

REGISTERED COMPANY NUMBER: 04323296 (England and Wales)  
REGISTERED CHARITY NUMBER: 1091519

## **ELDERS VOICE**

### **Report and financial statements for the year ended 31 March 2019**

CHARITY COMMISSION  
FIRST CONTACT

28 OCT 2019

ACCOUNTS  
RECEIVED

**Elders Voice**  
**Report of the Trustees for the year ended 31 March 2019**

**Elders Voice**

**Report and financial statements**

**for the year ended 31 March 2019**

---

<b>Contents</b>	<b>Page</b>
<b>Trustees' annual report</b>	<b>3-10</b>
<b>Independent Examiner's report</b>	<b>11</b>
<b>Statement of financial activities</b> (incorporating an income and expenditure account)	<b>12</b>
<b>Balance sheet</b>	<b>13</b>
<b>Statement of cash flows</b>	<b>14</b>
<b>Notes to the financial statements</b>	<b>15-22</b>

## **Elders Voice**

### **Report of the Trustees for the year ended 31 March 2019**

The trustees who are the directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2019. The trustees have adopted the provisions of the 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 (FRS102) (effective 1 January 2016).

## **OBJECTIVES AND ACTIVITIES**

### **Objectives and aims**

Elders Voice exists to promote the interests of older people aged 50 years and over living within Brent and the Greater London Authority, by the provision of services which enable them to live safely and independently in homes of their choosing, expand their opportunities to take part in social and leisure activities, and improve their conditions of life through tackling social isolation and exclusion.

## **STRATEGIES FOR ACHIEVING OBJECTIVES**

Our key strategies for achieving our objectives have been reviewed throughout the year at alternate Board Meetings:

- To continue to ensure Elders Voice is fit for the future;
- To continue to review resources and capacity;
- To continue to seek funding through tenders and grants, and from trusts and foundations;
- To research and develop new and innovative ways of delivering services;
- To build on and create new partnerships with local community groups and other care organisations and providers;
- To seek out opportunities for inter borough working and joint funding across London boroughs.

## **NEW ACTIVITIES**

- We were awarded funding from the Charles Hayward Foundation to further develop the Dementia Cafes. This award was for £6,985, of which £ 1,160 will be spent in 2019-20.
- We were awarded funding from the Inman Foundation. This award of £5,000 will further the Dementia Cafes in 2019-20.
- We were awarded funding from the Brent Neighbourhood Community Infrastructure Levy (NCIL) fund. This award was for £36,500 for refurbishment of 181 Mortimer Road, including new flooring and furniture for the Main Space, Rainbow Room, the hallway and stairs and related management costs.
- We were awarded funding from the Garfield Weston 60<sup>th</sup> anniversary fund. This award was for £40,000 to purchase a new Handy Person Van and for initial running costs.
- We were awarded funding from The Morrisons Foundation. This award was for £5,000 to develop a Dementia Garden. The work was completed in March 2019.
- We were awarded funding from the Santander Foundation Discovery Grant. This award was for £5,000 for IT classes for twenty people running from January to September 2019.

## **Elders Voice**

### **Report of the Trustees for the year ended 31 March 2019**

- We were awarded funding from the Wembley National Stadium Trust. This award was for £6,500 for Zumba Gold sessions for two years from January 2019 – January 2021.
- We were awarded funding from Tesco Bags of Help. This award was for £2,000 for the Dementia Garden and the Dementia Cafés.
- Income from hall hire and rentals have remained steady throughout the year.

#### **PUBLIC BENEFITS THAT ARE PROVIDED BY THE CHARITY**

We aim to:

- Work with and for older people to develop the quality services they need and that will bring them immediate relief in their everyday lives;
- Provide healthy, leisure and social opportunities for older people in order to tackle social isolation and exclusion;
- Provide high quality services that enable older people to be safe and secure in the homes of their choosing, and to enjoy life while widening their social networks;
- Create and strengthen partnerships with other community groups and care organisations and providers.

#### **INVESTMENT POLICY**

Elders Voice's funds are split between four British banks – Unity Trust, Charities Aid Foundation, Virgin Money and Redwood Bank, and are covered by the Financial Services Compensation Scheme.

#### **RISK MANAGEMENT**

Elders Voice's trustees and Chief Executive regularly review the risks the charity is exposed to. We undertake regular risk assessments on our services and activities. All identifiable risks have been examined and the appropriate systems, procedures and training have been established to minimise these risks and their impact on the charity should the risk materialise.

We work to reduce the risk of any disaster happening. We consistently review our project plans, budgets, project outcomes and policies and procedures at Board meetings and Senior Management meetings. We employ a specialist support organisation, Ellis Whittam, to advise us on our responsibilities with regard to health and safety and employment issues, and they provide ongoing support and advice, and indemnify us against any legal action provided we follow their advice.

The organisation's risk assessment is reviewed annually by the Board of Trustees to identify and undertake new areas of work, income generation and project development, and reposition the charity so that it can operate effectively at a time of continued reduced public funding and changes to areas of service delivery. The effect of a no deal or deal Brexit on Elders Voice remains unknown.

