723)		(121,144)
Net income		57,006		78,833

Notes to the financial statements For the year ended 31 March 2018

3 Analysis of expenditure on charitable activities

2018	Salary costs £	Other staff costs £	Premises costs	Other costs	2018 Total £
Care for the elderly Support and governance	476,685 61,550	2,091	5,428 29,583	122,786 83,946	606,990 175,079
	538,235	2,091	35,011	206,732	782,069 ———
2017	Salary costs £	Other staff costs £	Premises costs	Other costs	2017 Total £
Care for the elderly Support and governance	520,960 24,165	5,070	4,971 28,414	132,236 79,122	663,237 131,701

Included in premises costs is depreciation of £10,664 (2017: £6,044).

4 Allocation of governance and support costs

The breakdown of support costs and how these were allocated between governance and other support costs is shown below.

2018	Support costs £	Governance costs £	2018 Total £	Basis of apportionment
Staff costs	60,050	1,500	61,550	Staff time
Depreciation	10,673	-	10,673	Staff time
Loss on disposal of assets	709	-	709	Asset class
Premises costs	18,072	-	18,072	Invoiced cost
Office costs	30,611	-	30,611	Invoiced cost
Advertising costs	279	-	279	Invoiced cost
Travel costs	644	-	644	Invoiced cost
Subscriptions	-	-	-	Invoiced cost
Professional fees	43,918	-	43,918	Invoiced cost
Auditors remuneration for audit services	-	5,220	5,220	Governance
Bank charges	3,168	-	3,168	Invoiced cost
Trustee expenses	59	-	59	Invoiced cost
Sundry expenses	176	-	176	Invoiced cost
	168,359	6,720	175,079	

Notes to the financial statements For the year ended 31 March 2018

2017	Support costs £	Governance costs	2017 Total £	Basis of apportionment
Staff costs	22,665	1,500	24,165	Staff time
Depreciation	10,094	-	10,094	Staff time
Loss on disposal of assets	38	-	38	Asset class
Premises costs	18,283	-	18,283	Invoiced cost
Office costs	29,289	-	29,289	Invoiced cost
Advertising costs	326	-	326	Invoiced cost
Recruitment costs	816	-	816	Invoiced cost
Subscriptions	521	-	521	Invoiced cost
Professional fees	40,138	-	40,138	Invoiced cost
Auditors remuneration for audit services	-	5,220	5,220	Governance
Bank charges	2,613	-	2,613	Invoiced cost
Trustee expenses	6	-	6	Invoiced cost
Sundry expenses	192	-	192	Invoiced cost
	124,981	6,720	131,701	

5 Net (expenditure)/income for the year

This is stated after charging:

2018 £	2017 £
5,220	5,220
14,593	13,051
40,089	39,285
	£ 5,220 14,593

Notes to the financial statements For the year ended 31 March 2018

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

	2018 £	2017 £
Salaries Social Security costs Pension Costs	608,513 27,201 5,693	610,382 28,734 5,446
	641,407	644,562

Of the above payroll costs, £64,965 (2017: £59,782) is allocated against the charity shop income.

The Trustees are not remunerated for their work as Trustees. During the year no Trustees (2017: none) were reimbursed for travelling and meeting expenses aggregating to £132 (2017: £nil). No trustee received payment for professional or other services supplied to the charity (2017: none).

During the year there were 9 full time and 25 part time employees (2017: 10 full time and 20 part time), as well as approximately 43 part-time home support workers (2017: 38).

The charity considers its key management personnel to comprise the trustees and Director. The total employment benefits including employer pension contributions of the key management personnel were £47,221 (2017: £47,165). No employee earned more than £60,000 (2017: none).

7 Transfers

The analysis of the net transfer of £38,136 from restricted funds to the general fund is shown below.

