



---

# Annual Report and Financial Statements

---

For the year ended  
31st March 2019

---

**Age UK Lewisham  
and Southwark**

(A Company Limited by  
Guarantee)

Company No. 2118525

Charity No. 296862

---

## Summary – 2018/2019

Age UK Lewisham and Southwark (AUKLS) provides support to local older people at risk of isolation, deterioration in health and a reduction in quality of life. **In 2018/19 Southwark ranked 6<sup>th</sup> and Lewisham 19<sup>th</sup> out of the 326 English local authorities for the highest proportion of older people living in income-deprived households.**

Research shows that poverty remains the major determinant affecting both the mental and physical wellbeing of older people. AUKLS has therefore continued to deliver a wide range of holistic services and support to address poverty and isolation, connect older people with their communities and to promote wellbeing.

In 2018/19, we supported more than **4000 older people** within Lewisham and Southwark

Total Home Visits across all services:  
**3183**

Total Referral Numbers:  
**6782**

**Age UK Lewisham and Southwark is a local and independent charity.**

**>2,560** referrals to our Safe and Independent Living Programme with over 50% from GPs surgeries.

**>1,000** handyperson jobs for Southwark residents, including home security and falls prevention.

**>8,480** hours of home help by our carers & **>1,725** hours of Happy Feet service provided.

**>9,100** attendances in the year at our Healthy Living Centre – supported by **10** volunteers.

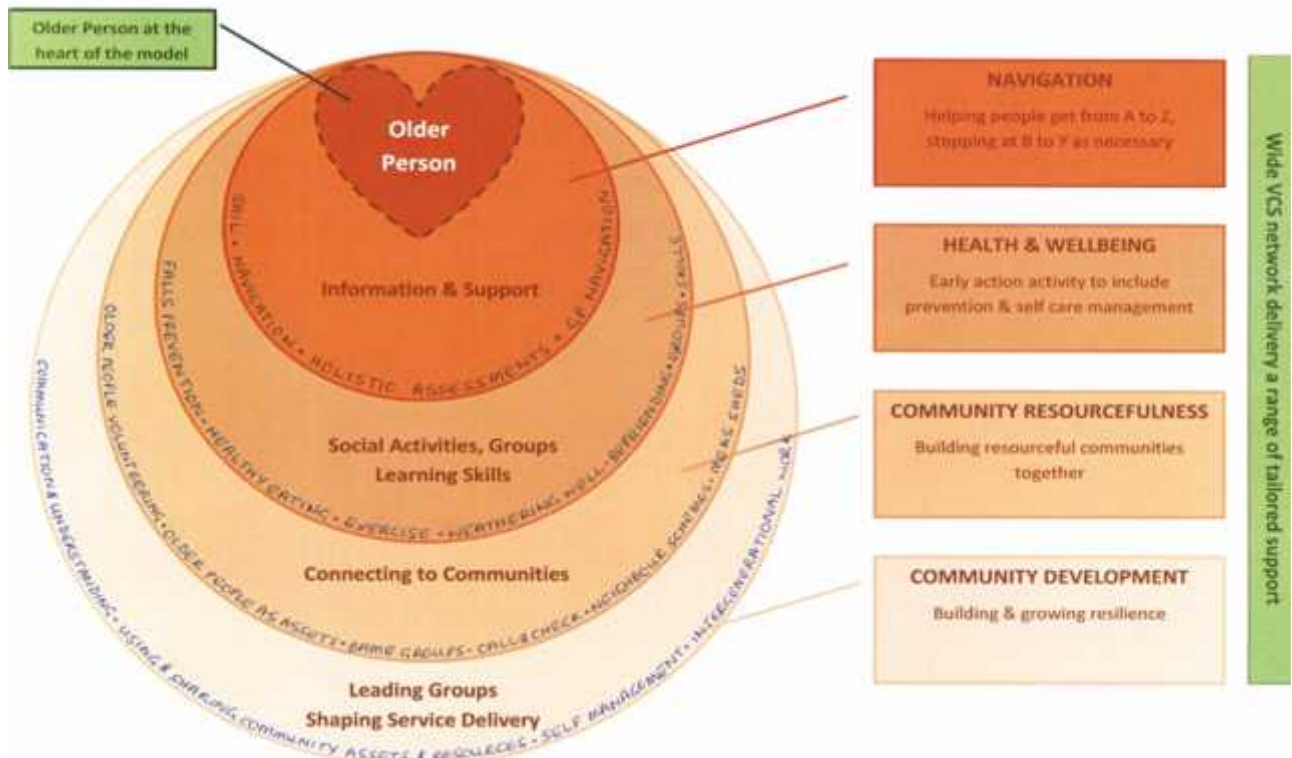
**150** Older people supported at Stones End Day Centre with **15,600** mini bus collection trips made.

**>1,000** welfare advice appointments, bringing in **>£1 mil** of additional income for older people.

Provided **18,000** home cooked meals

Community Development Workers in Lewisham supported **40 Groups**, and made **>360** development visits.

EVERY DOOR A FRONT DOOR



## FINANCIAL SUMMARY:

- ✓ We have achieved an income of **just over £2.04 million** in the year 2018-19.
- ✓ We spent **£2.125 million** on services for older people.

## STRATEGIC AIMS FOR 2019-2020

## *Table of Contents*

|  |    |
|--|----|
| Our Aims and Objectives .....                    | 4  |
| Reviewing Our Services and Impact.....           | 5  |
| Independent Living Services - Southwark .....    | 6  |
| Safe and Independent Living (SAIL) .....         | 6  |
| The Handyperson Service.....                     | 7  |
| SAIL Care Navigation.....                        | 8  |
| Help at Home & Happy Feet Service .....          | 9  |
| Safe and Independent Living (SAIL) Lewisham..... | 10 |
| Community Connections.....                       | 11 |
| Stones End Day Centre .....                      | 12 |
| Healthy Living Day Centre .....                  | 13 |
| Information and Advice Services .....            | 13 |
| Food2You .....                                   | 15 |
| Volunteers.....                                  | 16 |
| Fundraising .....                                | 18 |
| Structure, Management, and Governance.....       | 20 |
| Structure.....                                   | 20 |
| Management .....                                 | 21 |
| Risk Management.....                             | 21 |
| Pay Policy for Senior Staff.....                 | 22 |
| Responsibilities of the Board of Trustees .....  | 22 |
| Financial Review .....                           | 22 |
| Governance.....                                  | 23 |
| Reserves Policy.....                             | 23 |
| Going Concern .....                              | 23 |
| Investment Policy .....                          | 23 |
| Disclosure of information to Auditors.....       | 23 |
| Auditors .....                                   | 24 |

---

## ***Age UK Lewisham and Southwark Report of the Board of Trustees for the year ended 31<sup>st</sup> March 2019***

---

The Trustees, who are also directors of the Charitable Company, have pleasure in presenting their Annual Report and financial statements for the year ended 31<sup>st</sup> March 2019.