#### **ACHIEVEMENTS AND PERFORMANCE**

- Delivering the Older Adults Floating Support and Accident Prevention Handyperson service since September 2017. The main purpose of this Housing Related Support contract tendered through Brent Local Authority, is to support older people to sustain their tenancies or homes and reduce the need for more intensive support. The service also aims to help people maintain or regain their

## **Elders Voice**

### **Report of the Trustees for the year ended 31 March 2019**

independence, increase safety in the home, encourage people to settle back into the community, and support the development of self-reliance. The Floating Support element of the service helps older people find appropriate housing for their needs, provides benefit entitlement and debt management advice and support; provides and/or signposts people to opportunities for social inclusion; ensures service users have access to services and support which enable them to live a healthy and fulfilling life of their choice; and works in partnership with a range of agencies to enable individuals to meet their identified needs and outcomes. The Handyperson element of the service carries out jobs including home safety checks and advising on potential causes of accidents and how to improve security; supplying and fitting key safes; securing loose carpets and other floor coverings; fitting grab rails and banister rails; supplying and fitting locks, bolts and peepholes; simple plumbing work; simple carpentry work; fitting electrical sockets and plugs; and signposting older people to other services which Elders Voice does not deliver e.g. gas and electrical contracting work. From 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019 the Floating Support element of the service has supported 675 older people with many success stories along the way. We helped a disabled owner occupier whose property was in disrepair and in need of a new bathroom, and we submitted a grant application on their behalf and £23,000 was awarded for a new bathroom and other works. Another of our clients had a debt of £27,000 and with our support and through a debt management agent, the debt was reduced to £8,900 with an affordable repayment scheme over five years put in place. These are just two examples of the type of work we carry out on behalf of the people who use our service. Within the same period of time the Handyperson service element of the service has completed 830 jobs in 291 households, with the top three types of jobs requested being small plumbing, carpentry and fitting grab rails.

- Delivering Day Centre provision three days a week. All three Day Centres are delivered from Kensal Green where Elders Voice is based. The Day Centres give frail older people and older people with dementia the opportunity to get out of the house, make new friends and take part in a variety of activities if they so wish. Many of the activities that Day Centre clients have taken part in have been part of the Older Peoples' Exercise and Activity Programme, and Yoga Connects: Battling Dementia project, the funding of which ended in February 2019. The Yoga class has still continued to run with alternative arrangements in place. Other activities that have taken place throughout the year include art classes, games, quizzes and the occasional Bingo session. Twenty four older people were referred to Elders Voice from Brent Adult Social Care in 2018-2019. Thirty two older people who are privately funded have attended throughout the year. This is a significant increase on the previous year when nine privately funded older people attended. This 72% increase in private clients has been the result of deliberate focus on moving away from over reliance on Brent for referrals.
- Delivering two Dementia Cafes a week. Initially when Elders Voice won the contract from Brent Local Authority, the Cafes were run at St. Cuthbert's Church in North Wembley and St. Sebastian and St. Pancras Hall in Kingsbury. A proposal was put to Brent asking to vary the contract in order to open a new café at Kensal Green rather than to play a supportive role at St. Cuthbert's. The belief was that this would strengthen what was on offer to Brent residents and would mean that there would be two Cafes - one north and one south of the

## **Elders Voice**

### **Report of the Trustees for the year ended 31 March 2019**

borough. Brent agreed to this variation, and the new Dementia Cafe was opened at Kensal Green in April 2018. The Cafes have provided safe spaces for people with dementia and their carers and the key areas of service delivery are: a structured rolling programme of activities designed in consultation with service users and their families, and visiting health and social care professionals providing advice and guidance. Activities in the rolling programme have included pet therapy; singing; yoga; sessions around wellbeing; games and fun; sharing cultures; and memory work. These Cafes have provided social and emotional support, and have encouraged people to share experiences. The service has also linked with other dementia services in the borough and maintained close working links with other Dementia Cafes, the memory service and other key agencies. From April 2018 to March 2019 Elders Voice worked with 119 Dementia Café members and delivered 50 sessions in Kingsbury and 47 sessions in Kensal Green.