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Transfers from the general fund:	670
For the unfunded element of the HIA and Handyman fund For the unfunded element of the Hospital Discharge fund	678 1,779
For the unfunded element of the Enhancing Lives fund	34,932
For the unfunded element of the Befriending Service costs	747
Net transfer amount	38,136
Total distriction difficulties	=====

Notes to the financial statements For the year ended 31 March 2018

8 Fixed assets

	Freehold Property £	Property Improvements £	Office Equipment £	Computer Equipment £	Motor Vehicles £	Total £
Cost At 1 April 2017 Additions Disposals	504,023	40,349 - -	71,757 1,079	24,832 23,689 (23,284)	25,382 - -	666,343 24,768 (23,284)
At 31 March 2018	504,023	40,349	72,836	25,237	25,382	667,827
Depreciation At 1 April 2017 Charge for the year Eliminated on disposal At 31 March 2018	45,584 4,032 - 49,616	5,997 2,012 - - 8,009	49,083 4,733 - - 53,816	23,605 2,986 (22,575) 4,016	22,063 830 - 22,893	146,332 14,593 (22,575) 138,350
Net book values 31 March 2018	454,407	32,340	19,020	21,221	2,489	529,477
31 March 2017	458,439 ====================================	34,352	22,674	1,227	3,319	520,011

9 Fixed asset investments

	2018 £	2017 £
Endowment fund National savings bond	295,282 20,000	208,450 20,000
	315,282 ———	228,450

The balance at the year end includes interest of £862 (2017: £1,466) being received. The endowment fund is held in a Charity Investment Account with Santander.

10 Debtors

	2018 £	2017 £
Other debtors Prepayments and accrued income Customer balances	4,060 58,758 107	4,354 75,805 38
	62,925 ———	80,197

Notes to the financial statements For the year ended 31 March 2018

2018 £	2017 £
635,227 4,562	515,089 9,125
639,789	524,214
	£ 635,227 4,562

Included within the above totals is a net amount of £7,015 due to customers (2017: net amount of £4,585 due to customers).

12 Creditors: amounts falling due within one year

	2018 £	2017 £
Taxation and social security	7,653	8,613
Other creditors	132,699	37,818
Accruals and deferred income	54,623	26,007
Client accounts	7,122	4,623
	202,097	77,061

Included in accruals is an amount in respect of pension contributions of £724 (2017: £670) outstanding at the year end.

Deferred income

	2018 £	2017 £
At 1 April 2017 Received during the year Released to incoming resources	25,000 -	43,698 85,188 (128,886)
At 31 March 2018	25,000	-

The balance at 31 March 2018 relates to income received in the year which relates to the following financial year. There was no corresponding balance at 31 March 2017.

Notes to the financial statements For the year ended 31 March 2018

13 Unrestricted funds

		Moveme	ent in year		
	Balance at 1 April 2017 £	Incoming resources	Resources expended £	Transfers £	Balance at 31 March 2018 £
General fund Designated fixed	362,692	518,978	(459,316)	(38,136)	384,218
asset fund Designated building	348,511	-	(3,297)	-	345,214
fund	275,000	-	-	-	275,000
	986,203	518,978	(462,613)	(38,136)	1,004,432

During the year ended 31 March 2006 a large grant was received towards the purchase of the building at 39 King Street. During that year the Trustees took the decision to designate part of the general fund to represent the net book value of the assets held as at 31 March 2006. The fund is reduced each year by the depreciation charged in respect of those assets.

During the year ended 31 March 2011 the Trustees created a new designated fund for reserves to be held for a Building Fund for a future project to build sheltered accommodation for older people. The Trustees are aiming for the Building Project to be completed within the next five years and consequently will be seeking additional funding.

14 Restricted funds

		Moveme				
E	Balance at Incoming Resources		Resources		Balance at	
1.	April 2017	7 resources expended		Transfers	31 March 2018	
	£	£	£	£	£	
Befriending and Wellbeing	17,475	58,980	(77,202)	747	-	
Home Support	-	36,900	(36,900)	-	-	
Home Repair and Handyman	5,898	75,162	(81,738)	678	-	
Enhancing Lives	5,288	6,250	(46,470)	34,932	-	
Lunch clubs	10,016	19,481	(22,633)	-	6,864	
Hospital Discharge	-	125,000	(126,779)	1,779	-	
Farley Big Local	65,725	135,708	(58,023)	-	143,410	
Long Term Conditions	7,327	-	(434)	-	6,893	
IT Project	12,000	-	` -	-	12,000	
Spread the Warmth	131	-	-	-	131	
	123,860	457,481	(450,179)	38,136	169,298	

Donations from LLAL amounting to £169,000 are included in the income figures of the Befriending and Wellbeing, Home Support, Home Repair and Handyman and Lunch Club funds.