The Trustees confirm that the financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and with the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP, which is applicable to charities preparing their accounts in accordance with FRS 102.

### **Our Aims and Objectives**

---

Age UK Lewisham and Southwark (AUKLS) is a local independent, self-funded charity that exists to improve the lives of older people. We deliver services that address poverty and isolation, improve health and wellbeing, and connect older people to their communities. We work in partnership with other community and statutory services in order to achieve the best possible outcomes for our older population. AUKLS has been working with and for local older people since 1966 and is respected, experienced and above all passionate about this work.

#### **We aim to empower and enable older people to lead fulfilled lives by:**

- )] Providing services and support to address poverty and isolation
- )] Protecting the human rights of local older people
- )] Promoting health and wellbeing
- )] Connecting older people with their communities
- )] Working positively with partners across all sectors

#### **Our work is shaped by our values:**

- )] We recognise older people as individuals with diverse talents and needs
- )] We are fair and equal as a service provider, employer and partner
- )] We are opposed to ageism in all forms
- )] We are collaborative in our approach to work
- )] We are a dynamic, credible, trusted and sustainable organisation

In reviewing our aims and objectives, and in planning our future activities, the Trustees refer to the Charity Commission's general guidance on public benefit. In particular, the Trustees consider how planned activities can contribute to our aims and objectives.



## Reviewing Our Services and Impact

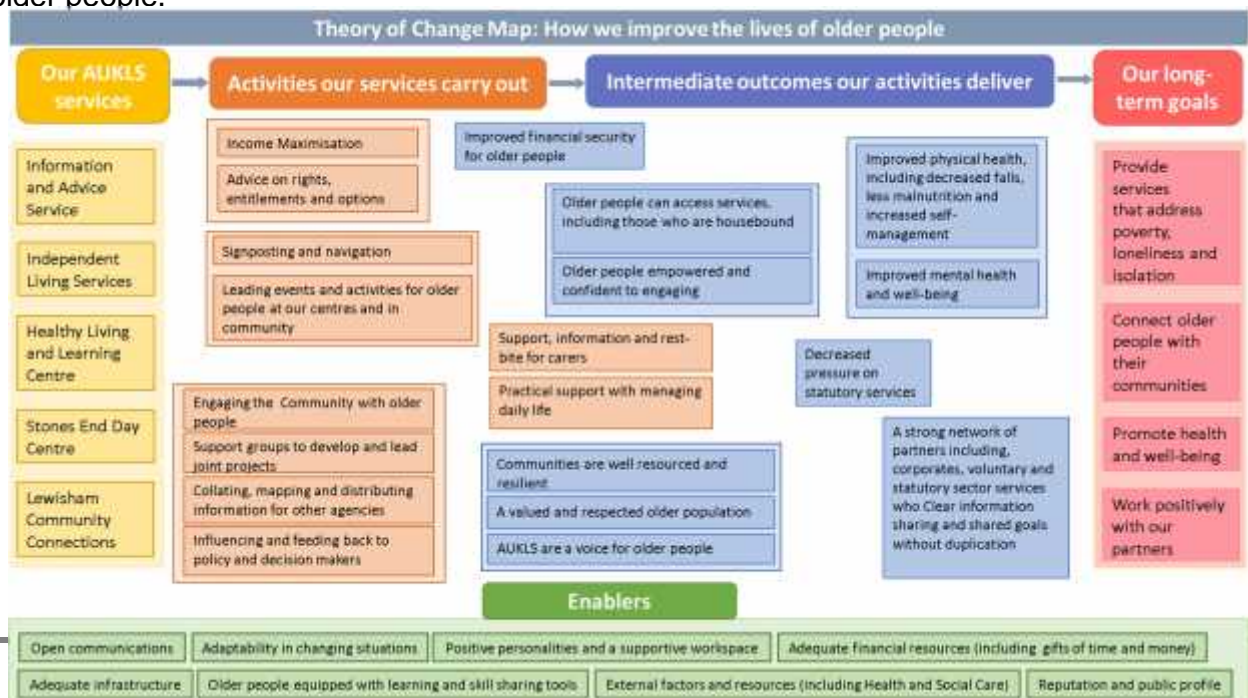
In 2018/19 AUKLS delivered the following services:

- ) Stones End Day Care Centre: a welcoming social space for those with higher levels of need
- ) Healthy Living Services: providing space for older people to come together, join activities and make friends, across Southwark and at our Healthy Living Centre
- ) Independent Living Services: a range of services including Safe and Independent Living (SAIL), enabling quick and easy access to preventative services; Care Navigation, short term support and signposting to older people experiencing social isolation or poor mental wellbeing; and Help at Home, Happy Feet, Handyperson and Food2You all providing practical daily support for older people
- ) Information and Advice Services: providing free, confidential and non-judgemental advice on areas including welfare benefits, housing, and community care options
- ) Community Connections: combatting social exclusion in Lewisham through the combination of one to one support for vulnerable adults and community development work

In reviewing our services in 2018/19, AUKLS developed a Theory of Change. We undertook an extended exercise reflecting on our approach and how we believe our work is improving the lives of older people. The work was led by a working group of staff across services, and included activities and consultation with our entire staff team, trustees, volunteers and older people.

Through the development process we reviewed what we are trying achieve; how our activities fit together and link with our short and long term goals; how we measure the impact of our work

The table below shows how the services we deliver meet the aims of the charity and over the following pages we show the impact these services have had on the lives of older people.



# Independent Living Services - Southwark

The Independent Living Services **provide a range of holistic, preventive services aimed at supporting people in their own homes whilst promoting independence, choice and connectivity.** They do this through: SAIL, a simple and effective referral scheme that acts as a bridge between multiple services and older people; community navigators working with older people to reignite their interests, forge social connections and form new friendships through engaging with the community. We also provide a range of practical support through our Handypersons, Help at Home, Happy Feet and Food 2 You shopping service.