- Delivering a weekly Older Peoples' Exercise and Activity programme comprising of Zumba Gold and Yoga Connects: Battling Dementia. These classes have encouraged and enabled people to remain healthy and active, and have promoted healthier lifestyles for older people in Brent. For the Zumba Gold 45 classes were held from April 2018 to March 2019 with 25 unique individuals attending. For Yoga Connects: Battling Dementia 41 classes were held with 62 unique individuals attending from April 2018 to February 2019 when funding ended. The yoga classes have continued beyond February 2019 as a new arrangement has been put in place with the yoga teacher while new funding is applied for.
- Delivering HOP-IT, an at home digital learning service. The aim of this bespoke computer service has been to enable older people to use their computers in ways that are most useful for them. The most common requests have been for people to know how to use email, and how to ensure their computers were safe and secure especially when purchasing goods and services online. During the period April 2018 to September 2018 when funding ended, we worked with 12 unique individuals.
- With funding from Santander Foundation Discovery Grant new IT classes began on 9<sup>th</sup> January 2019 and will run until September 2019. These weekly classes are held at Elders Voice and cover a wide range of subjects including how to use emails; how to get the best out of social media; and general upkeep and maintenance of software. From January to March 2019 there have been 12 classes attended by 31 unique individuals.
- Developing a Dementia Garden – a beautiful and stimulating space for frail older people, and older people with dementia and their carers. Safe decking was put in place as previous paving was too dangerous to walk on. Elders Voice's service users can now relax and be stimulated in the sensory area of the garden which contains plants with beautiful smells and textures. There is a trellis along the back of the garden so the space is safe and enclosed. Older people will be encouraged to plant flowers and herbs, and get their hands dirty. Gardening is recognised as a source of therapy, and to build on what we have already achieved, we plan to raise more money and encourage donations to purchase an outdoor water feature and a covered and enclosed area so that older people can sit and relax no matter what the weather.
- With funding from the Big Lottery Awards For All, we were able to celebrate our 25<sup>th</sup> anniversary with two events in June 2018. We held a street party where

## **Elders Voice**

### **Report of the Trustees for the year ended 31 March 2019**

approximately 100 people, mostly older people who use our services, attended. Entertainment was provided by All Angels Steel Band, Company of Elders dancers from Sadler's Wells, Rock Choir Marylebone, a close up magician and barn dancing. Food was provided by Mean Burgers, ice cream by Piccadilly Whip and birthday cakes by Walrus and Otter. A smaller celebration took place at a local hotel – the Crown Moran hotel in Cricklewood – where 30 people attended to celebrate the achievements of Elders Voice since 1993. The Mayor of Brent and his wife were in attendance, and the Mayor spoke of the invaluable services Elders Voice has provided to the older people of Brent throughout the past quarter century.

## **FINANCIAL REVIEW**

### **Financial position**

The Statement of Financial Activities (SOFA) shows incoming resources for the year of £790,966 (prior year £532,626) and outgoing resources of £712,740 (prior year £571,892) resulting in net overall incoming resources of £ 78,226 (prior year outgoing £39,266).

The total reserves at the end of the year end stand at £ 197,266 (prior year £119,040).

Total unrestricted reserves amount to £180,752 (prior year £116,004).

Brent Local Authority continue to be our primary source of income with other smaller amounts from the Charles Hayward Foundation, the Inman Foundation, Garfield Weston 60<sup>th</sup> Anniversary Fund, The Morrisons Foundation, Santander Foundation, Wembley National Stadium Trust and Tesco Bags of Help.

Donations for the year totalled £ 12,602 (prior year £11,777)

Elders Voice is particularly grateful for the donation received from the Kingsbury Charity and their continuing support. We would like to thank individual donors, anonymous donors and people who use our services who have donated throughout the year. This financial support enables Elders Voice to work towards achieving the aim of supporting older people.

Elders Voice will adjust to the fundraising landscape as it continues to change. Cuts to the Housing Related Support contract and Day Care provision payments for clients may take place in the financial year 2019 – 2020, although Brent Local Authority have yet to confirm at the time of this report. To put this in context, the Local Authority are having to make cuts of £20 million in the financial year 2019 – 2020 and it is likely that Elders Voice will be affected by this.

We will continue to seek new opportunities to fundraise from Trusts and Foundations, and through various tender portals.

We have continued to review all contractual agreements, with the Finance Manager taking the lead on negotiating contracts as and when they come up for renewal.