Notes to the financial statements For the year ended 31 March 2018

14 Restricted funds (continued)

Details of the transfers are in note 7 on page 23.

Name of fund	Nature, purpose and description of fund
Befriending and Wellbeing	For services to promote social support and companionship.
Home Support	For supporting older people to remain living in their own homes.
Home Repair and Handyman	For providing repairs to homes of older people and to ensure the homes are safe and secure for the resident.
Enhancing Lives	For services to provide support to older people, including with applications for financial and other support.
Lunch clubs	For the lunch clubs held at Vesper House.
Hospital Discharge	For the support of patients who have recently been discharged from hospital.
Farley Big Local	For the improvement of the Farley Hill local area.
Long Term Conditions	For the support of people with a long term condition.
IT Project	Grants received for the upgrade of the charity's IT equipment.
Spread the Warmth	Donations received to help people keep warm in winter.

Further details about the activities carried in relation to the above funds are contained in the Trustees Report.

15 Endowment funds

The endowment fund of £171,646 was transferred from Vesper House in 2006 and the income is used to support the Vesper House lunch clubs.

16 Net assets held by funds

	Fixed Assets £	Cash at bank & Investments £	Other Assets £	Creditors £	Total £
General fund	529,477	614,127	62,925	(202,097)	1,004,432
Restricted fund	-	169,298	-	-	169,298
Endowment fund	-	171,646		-	171,646
	529,477	955,071	62,925	(202,097)	1,345,376

Notes to the financial statements For the year ended 31 March 2018

17 Financial commitments

At 31 March 2018 the charity had total outstanding commitments for future minimum lease payments under non-cancellable operating leases as follows:

	2018	2017
	£	£
Land and buildings/other leases:		
Within one year	42,896	31,896
Between 2 and 5 years	103,426	63,109
In over 5 years	-	11,212
Total future minimum lease payments	146,322	106,217

There are no capital commitments (2017: £nil).

18 Contingent liabilities

There are no contingent liabilities at the year end (2017: £nil).

19 Related party transactions

The charity received donations from trustees of £nil in the year (2017: £nil). There are no other related party transactions during the year that require disclosure.

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

2017
£
42,777
(1,525)
(12,592)
13,051
38
5,102
(59,326)
(37,580)
(50,055)

Notes to the financial statements For the year ended 31 March 2018

21 Comparative Statement of Financial Activities

The Statement of Financial Activities for the year ended 31 March 2017 is presented for illustrative purposes.

	2017 Unrestricted Funds £	2017 Restricted Funds £	2017 Endowment Funds £	2017 Total Funds £
Income and endowments from:				
Donations and legacies	43,541	319	-	43,860
Donations from LLAL	-	169,000	-	169,000
Charitable activities:				
HIA & Handyman	-	-	-	-
Enhancing Lives	-	6,250	-	6,250
Befriending and lunch club service	-	41,346	-	41,346
Hospital Discharge	-	125,000	-	125,000
Farley Big Local	-	104,042	-	104,042
Grants	-	-	-	-
Income from charitable services	244,173	-	-	,
Other trading activities	199,977	-	-	199,977
Investments:				
Bank account interest	209	1,316	-	1,525
Rental income	12,592	-	-	12,592
Other income	11,094	-	-	11,094
Total income	511,586	447,273	-	958,859
Evmonditure on				
Expenditure on: Raising funds	121,144			121,144
Charitable activities	272,553	522,385	-	794,938
Charitable activities				794,936
Total expenditure	393,697	522,385	-	916,082
Net (expenditure)/income	117,889	(75,112)	-	42,777
Transfers between funds	(138,955)	138,955	-	-
Net movement in funds	(21,066)	63,843	-	42,777
				
Reconciliation of funds:				
Total funds at 1 April 2016	1,007,269	60,017	171,646	1,238,932
Total funds at 31 March 2017	986,203	123,860	171,646	1,281,709