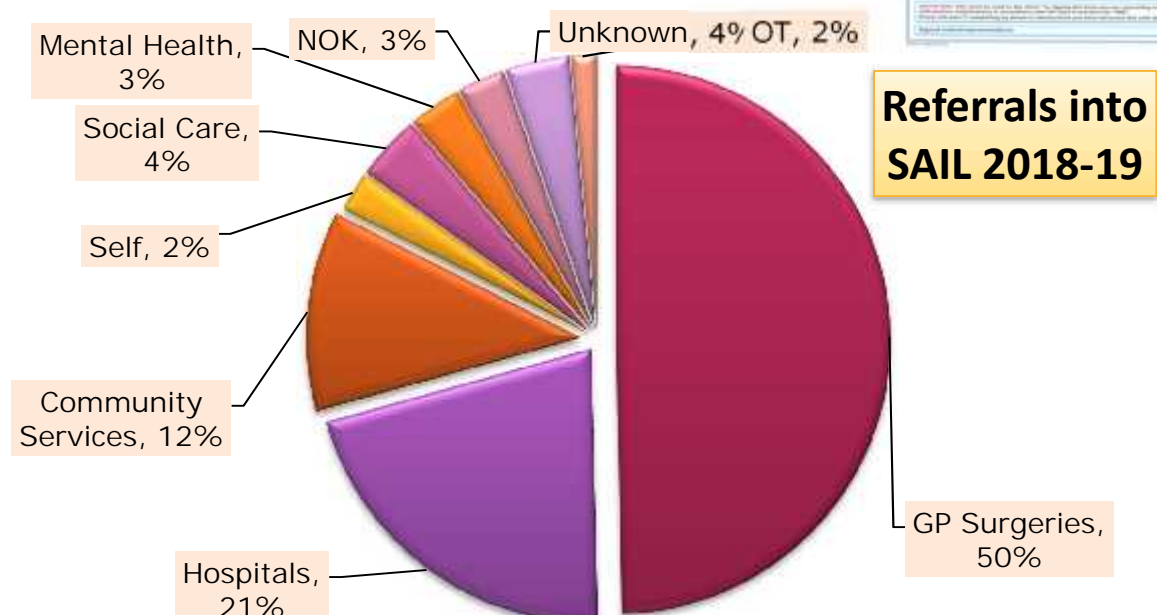
## Safe and Independent Living (SAIL)

Southwark SAIL is a **partnership between statutory, voluntary and community services** who all contribute to supporting people over the age of 50 to not only remain safe and independent, but to live fulfilled lives.

SAIL results in reduced isolation, a better understanding of, and access to, available services, and a reduced risk of falls and unplanned hospital admissions.

**1,874 referrals** into SAIL  
**1,407 onwards referrals** to partner organisations groups  
**50% received** from GP Surgeries

*"Success of the service locally has resulted in it being replicated in other areas; including neighbouring boroughs such as Lambeth"*  
*Hayley Sloan (Interim Programme Director – Partnership Southwark)*



## The Handyperson Service



The Handyperson service has enabled older people in Southwark to live safely and independently at home, providing free support for various of tasks

Axel and Steve will try their very best to help with a variety of jobs. If there is something they can't do, they will take a look at the job and advise people where they can go to get help.

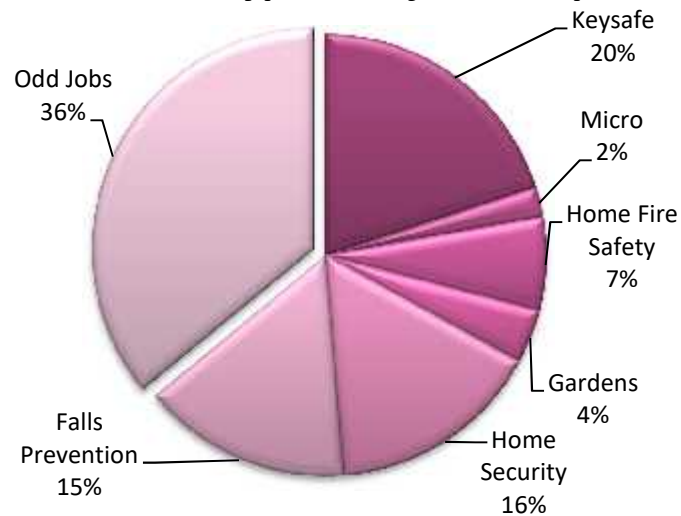
During the summer of 2018 the service again received support from Corporate Partners **Pool Re** and **ASOS**. They worked alongside our handypersons, putting together flat-pack furniture, preparing homes for people returning from home from hospital, and clearing outside spaces.

The handy person service has visited James on two occasions. In the first instance, James was having some issues with her sink, which was over flowing due to the pipes being clogged. The handy person service tightened the pipes by the kitchen sink to relieve the overflow. In the second instance, James was having some trouble with her boiler. The handy person service adjusted this for her as James was unsure how to. As a result, James' heating is now working properly.



**1,009** jobs were completed, including:  
**202** key safes  
**158** homes more secure  
**69** fire safety checks  
**155** fall prevention adaptations

### Handyperson jobs % Split



"Excellent workmanship"

*"Steve came round and fixed my washing machine. Brilliant guy, very helpful and excellent customer service. Thank you".*

*"Thank you so much for putting up pictures for my mother. I have finally seen her smiling since she came back from hospital"*

*"Fabulous job. Lovely people"*

*"I am extremely grateful for the job they have done in my house. They have excellent job skills, punctual, polite and highly professional. Once more, Axel and Steve thank you very much. You saved my life"*

*"Steve and Axel were fantastic. I'm so grateful for your organisation in doing this for me. I will need them again soon. Thank you"*



## SAIL Care Navigation

Research shows that increased **feelings of loneliness** often lead to a **deterioration of health and well-being**, and a shorter life expectancy. (*Evidence Review: Loneliness in Later Life*)

This is where SAIL Care Navigators have stepped in: helping older people become more socially active, through signposting to local groups and solving practical problems.

Through person centred conversations and planning, three navigators working across 19 local GP surgeries and two navigators based in community settings ensured that over 1000 older people were connected to their communities and participating in activities

"Sandra was referred to me by her GP. When I visited she described having been a very active person, who took part in sporting tournaments and had a passion for knitting and weaving. After her husband passed away she suffered a bad fall and had stopped going out of the house for anything but hospital appointments. She had gained what she felt was a lot of weight and had lost confidence in leaving the house. She was also finding it increasingly difficult to manage her chronic pain.

We visited an exercise class together and at first Sandra struggled to bowl because of stiffness in her shoulders, but the group encouraged her to stick with it until she knocked all the pins over! She said it really showed her the importance of not giving up and felt her pain improve.

Now she is going to be teaching a weaving class and her daughter noted that her mood is really improving."

"You know you've been one of the people who has helped me the most."