## **FUTURE DEVELOPMENTS**

## **Elders Voice**

### **Report of the Trustees for the year ended 31 March 2019**

- In February 2019, we were awarded funding from The City of London's charitable funder, City Bridge Trust. This award is for £103,500 over two years from June 2019 to May 2021 to develop a new service called "Older & Prouder" for older LGBT+ people in Brent. This new service will focus on bringing together older LGBT+ people through befriending, outings, information sessions and events such as coffee mornings and monthly socials. This is the first dedicated service for older LGBT+ people in Brent and we are delighted to be given the opportunity to deliver it.
- Our Dementia Café service contract was due to end in November 2019. We were informed in January that Brent were seeking to vary the contract and terminate the service in May 2019 – six months early. The reasons given to us were that Brent felt there was an over-provision of Dementia Café services in Brent and that they are exploring new models of day care provision. We believe that our Dementia Cafes are unique in the Borough as they offer structured activities and sessions for people with dementia and their carers, and our research has shown us that some of the other Cafes operate as drop-ins or socials clubs. With funding from the Charles Hayward Foundation and the Inman Foundation we will be able to continue running both Cafes until the end of September 2019, with the potential to carry on running one Café until the end of October. There have been multiple funding applications submitted to a wide variety of Trusts and Foundations to see whether we can extend beyond these dates.
- The Operations Director has led on a project called "Elders Voice - In Rude Health" – a calendar celebrating age and ageing bodies. This is a great advertising tool for Elders Voice which we plan to start selling from June 2019.
- The Chief Executive, Operations Director, and three Board members have worked extensively throughout the year on delivering a different type of Day Care provision at Mortimer Road. We have consulted with a number of relatives of private Day Centre members and in July 2019 will be putting a Day Care contract into operation where families will be asked to pay for their relative's Day Centre place if they give less than 48 hours' notice of non-attendance.
- We have been looking at Day Care transport options and consultations have highlighted that transport is the biggest concern to Day Centre families. We shall continue to explore transport options, and plan to hold a social/consultation event with Day Centre families to explore these options. This will be held by the end of 2019.
- We have been looking at ways to expand the activities timetable so that both the Main Space and the Rainbow Room are used much more frequently than at present. We have carried out a survey of the older people who use our services, and this survey has been online and also handed out to people. We are now in the position to be able to identify the types of activities people would like to take part in. The plan is to timetable a variety of classes some delivered by sessional workers and paid for, some delivered by volunteers and some run by the participants themselves. We will encourage people to pay a donation if the class or group is not chargeable. We plan to start rolling out new classes in a controlled way beginning in September 2019.
- We shall be applying for funding from the Neighbourhood Community Infrastructure Levy (NCIL) fund for further refurbishment of the Rainbow Room to enable us to create a space which is fully functional for classes. This room was initially an industrial kitchen and, although we have made some cosmetic



## **Elders Voice**

### **Report of the Trustees for the year ended 31 March 2019**

changes, more refurbishment is needed to cover the tiles on the walls, along with painting and decorating.

- The Chief Executive will be researching and applying for funding from the Heritage Lottery Fund for an LGBT+ oral history project covering the experiences of LGBT+ older people in Brent 1950 – 1975. This funding application will be submitted by November 2019.
- The Chief Executive will be seeking funding to begin a Stroke Group at Elders Voice. We believe this is an essential service for those older people who are recovering from strokes.
- The Chief Executive will continue to apply for tenders as and when they arise, and will specifically look for tenders outside of the borough of Brent.
- The Chair of the Board and the Chief Executive will continue to work closely together on developing new ideas.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

Elders Voice is registered as a Charity with the Charity Commission under registration number 1091519. It is constituted as a company limited by guarantee (registration number 4323296) and is therefore governed by its Memorandum of Association. The objects of the Charity are:

“To promote the interests of people aged 50 years and over within the Greater London Authority by the provision of resources which improve their conditions and quality of life, offering social, leisure and healthy living activities and working towards the alleviation of social isolation of frail older people and older people with dementia.”

Legal responsibility for the management of the Charity is vested in the Board of Trustees. The Board of Trustees met eight times during 2018-2019, the meetings being attended by the Chief Executive and the Operations Director. At the present time we have seven Trustees. The Articles of Association state that Elders Voice can recruit a maximum of fifteen Trustees. According to our Articles of Association, Trustees serve a term of three years after which they must resign but may offer themselves for reappointment. At our Annual General Meeting on 10<sup>th</sup> October 2018 there were no re-elections to the Board of Trustees.

We recruit Trustees who will benefit the Charity with their knowledge of older peoples' services, the health and social care agenda and other skills, knowledge and experience to complement these. There is an induction procedure for prospective Trustees who are invited to meet with the Chair and the Chief Executive, and observe a Board Meeting before putting themselves forward for election. During the year Trustees have helped with fundraising, tenders, marketing, Dementia Cafes, legal issues and the supervision and support of the Chief Executive and Operations Director.

The day to day running of the Charity is delegated to the Chief Executive who is supported by the Operations Director, Project Managers and Finance Manager. The Chief Executive has overall responsibility for the day to day project management and service development of the Floating Support and Handyperson services and the Dementia Cafes, and the Operations Director has overall responsibility for the day to day project management and service delivery of the Day Centres, and the Older Peoples' Exercise and Activity programme and Yoga Connects: Battling Dementia.

## **Elders Voice**

### **Report of the Trustees for the year ended 31 March 2019**

Service Managers are responsible for day to day project management, the delivery of front line services, service development and monitoring of projects. Front line workers are responsible for maintaining quality of service and developing and sustaining professional working relationships with service users and their families.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company Number**

04323296 (England and Wales)

##### **Registered Charity Number**

1091519

##### **Registered Office**

181 Mortimer Road,  
London, NW10 5TN.

##### **Trustees**

Iris Brown (Life President)

Christopher Dunham (Chair)

Sam Jacobson (Vice-Chair)

Anne-Sophie Lendrevie (Treasurer) – resigned January 2019

Siobhan Mahony

Mary Sackville West

Jade Wilson-Heaven

Muneeza Aumir – appointed September 2018, resigned March 2019

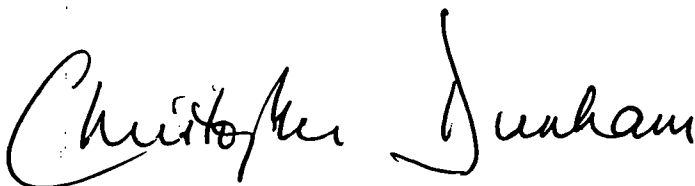
Jane Battye – resigned January 2019

Becky Crowe – joined January 2019

Damon Lacey – joined January 2019

All the directors of the company are also Trustees of the Charity and their responsibilities include all the responsibilities of directors under the Companies Act. The directors are members of the company.