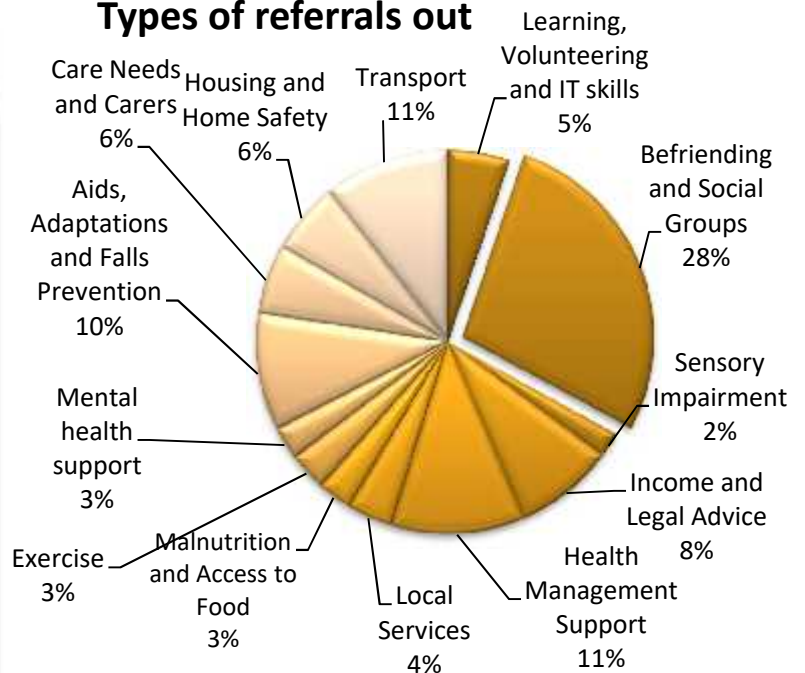
**687 referrals** into SAIL Care Navigation  
**663 home visits** carried out  
**358 extra people** supported remotely  
**1120 onwards referrals** to over **270 different services and groups** across health, social care and the voluntary sector

"Having someone who is able to navigate and support our patients has been invaluable - the knock on effects to their overall health and wellbeing has often been massive.

Providing a holistic approach for our patients needs is at the heart of what primary care is about"

**Dr Torabi, Park Medical Centre**

### Types of referrals out



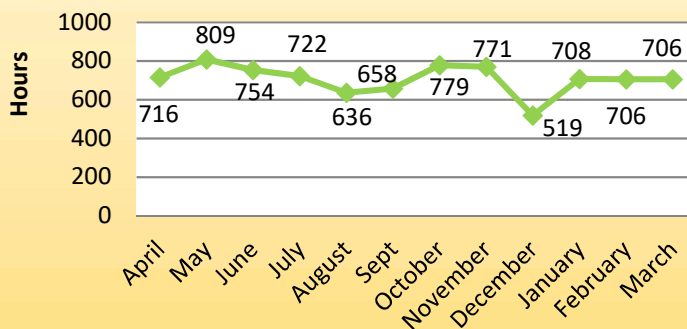
**Figure 1:** a Navigator supports someone in accessing a SilverFit group

## Help at Home & Happy Feet Service

The Help at Home service **promotes independence** and **reduces isolation** by giving older people an affordable option for maintaining their living environment and domestic routines.

**8,483 hours** provided  
by **Help at Home**  
**1,729 hours** provided  
by **Happy Feet**  
**238 referrals** into  
**Happy Feet**

### Help at Home Visits 2018-2019



Delivering an **affordable** help at home service has **remained challenging for the charity**. We continued to streamline the service and make better use of technology to achieve this.

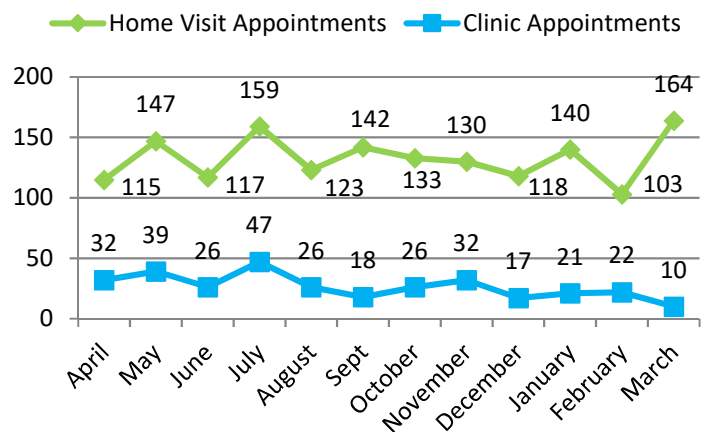
"Big Difference!"

*"Happy feet makes my life a lot easier!"*

Happy Feet aims to **improve mobility**, and provides older people with an opportunity to **access information around health and wellbeing**. Overall we received 238 referrals into Happy Feet this year.

This graph, emphasising the increasing popularity of our home visits compared to clinics, reflects the relatively **poor health and limited mobility** of older people who need foot care yet are unable to travel for an appointment outside their home.

### Happy Feet Appointments 2018-2019



"It is a really good service, I really needed it! I had a stroke and to have someone to do the job is nice"

"Happy feet totally made the difference! The worker is really kind and she is much better than my local chiropodist"

"It made a lot of difference, I am really happy I called"

"Happy feet makes a big difference for me! I can't bend now to cut my toenails and I am glad there is someone who does it for me"

"Feels much better, because I could not get to clean them before, so now it feels and looks really cleaned up."

"Getting the toe nails done regularly by a very pleasant person, very good"

## Safe and Independent Living (SAIL) Lewisham

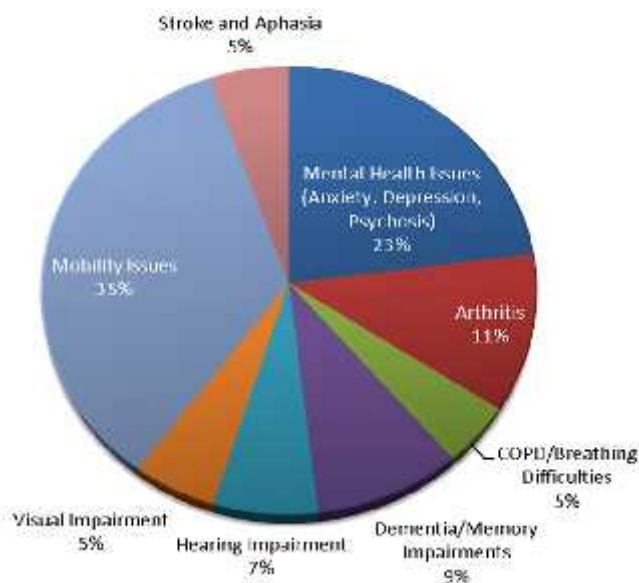
The past year has been an exciting one for Lewisham SAIL, full of positive change, new ways of working and our continued support of older people across the borough.

We supported almost 1000 people aged 60 and over in a variety of areas with the help of our SAIL Partnership—a range of 18 organisations committed to aiding some of the most vulnerable individuals in our community

**28% of our referrals were to Community Connections**, highlighting the importance of social inclusion to our client base. Some 21% of referrals were sent to Advice Lewisham for help with money. This could be advice managing bills or help applying for benefits.