The Trustees Report has been approved by the trustees on.....16/10/2019.....and signed on their behalf by:



Name  
Trustee/Director

# **Independent examiner's report to the trustees of ELDERS VOICE**

I report on the charity trustees on my examination of the accounts of the Elders Voice for the year ended 31 March 2019.

## **Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.


## **Independent examiner's statement**

Since the Company's gross income exceeded £250,000, I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

  
Anthony Epton BA FCA CTA FCIE  
Goldwins  
Chartered accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2EG

23 October 2019

**Elders Voice****Statement of financial activities**

(incorporating an income and expenditure account)

**For the year ended 31 March 2019**

	<b>Note</b>	<b>Unrestricted £</b>	<b>Restricted £</b>	<b>2019 Total £</b>	<b>2018 Total £</b>
<b>Income from:</b>					
Donations and legacies	<b>3</b>	12,602	-	<b>12,602</b>	11,777
Charitable activities:	<b>4</b>				
Supporting older people age 50 and over		634,899	143,044	<b>777,943</b>	520,504
Investments	<b>5</b>	421	-	<b>421</b>	346
<b>Total income</b>		<b>647,922</b>	<b>143,044</b>	<b>790,966</b>	532,626
<b>Expenditure on:</b>	<b>6</b>				
Fundraising		27,036	-	<b>27,036</b>	642
Charitable activities:					
Supporting older people age 50 and over		555,004	130,700	<b>685,704</b>	571,250
<b>Total expenditure</b>		<b>582,040</b>	<b>130,700</b>	<b>712,740</b>	571,892
<b>Net income/ (expenditure) for the year</b>		<b>65,882</b>	<b>12,344</b>	<b>78,226</b>	(39,266)
<b>Net movement in funds</b>		<b>65,882</b>	<b>12,344</b>	<b>78,226</b>	(39,266)
Transfers between funds		(1,134)	1,134	-	-
<b>Net movement in funds</b>		<b>64,748</b>	13,478	<b>78,226</b>	(39,266)
<b>Reconciliation of funds:</b>					
Total funds brought forward		116,004	3,036	<b>119,040</b>	158,306
<b>Total funds carried forward</b>		<b>180,752</b>	<b>16,514</b>	<b>197,266</b>	119,040

All of the above results are derived from continuing activities.

There were no other recognised gains or losses other than those stated above.

The attached notes form part of these financial statements.

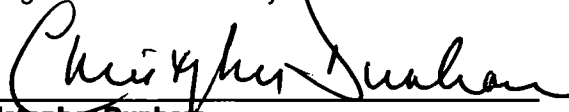
**Elders Voice**  
**Balance sheet**  
**As at 31 March 2019**

	Note	2019 £	2019 £	2018 £	2018 £
<b>Fixed assets:</b>					
Tangible assets	10		21,412		1,932
<b>Current assets:</b>					
Stock	11	3,482		3,670	
Debtors	12	17,578		59,727	
Cash at bank and in hand		194,022		88,439	
		<u>215,081</u>		<u>151,836</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	13	(39,227)		(34,728)	
<b>Net current assets</b>			<u>175,854</u>		<u>117,108</u>
<b>Total net assets</b>			<u>197,266</u>		<u>119,040</u>
<b>Funds</b>	15				
Restricted funds			16,514		3,036
Unrestricted funds:			<u>180,752</u>		<u>116,004</u>
<b>Total funds</b>			<u>197,266</u>		<u>119,040</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime. The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provision of section 477 of the Companies Act 2006("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the act. The Trustee acknowledge their responsibilities for complying with the requirement of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

Approved by the trustees on .....16/10/2019..... 2019.

and signed on their behalf by:

  
**Christopher Dunham**  
**Trustee**

**Company registration no. 04323296**

The attached notes form part of the financial statements.

**Elders Voice**  
**Statement of cash flows**  
**For the year ended 31 March 2019**

	<b>Note</b>	<b>2019</b>	<b>2018</b>
		<b>£</b>	<b>£</b>
<b>Cash flows from operating activities:</b>			
<b>Net cash provided by / (used in) operating activities</b>	<b>a</b>	138,557	(45,054)
<b>Cash flows from investing activities:</b>			
Sale/ (purchase) of fixed assets	(32,974)	(2,923)	
<b>Cash provided by / (used in) investing activities</b>		(32,974)	(2,923)
<b>Change in cash and cash equivalents in the year</b>		105,583	(47,977)
Cash and cash equivalents at the beginning of the year		88,439	136,416
<b>Cash and cash equivalents at the end of the year</b>	<b>b</b>	<b>194,022</b>	<b>88,439</b>