**968 referrals**  
into SAIL Lewisham  
**1,094 onwards**  
referrals to partner  
organisations  
groups  
**770 checklists**  
sent out

### Health Issues

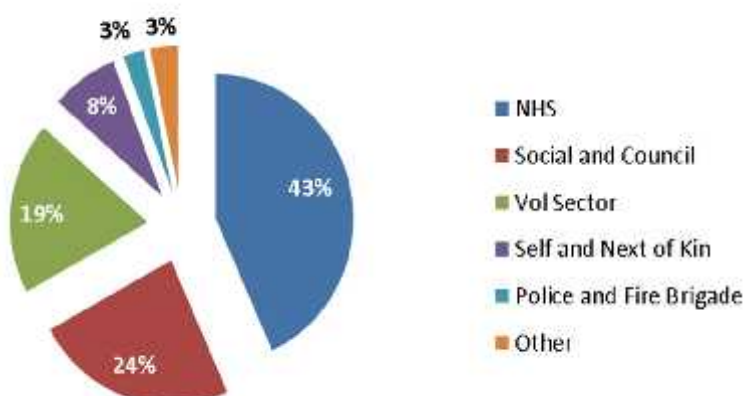


The referrals to other partners are spread much more evenly with referrals made to every partner this year.

Peter was given SAIL's number by his GP and called to talk about falls he was having. We referred him to the Falls Team in Lewisham and told him to call back if he needed anything else. He was confident enough to give us a ring a couple of months later about problems he was having with using his shower. We referred him to Occupational Therapy for some adaptations after speaking with him.

He's now seeing a physiotherapist from the Falls Team once a week and doing exercises, which has increased his confidence in his mobility. He also got a shower seat and handrails which are really helpful. He's feeling much better overall and was very happy with SAIL and grateful for our prompt support!

### Referral Sources





## Community Connections

The Community Connections project is a preventative community development programme funded by Lewisham Council and the Better Care Fund.

Community Connections links the NHS, Lewisham Council and community services to provide ease of access and sustainable support to improve the health and wellbeing of Lewisham adults, with the support of 6 other local charities known as the Lewisham Connections partnership.

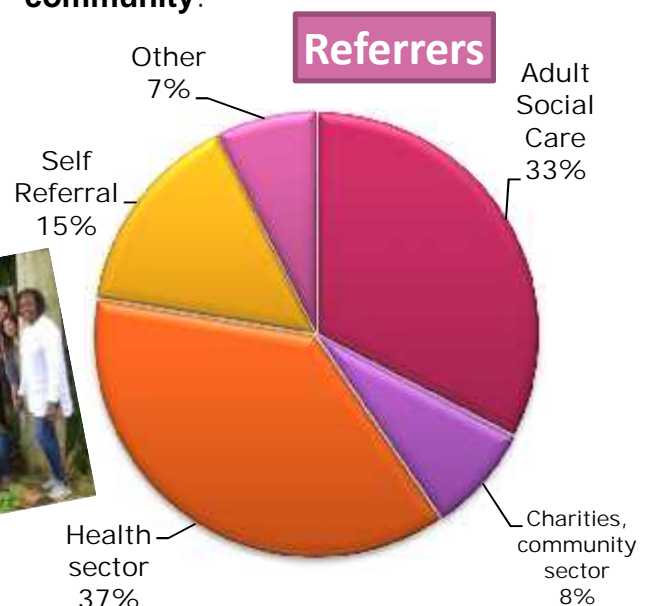
**1,058 referrals** into Community Facilitation and supported **732 people**  
**302 referrals** from Lewisham SAIL  
**182 people** supported through advice to Social Workers  
**363 development visits** and supported **40 organisations** through development plans  
**262 referrals** and **1,211 signposts** to over **216 local partners** throughout Lewisham

Abbey was referred to Community Connections by his GP in order to help in exploring the entitlements he could be receiving due to having a diagnosis of MS and anxiety. A home visit was arranged for A.M to be visited by Elaine.

After meeting with Abbey Elaine helped him create an email account and then completed the application for a Blue Badge on A.Ms behalf. Elaine also sign posted him to the Lee Green lives community centre where they helped to assist A.M in completing an application for a P.I.P (personal independent payment). These applications are vital in order for Abbey to continue with his independence as much as possible. All applications have been successful and Abbey has personally thanked Elaine for all she had done for him in obtaining all the entitlements he now receives.

During the year the teams work on Neighbourhood Community Development Partnerships made the shortlist for a LGC Award.

In January 2019 we became part of One Health Lewisham's High Intensity User pilot, working with the **top 100 most frequent users of A&E in Lewisham hospital**. Working closely with health care professionals involved in the person's care we **engage** with them and **support them in the community**.



***"Thank you for all you have done for me, I could tell that it was more than just a job for you and was all done from the heart"***





# Stones End Day Centre

**15,600 trips** to and from members homes  
**150 members** to the centre  
**7,800 hot meals** for 150 older people

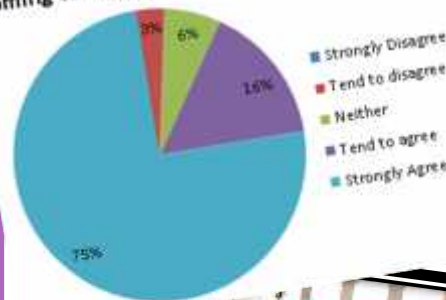


Stones End Day Centre provides a specialist service for older people, particularly those diagnosed with dementia and with depression and anxiety due to isolation, poor mobility and reduced cognitive awareness. Members access the services either through referral from Social Services or via family / self referral.

The aims are to promote social inclusion among older people within the community. It provides opportunities for older people to regain and maintain their independence through a series of fun, and engaging activities such as; live musical performances, arts and crafts, gentle seated exercise, reflexology, bingo, seaside trips and seasonal parties. Activities are constantly reviewed and monitored by the members thereby ensuring activities remain current and relevant.

- ❖ **35** Strength & Balance Falls Prevention Classes;
- ❖ **70** Movement Therapy Classes;
- ❖ **46** Dance Therapy Classes;
- ❖ **39** Yoga Sessions;
- ❖ **12** Meditation Sessions;
- ❖ **60** Live Music/Dance sessions;
- ❖ **25** Flower arrangement sessions;
- ❖ **9** Karaoke Sessions;
- ❖ **6** Trips to the seaside

Coming to Stones End helps me feel less lonely



From July 2018, Pool Re kindly agreed to support us with a generous grant of £20,000 to enable us to continue to promote Positive Ageing at Stones End Day Centre.



Samuel has dementia and limited mobility. His wife, Eliza, who provides round the clock care for him contacted us as she wanted to explore support and opportunities for him to socialise outside of the home and give her some much needed respite. Samuel participated very little in his assessment, however instead focused on a music book and sang to himself at a low volume. I asked Eliza whether her husband played any musical instruments, she said he used to but had not for years and with his diagnosis of dementia felt he would not remember nor want to participate in music based activities.

We started Samuel at the centre the following week and with encouragement and support of the staff Samuel was soon sat at the piano we had been donated. He now provides musical entertainment for the members during lunch, with all enjoying his renditions of popular songs.

His wife, Eliza, is amazed by the changes in his appearance and improvement in his general wellbeing since attending the day centre and has increased his attendance to the day care centre.

This shows the great impact that attending Stones End has in our members and their families lives and the importance of providing Person Centred Care, where a vast range of activities are provided and older people's individuality, valued contributions and needs respected and met.

# Healthy Living Day Centre

It has been an extremely enjoyable and rewarding year at Yalding where we continued to deliver a wide range of activities to **improve the health and mental wellbeing** and **reduce social isolation for older people, 50+, across Southwark.**

**9196 attendances** for centre activities  
**989 attendances** at community based activities  
**9,965 hot meals**



Grace is a Caribbean elder who attends the centre. She started attending when her club lost their funding and suddenly had no place to go. The group found a new home at Yalding they would come on a Tuesday to socialize and have Caribbean inspired meals.

Through the center she discovered a new group of friends and also told her friends and neighbors about the center and will always come with a new person.

She has been diagnosed with various health conditions including high blood pressure, diabetes, ongoing back problems, poor mobility and a reduction in her eye sight. However, she often complains of pain in her arms, shoulders and feet. Therefore didn't participate in activities. I suggested that she joins in the morning exercise group of seated football; I was expecting her to refuse. But she agreed!

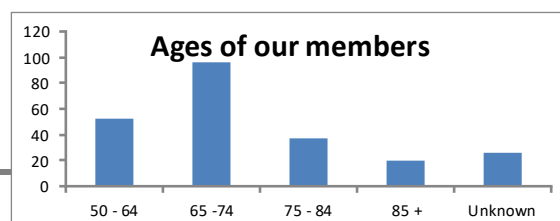
She started smiling and laughing when she noticed that everybody else was also having fun, she said 'This is really good fun'. And she was kicking the ball hard and often!

She now comes into the center and heads straight to the exercise session. It is great to see her engaging so passionately, and I feel certain now that she realizes the benefits both physically and mentally of exercising.

The Healthy Living Service comprises of internal and external services in Southwark. They include **Yalding Healthy Living & Learning Centre, The Menders Group (Men's Shed), Lime Tree Care Centre, UpCycle You, FULA (The Future of Latin American Elders)** and **Morrison's Pop-up Cafe.**

We have also provided **35 learning opportunities** including 16 members who now have a qualification in Understanding Information technology.

In September 2018 we initiated **UpCycle You** as a creative programme that responded to the loneliness that is often felt by widowed women, whilst also upskilling them in practical and creative practices. Over the course of the year, we have had over **60 members frequently taking part.**



## Information and Advice Services

The team aim to decrease financial hardship, improve living conditions and support older people to ensure their rights are upheld. Our service is AQS quality assured and provides high quality expert information, advice and guidance that is free, confidential and non-judgmental.

**1,623 people** supported  
**£1,056,060** of additional income in the borough  
**888** home visits  
**3,065** enquiries or cases  
**1,790** welfare benefits related  
**174** housing cases  
**£1551.31** in grants for furnishing

Thomas is 75 and lives on his own. He has blepharitis, cataracts and glaucoma and **very limited sight**. He has a hip injury after falling because of his poor eyesight.

An appointment was booked with us after he called the Lewisham Advice Line regarding a **debt with EDF energy**.

We visited Thomas at home and made an application to EDF Energy's grant scheme, who agreed to **clear his £1330 debt** based on his vulnerability and financial hardship.

We also applied for **Attendance Allowance**. However, the DWP had questioned Thomas' immigration status and he did not have a passport. We wrote to the the Home Office and after a small delay attained a **Nationalisation Certificate** confirming his **British Citizenship**.

Thomas was awarded **Higher Rate Attendance Allowance** and also therefore entitled to the **Severe Disability Premium of Pension Credit**. Both were backdated meaning that through our support Thomas was **£13,887.92 better off**. We also supported him to apply for a new **Freedom Pass** as his old one had expired in 2010.

Anna is 64 and has Baarstrups syndrome and arthritis as well as **severe anxiety** and **agoraphobia**. Her Employment Support Allowance assessment deemed her 'fit to work' but Anna was really struggling. We supported her to challenge the decision, but when it was upheld it was time to navigate Universal Credit.

Shortly after supporting her to apply for Universal Credit she received a referral for a work capability assessment and was sent a questionnaire to complete. Anna was feeling overwhelmed and anxious about the form.

We helped Anna **explain** how her health affected her ability to work and **reassured her** about the face to face assessment.

She was found to have limited capability for work and awarded an **additional £328.82**.



## Food2You

Food2You is based on a Scottish Charity, Food Train, who have been operating across Scotland for 25 years. Food2You is a pilot scheme, testing what aspects of the Food Train model can be replicated in London, and what will need adapting for the different situation. We received three years funding for a volunteer led project, launched in June 2018, with the aim of delivering groceries to over 50s across Southwark, Lewisham and Lambeth who can't do their own shopping.

We are particularly pleased that Food2You has had a positive **impact on the happiness of 74% of our customers**, and we have had **100%** of our customers report they are '**Satisfied**' or '**Very Satisfied**' with the service. We are continuing to look at ways to support more of our customers improve their diet and health, one of which has been delivering customers **Healthy Eating booklets**. Alongside this we also provided free slippers and blankets from **Weathering Well Summer and Winter drive** and free slippers as part of the **Sloppy Slippers scheme**.



**55 Customers** in the year  
**>900 deliveries** made  
**2 Delivery Vans**

### Food2You Volunteer – Amos

Amos has been a volunteer driver with Food2You for over 9 months. He was previously a professional driver, but having not worked for several years, he decided to volunteer to increase his confidence. He has since done dozens of deliveries for Food2You, and is always willing to help out the Delivery Volunteers and Shoppers where he can.

When Stones End Day Centre were looking for new drivers to employ, we recommended Amos and he now also works three days a week at Stones End.

"[Food2You makes] a lot of difference as I can't go out on my own because of osteoarthritis. Now I know I have stuff in the cupboard, whereas before sometimes before there was nothing to eat"

**The cost of malnutrition to the health care system was around £19.6billion in 2011-12.**



"All staff are pleasant and smiley – not many people smile at pensioners!"

### Food2You Customer – Jim

Jim suffers from Parkinson's disease, and when we first started delivering was a full-time carer for his bed-bound wife. As a result, shopping was becoming increasingly difficult, so Food2You stepped in to support him. He recently sadly lost his wife, and Food2You are continuing to deliver groceries to Jim, keeping up communication to ensure he can access any other services he may need at this difficult time.



## Volunteers

We could not provide our services without our **diverse, energetic and committed volunteers**. Over the last year, more than **300 volunteers** have donated their time to AUKLS and its service users. We are immensely grateful to those volunteering their time so generously. **Even a smile** or a **short conversation** can help our clients **feel valued** and **cared for**.