**a) Reconciliation of net Income / (expenditure) to net cash flow from operating activities**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
<b>Net Income / (expenditure) for the reporting period</b> (as per the statement of financial activities)	<b>78,226</b>	(39,266)
Depreciation	13,494	5,968
(Increase)/ decrease in stock	188	575
(Increase)/ decrease in debtors	42,150	(35,288)
Increase/ (decrease) in creditors	4,499	22,957
<b>Net cash provided by / (used in) operating activities</b>	<b>138,557</b>	<b>(45,054)</b>

**b) Analysis of cash and cash equivalents**

	<b>At 1 April 2018</b>	<b>Cash flows</b>	<b>Other changes</b>	<b>At 31 March 2019</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Cash at bank and in hand	88,439	105,583	-	194,022
<b>Total cash and cash equivalents</b>	<b>88,439</b>	<b>105,583</b>	<b>-</b>	<b>194,022</b>

**Elders Voice**  
**Notes to the financial statements**  
**For the year ended 31 March 2019**

---

**1 Accounting policies**

**a) Basis of preparation**

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

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**b) Going concern**

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

**c) Income**

Income 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.

**d) Interest receivable**

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

**e) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

**f) Expenditure**

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 generating funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services, exhibitions and other educational activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

**g) Allocation of support costs**

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charitable activities. These costs have been allocated between cost of generating funds and expenditure on charitable activities.

## **Elders Voice**

### **Notes to the financial statements**

#### **For the year ended 31 March 2019**

---

##### **1 Accounting policies (continued)**

###### **h) Tangible fixed assets**

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:

Improvements to property	- at varying rates on cost
Fixtures and fittings	- at varying rates on cost

###### **i) Stocks**

Stock in hand are accessories bought and held for Accident Prevention and Gardening projects and are valued at the lower of cost or net realisable value.

###### **j) 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.

###### **k) 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.

###### **l) 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.

###### **m) Pensions**

The charitable company contributes into the pension of its employees. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension costs charge represents contributions payable under the scheme by the charitable company to the fund. The charitable company has no liability under the scheme other than for the payment of those contributions.



**Elders Voice**  
**Notes to the financial statements**  
**For the year ended 31 March 2019**

**2 Detailed comparatives for the statement of financial activities**

	2018 Unrestricted £	2018 Restricted £	2018 Total £
<b>Income from:</b>			
Donations & Gift aid	11,777	-	11,777
Charitable activities:			
Supporting older people age 50 and over	489,757	30,747	520,504
Investments	346	-	346
<b>Total income</b>	<b>501,879</b>	<b>30,747</b>	<b>532,626</b>
<b>Expenditure on:</b>			
Fundraising	642	-	642
Charitable activities:			
Supporting older people age 50 and over	541,979	29,271	571,250
<b>Total expenditure</b>	<b>542,621</b>	<b>29,271</b>	<b>571,892</b>
<b>Net income/ (expenditure) for the year</b>	<b>(40,742)</b>	<b>1,476</b>	<b>(39,266)</b>
<b>Net movement in funds</b>	<b>(40,742)</b>	<b>1,476</b>	<b>(39,266)</b>
Transfers between funds	-	-	-
<b>Net movement in funds</b>	<b>(40,742)</b>	<b>1,476</b>	<b>(39,266)</b>
Total funds brought forward	156,746	1,560	158,306
<b>Total funds carried forward</b>	<b>116,004</b>	<b>3,036</b>	<b>119,040</b>

**3 Income from donations and legacies**

	Unrestricted £	Restricted £	2019 Total £	2018 Total £
Donations	12,533	-	<b>12,533</b>	11,680
Gift Aid	69	-	<b>69</b>	98
	<b>12,602</b>	-	<b>12,602</b>	11,777

**Elders Voice**  
**Notes to the financial statements**  
**For the year ended 31 March 2019**

**4 Income from charitable activities**

	Unrestricted	Restricted	2019 Total	2018 Total
Grants and contracts	£	£	£	£
LB Brent- Supporting People and AP Service	474,751	-	<b>474,751</b>	316,855
L B Brent- Adult Social Care	67,415	-	<b>67,415</b>	106,894
L B Brent- Dementia Cafes	3,300	27,363	<b>30,663</b>	10,221
L B Brent- CIL	3,000	33,500	<b>36,500</b>	-
L B Brent Hop-IT	-	8,638	<b>8,638</b>	17,276
Charles Hayward Foundation	-	5,828	<b>5,828</b>	-
Wembley National Stadium Trust	-	7,918	<b>7,918</b>	2,500
Aziz Foundation	-	2,250	<b>2,250</b>	750
The Morrisons Foundation	-	5,000	<b>5,000</b>	-
Santander Foundation Discovery Grant	-	1,250	<b>1,250</b>	-
Garfield Weston Foundation	-	40,000	<b>40,000</b>	-
Independence at Home grant	-	1,447	<b>1,447</b>	-
Tesco Bags of Help	-	1,600	<b>1,600</b>	-
Big Lottery Awards For All	1,500	8,250	<b>9,750</b>	-
<b>Total</b>	<b>549,966</b>	<b>143,044</b>	<b>693,010</b>	<b>454,496</b>