Our SAIL Navigation team had a **target of 19 volunteers which we achieved**. During the year we revised the roles to escorting people to groups for the first time, or calling people up to get feedback and I-statements. This made



recruitment easier, with less management needed to maintain them. To date most of the applicants have been local students looking for work experience, and in the future we would also like to **appeal to more retired people**.

*"I really love to volunteer here and definitely would recommend everyone to have experience this!"*



At Stones End Day Centre we make sure that our Students & Volunteers have a great and rewarding experience being part of a vibrant community. Here they gain new skills through experience and the full commitment from staff, as well as certified training that leads to higher education and pathway into employment.

Since July 2018 we have recruited, inducted and supported a total of 40 students. These students come mainly from the UK, but we have also received students from the Netherlands and Italy by partnering up with Saggiter Training, Erasmus, and Sintermeerten College. We have been able to support **15 students** into work and **25 students** into higher education.

Food2You are proud to be able to provide volunteers with the support they need to achieve their own goals. We have helped volunteers to apply for jobs, make scholarship applications, apply for British Citizenship and much more. **Five volunteers have found employment** since joining us. We are proud to work

closely with both Southwark Mencap & Lewisham and Southwark College (LESOCO), to provide opportunities for SEND students and adults with learning disabilities.

Joyce is a 21 year old Psychology student that has decided to volunteer with older people to help her community and gain experience working with older citizens:

"I enjoy working with the members here at Stones End. There is no pressure and everyone is very friendly and polite.

I have **gained new skills** like being patient, being gentle. I have learned how to use **different ways of communicating** with each service user to **meet their specific needs**. I can now understand how important it is to get to know each individual and their needs.

Here at Stones End Day Centre I have been given the opportunity to join in the buses to collect and drop off the members (which I really enjoyed!!!).

I really love to volunteer here and definitely would recommend everyone to have experience this!"



AUKLS are **extremely fortunate and grateful** to have been able to continue to engage with **Corporate Volunteers** and are extremely grateful for all their generous contributions. This has made a lasting difference to our services, centres and most importantly our older people over the past year. Our unreserved thanks go to:

- |                                   |                               |
|-----------------------------------|-------------------------------|
| ) Alquity Investment Management   | ) Morrisons                   |
| ) American Express                | ) Nest                        |
| ) Amina UK                        | ) NHS England                 |
| ) Barclays Bank                   | ) Price Waterhouse Coopers    |
| ) BlackRock                       | ) QBE Insurance Group         |
| ) Deloitte                        | ) Quadrangle American Express |
| ) Department of Work and Pensions | ) Royal Bank of Scotland      |
| ) Discovery                       | ) Teradata                    |
| ) Golin                           | ) Tesco                       |
| ) Good Gym                        | ) Visual Response             |
| ) JP Morgan                       | ) ASOS                        |
| ) Ketchum                         | ) XL Catlin                   |

## Fundraising

The charity's income is made up of grants, earned income, and voluntary donations. AUKLS continues to develop its fundraising strategy in the context of existing and potential cuts to local government funding. The financial review section sets out our principal fundraising sources and performance in the last year. We do not use professional fundraisers or participators – our fundraising mainly relates to working with trusts and corporates.

### We would like to thank our generous funders for this year.

- |                         |                               |
|-------------------------|-------------------------------|
| / Aberdeen Standard LTD | / Southwark Council           |
| / Age UK National       | / Southwark CCG               |
| / AXA Insurance         | / St Olave's Foundation Fund  |
| / Big Lottery           | / The Peckham Settlement      |
| / John Ellerman         | / The Peter Minet Trust       |
| / Lewisham Council      | / Transport for London        |
| / Natwest               | / Tutor Trust                 |
| / NEA                   | / United St Saviour's Charity |
| / POOL RE Insurance     |                               |

### ... and to our partners and supporters

- |                                      |                            |
|--------------------------------------|----------------------------|
| / Christ Church                      | / St George the Martyr     |
| / Elevate Training Solutions         | / Team London              |
| / Good Food Lewisham                 | / Team London Bridge       |
| / Hands on London                    | / Tesco                    |
| / Harris Academy Bermondsey          | / The Percy Bilton Charity |
| / Hilton and Doubletree Canary Wharf | / Volunteering matters     |
| / Morrisons                          |                            |
| / QBE                                |                            |

#### What your donation could do



£15

£15 will help an older person stay safe and independent at home.



£50

£50 can help transport isolated older people to activities.



£150

£150 can cover the initial set-up costs of an activity.



£25 can provide an older person with a hot freshly cooked meal for a week



£70 can provide activities that ensure older people stay healthy & active in later life



£131 will buy an older person footwear for 1 year ensuring their mobility is maintained

---

***Members of the Board of Trustees, who are Directors for the purpose of Company Law, and Trustees for the purpose of Charity Law, and who served during the year, are set out below.***

---

|  |  |
|--|--|
| <b>Chair:</b>                              | Miny Jansen  |
| <b>Vice Chair &amp; Company Secretary:</b> | John Hodgett   |
| <b>Treasurer:</b>                          | John Veness  |
| <b>Trustees:</b>                           | Rowan Adams<br>Ray Boyce<br>Caroline Brown (co-optee)<br>Leon Kreitzman<br>Connor Lambourne<br>Sharron Nestor (co-optee)<br>Irene Payne<br>Marcia Purnell                      |
| <b>Chief Executive:</b>                    | Jacky Bourke-White   |
| <b>Charity Number:</b>                     | 296862   |
| <b>Company Number:</b>                     | 2118525  |
| <b>Registered Office:</b>                  | Stones End Centre<br>11 Scovell Road<br>London<br>SE1 1QQ<br>020 7701 9700<br><a href="http://www.ageuk.org.uk/lewishamandsouthwark">www.ageuk.org.uk/lewishamandsouthwark</a> |
| <b>Auditors:</b>                           | Goldwins Limited<br>75 Maygrove Road<br>West Hampstead<br>London NW6 2EG<br><a href="http://www.goldwins.co.uk">www.goldwins.co.uk</a>   |
| <b>Bankers:</b>                            | National Westminster Bank plc<br>Camberwell (Branch A)<br>70 Denmark Hill<br>London<br>SE5 8TT   |
| <b>Solicitors:</b>                         | Bates, Wells & Braithwaite<br>10 Queen St Place<br>London<br>EC4R 1BE  |
| <b>Age UK:</b>                             | Tavis House<br>1-6 Tavistock Square<br>London<br>WC1H 9NA  |



## Structure, Management, and Governance

---

### Structure

---

Age UK Lewisham and Southwark (AUKLS) is an independent Registered Charity and a Company Limited by Guarantee. AUKLS is a Charity formed from a merger of Age Concern Southwark and Age Concern Lewisham in 2006.