**Other income from generating activities**

Hall Hire and Office Rental	29,874	-	<b>29,874</b>	36,320
Service Provision and material	8,124	-	<b>8,124</b>	8,335
Clubs and Classes	1,910	-	<b>1,910</b>	995
Private Day Care	44,629	-	<b>44,629</b>	20,351
Other	395	-	<b>395</b>	8
<b>Total</b>	<b>84,933</b>	<b>-</b>	<b>84,933</b>	<b>66,008</b>

<b>Total income from charitable activities</b>	<b>634,899</b>	<b>143,044</b>	<b>777,943</b>	<b>520,504</b>
--	----------------	----------------	----------------	----------------

**5 Income from Investments**

	Unrestricted	Restricted	2019 Total	2018 Total
	£	£	£	£
Bank interest	421	-	<b>421</b>	346
	<b>421</b>	<b>-</b>	<b>421</b>	<b>346</b>

**Elders Voice**  
**Notes to the financial statements**  
**For the year ended 31 March 2019**

**6 Analysis of expenditure**

	Fundraising costs	Charitable activities Supporting older people age 50 and over	Support costs	2019	2018
	£	£	£	£	£
Staff costs (See note 8)	27,036	524,465	-	<b>551,501</b>	460,581
Other staff costs	-	2,091	-	<b>2,091</b>	2,354
Sessional workers	-	4,528	-	<b>4,528</b>	12,744
<b>Fundraising Costs</b>					
Legacy	-	-	-	-	642
Events	-	8,250	-	<b>8,250</b>	-
<b>Project Direct Costs</b>					
Consumable materials	-	-	523	<b>523</b>	5,608
Consumable equipment	-	1,534	-	<b>1,534</b>	-
Meals provisions	-	7,872	-	<b>7,872</b>	6,482
Hospitality and outings	-	1,126	-	<b>1,126</b>	1,679
Dementia garden	-	6,784	-	<b>6,784</b>	-
Dementia café	-	2,605	-	<b>2,605</b>	-
Travel and subsistence	-	4,999	-	<b>4,999</b>	4,311
Transport provisions	-	19,922	-	<b>19,922</b>	21,558
Independence at home grant	-	1,213	-	<b>1,213</b>	-
Equipments	-	4,301	-	<b>4,301</b>	-
<b>Building Costs</b>					
Cleaning	-	-	6,371	<b>6,371</b>	4,847
Insurance	-	-	4,816	<b>4,816</b>	2,227
Utilities	-	-	4,564	<b>4,564</b>	3,669
Repair and renewals	-	-	34,544	<b>34,544</b>	4,423
Rent	-	-	8,200	<b>8,200</b>	8,200
Depreciation	-	-	13,494	<b>13,494</b>	5,968
Equipments	-	-	2,620	<b>2,620</b>	2,638
<b>Management and Administration</b>					
Legal fees	-	-	-	-	2,040
Subscriptions	-	-	274	<b>274</b>	217
Telephone and broadband	-	-	6,370	<b>6,370</b>	8,088
Postage and stationary	-	-	3,006	<b>3,006</b>	2,039
Bad debts	-	-	2,944	<b>2,944</b>	3,611
Cosultancy	-	-	246	<b>246</b>	-
<b>Information Technology</b>					
IT expenses	-	-	4,238	<b>4,238</b>	4,201
<b>Governance Costs</b>					
Auditor's remuneration	-	-	2,300	<b>2,300</b>	2,400
Annual report	-	-	355	<b>355</b>	347
Quality Assurance	-	-	509	<b>509</b>	522
Bank charges	-	-	642	<b>642</b>	495
	<b>27,036</b>	<b>589,689</b>	<b>96,015</b>	<b>712,740</b>	<b>571,892</b>
Support costs	-	96,015	(96,015)	-	-
<b>Total expenditure 2019</b>	<b>27,036</b>	<b>685,704</b>	<b>-</b>	<b>712,740</b>	

Of the total expenditure, £582,040 was unrestricted (2018: £542,621) and £130,700 was restricted (2018: £29,271).

**Elders Voice**  
**Notes to the financial statements**  
**For the year ended 31 March 2019**

**7 Net Income / (expenditure) for the year**

This is stated after charging / (crediting):

	<b>2019</b>	2018
	<b>£</b>	£
Depreciation	<b>13,494</b>	5,968
Independent examiners' fees	<b>2,400</b>	2,400

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

Staff costs were as follows:

	<b>2019</b>	2018
	<b>£</b>	£
Salaries and wages	<b>497,493</b>	405,344
Social security costs	<b>39,035</b>	31,740
Other pension costs	<b>14,973</b>	10,065
Redundancy and termination costs	<b>-</b>	13,432
	<b>551,501</b>	460,581

No employee earned over £60,000 during the year (2018: Nil)

The total employee benefits including pension contributions of the key management personnel were £53,485 (2018:£46,664).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2018: £nil). In 2019, no trustees were reimbursed for expenses (2018: nil). No charity trustee received payment for professional or other services supplied to the charity (2018: £nil).

**Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was as follows:

	<b>2019</b>	2018
	<b>No.</b>	No.
Administrative staff	<b>3.5</b>	3.5
Direct charitable work	<b>14</b>	13.5
	<b>17.5</b>	17

**9 Taxation**

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

**Elders Voice**  
**Notes to the financial statements**  
**For the year ended 31 March 2019**

**10 Tangible fixed assets**

	Motor vehicles	Improvement to property £	Fixtures and fittings and Office Equipment £	Total £
<b>Cost</b>				
At the start of the year	7,730	22,698	21,553	<b>51,981</b>
Additions in year	28,387	-	4,587	<b>32,974</b>
At the end of the year	<u>36,117</u>	<u>22,698</u>	<u>26,140</u>	<u><b>84,955</b></u>
<b>Depreciation</b>				
At the start of the year	7,730	22,698	19,621	<b>50,049</b>
Charge for the year	11,355	-	2,139	<b>13,494</b>
At the end of the year	<u>19,085</u>	<u>22,698</u>	<u>21,760</u>	<u><b>63,543</b></u>
<b>Net book value</b>				
<b>At the end of the year</b>	<u><b>17,032</b></u>	<u>-</u>	<u><b>4,380</b></u>	<u><b>21,412</b></u>
At the start of the year	<u>-</u>	<u>-</u>	<u>1,932</u>	<u>1,932</u>

All of the above assets are used for charitable purposes.

**11 Stocks**

	2019 £	2018 £
Consumables-Equipment and small tools	<u><b>3,482</b></u>	<u>3,670</u>
	<u><b>3,482</b></u>	<u>3,670</u>

**12 Debtors**

	2019 £	2018 £
Trade debtors	<b>8,881</b>	50,242
Prepayments	<b>4,503</b>	4,005
Accrued income	<b>4,194</b>	5,480
	<u><b>17,578</b></u>	<u>59,727</u>

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

	2019 £	2018 £
Trade creditors	<b>3,707</b>	4,144
Taxation and social security	<b>11,498</b>	9,943
Pension Liability	<b>2,031</b>	1,601
Deferred income	<b>15,418</b>	15,500
Accruals	<b>5,507</b>	3,005
Other creditors	<b>1,067</b>	535
	<u><b>39,227</b></u>	<u>34,728</u>

**Deferred income**

	2019 £	2018 £
Balance at the beginning of the year	<b>15,500</b>	-
Amount released to income in the year	<b>(15,500)</b>	-
Amount deferred in the year	<b>15,418</b>	15,500
Balance at the end of the year	<u><b>15,418</b></u>	<u>15,500</u>

Deferred income comprises grants received for the purpose of expenditure in a future period.

# Elders Voice

## Notes to the financial statements

For the year ended 31 March 2019

### 14 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	21,412	-	-	<b>21,412</b>
Net current assets	159,340	-	16,514	<b>175,854</b>
<b>Net assets at the end of the year</b>	<b>180,752</b>	<b>-</b>	<b>16,514</b>	<b>197,266</b>

### 15 Movements in funds

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
<b>Restricted funds:</b>					
L B Brent- Dementia Cafes	4,170	27,363	(24,220)	-	<b>7,313</b>
L B Brent- CIL	-	33,500	(33,500)	-	-
L B Brent Hop-IT	-	8,638	(8,638)	-	-
Wembley Stadium	(1,134)	7,918	(7,918)	1,134	-
Aziz Foundation	-	2,250	(2,250)	-	-
The Morrisons Foundation	-	5,000	(5,000)	-	-
Santander Foundation Discovery Grant	-	1,250	(1,250)	-	-
Garfield Weston Foundation	-	40,000	(31,033)	-	<b>8,967</b>
Tesco Bags of Help	-	1,600	(1,600)	-	-
Big Lottery Awards For All	-	8,250	(8,250)	-	-
Independence at Home grant	-	1,447	(1,213)	-	<b>234</b>
Charles Hayward Foundation	-	5,828	(5,828)	-	-
<b>Total restricted funds</b>	<b>3,036</b>	<b>143,044</b>	<b>(130,700)</b>	<b>1,134</b>	<b>16,514</b>
<b>Unrestricted funds:</b>					
<b>General funds</b>	116,004	647,922	(582,040)	(1,134)	<b>180,752</b>
<b>Total unrestricted funds</b>	<b>116,004</b>	<b>647,922</b>	<b>(582,040)</b>	<b>(1,134)</b>	<b>180,752</b>
<b>Total funds</b>	<b>119,040</b>	<b>790,966</b>	<b>(712,740)</b>	<b>-</b>	<b>197,266</b>

### 16 Legal status of the charity

The charity is a company limited by guarantee and has no share capital.

### 17 Related party transactions

There are no related party transactions to disclose for 2019 (2018: none).