The Board of Trustees of the Charity governs its affairs, who are also Directors of the Company. The Trustees have a broad range of skills, experience and backgrounds. The Articles of Association allow for Organisational Members as well as individual Trustees, and as at 31 March 2019 there were 11 individual Trustees (including 2 co-opted Trustees) and 14 Organisational Members.

The Board takes overall responsibility for ensuring that the financial, legal and contractual responsibilities of the charity are met, and that there are satisfactory systems of controls and of risk management. It decides on policy and strategy, and ensures that the organisation fulfils its objectives. The Board meets at least quarterly, alongside this the Finance and Operational sub-committees also meet quarterly.

There is an induction programme for new Trustees, which includes visiting services / projects of the charity. New Trustees are given full training and key documents including governing documents, latest report, accounts, policies and procedures.

During the year, Trustees considered their methods of operating against the 2017 Charity Governance Code for larger charities. The first areas identified for development related to pieces of work on reviewing the Memorandum and Articles and sub committee terms of reference.

The day-to-day management of the charity is delegated to the Chief Executive Officer (CEO), Jacky Bourke-White. The CEO reports to the Chair and Board.

AUKLS is a Brand Partner of AGE UK National, which allows AUKLS to ensure that the issues and concerns of older adults in Lewisham and Southwark are brought to the attention of policy makers, national, regional and local. AUKLS remains an independent local charity, run by local people, for local people. It is also a member of The Age England Association, and Age UK London.

We have maintained the Age UK Charity Standard, which certifies that we are a well-governed and effective organisation committed to the wellbeing of older people, our staff, volunteers, and partners. This certification is valid for the one more year. We are externally assessed on our performance in a range of areas. Our assessor highlighted in particular that we are person-centred at all levels of the organisation and have a dedicated and enthusiastic team of staff, volunteers, and trustees.

All the services we deliver were found to be aligned with the values and objectives of the charity and that as an organisation we listen to our older people, staff and volunteers.

They found that our staff and trustees possessed an excellent mix of skills and experiences with decisions and developments based on research. We were found to have strong governance, administration and financial controls combined with exciting plans for the future.

Our Information and Advice Service also holds the Information and Advice Quality Mark and has achieved the Advice Quality Standard. This is a quality assurance for organisations which provide to the public advice on social welfare issues. It recognises the high standard of advice we provide for older people locally. We achieved this in June 2017 and will hold this certification until April 2020.

## Management

### Risk Management

Trustees have assessed the risks to the charity, and have ensured that systems and procedures are in place to mitigate the risks that the charity faces. The top strategic risks are brought to Trustees for discussion (explaining the risks, what will happen if they crystallise, who owns the risk, and the assurance process that shows how it is being managed). The key risks are as follows:-

|   |   |
|---|---|
| Withdrawal of main funding streams.                       | We manage this through a close relationship with funders, ensuring that our objectives are closely aligned with theirs, and effective communication of impact. We budget for income prudently and include cost reduction in our plans where possible.       |
| Restricted funding is limited to short-term projects.     | We manage this by ensuring that contracts are in line with funding periods, and that bids for funds are made regularly and in good time. We also include a share of overhead costs in all bids.   |
| Working in Consortia diverts us from our main activities. | We ensure that the benefits of working together and adding value outweigh the costs in terms of time spent in building up workable partnerships. Through knowledge of sector we involve the right people and working for the overall good of the community. |
| Major data breach or data protection incident.            | Our leadership team are involved in disseminating, identifying, mapping, auditing and risk management of data and we have planned and prepared for the introduction of the General Data Protection Regulations.   |

Operational risks are identified and managed by the executive team. These risks are reported to the Board annually, together with the steps taken to manage them and any further actions planned.

## Pay Policy for Senior Staff

---

Key Management Personnel are considered to be the Trustees, and Chief Executive. The pay of senior staff is reviewed annually by the Trustees, and is benchmarked against pay levels in similar charities. All Trustees give their time freely, and none have received any remuneration or expenses during the year.

## Responsibilities of the Board of Trustees

---

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date, and of its incoming resources, and application of resources, including income and expenditure. In preparing these financial statements, the Trustees should follow best practice, and:

- ) Select suitable accounting policies and then apply them consistently
- ) Observe the methods and principles of the charity SORP
- ) Make judgements and estimates that are reasonable and prudent
- ) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charitable Company, and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Account and Reports) Regulations 2008.

They are also responsible for safeguarding the assets of the Charitable Company, and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## Financial Review

---

There was a small reduction in income for a third year running. We had budgeted for a 2018/19 deficit of close to £114k through use of various reserves. We managed to achieve an overall deficit of just over £76.8k thanks to funding not known at budgeting time and further effective control of costs.

One of the challenges we face relates to a property held under a lease until late 2019. With the move to down size our office in 2011 we had sublet the premise, but as our sub tenant defaulted since last financial year, it has resulted in nearly £100k of unexpected expenditure to our landlord, which affected our year end financial result.

Our charity shop on Catford Broadway had to regretfully cease trading on 16th December 2018, as we were unfortunately unable to find an affordable home for our team. This move has cost us roughly £35k of unrecoverable and unplanned expense.

In 2018-19, we experienced a very cold winter in our Healthy Living and Learning Centre due to our boiler breaking down. This resulted in an additional expense that we did not foresee of £17k, which has also affected our end of year financial results. With the health and safety of our members in mind, we had to close the centre for a month while we arranged and undertook maintenance work.

## Governance

---

### Reserves Policy

---

As of 31 March 2019, total reserves were £794k, of which £114k was restricted for the purposes required by the donor. Of the £680k unrestricted reserves, £40k was designated by Trustees for work in the kitchens at our two day centres, and to pay the depreciation costs of a donated vehicle. Of the remainder, £73k is taken up by fixed assets, leaving £567k as free reserves. The reserves policy, reviewed during the year, takes into account the need to:-

- ) Deal with short-term volatility of income without having to suddenly cut expenditure. Subject to a replenishment plan being in place.
- ) Provide funding to cover the charity in the extreme case of closure/major change.

The Trustees consider that 3 to 4 months' future expenditure is the target range for these purposes. This gives a target range for free reserves of between £529k and £705k. The actual amount of £569k as detailed above was within this range as of 31 March 2019.

### Going Concern

---

The Trustees believe that there are no material uncertainties that call into doubt the charity's ability to continue its activities. The accounts have therefore been prepared on the basis that the charity is a going concern.

### Investment Policy

---

The Investment Policy seeks to strike a balance between holding sufficient cash levels to meet working capital requirements, and investing part of reserves for longer periods in assets that are likely to keep pace with rising costs.

Therefore the policy is to hold a smaller portion in assets likely to achieve some capital growth.

Cash is invested in a variety of UK banks that are covered by Financial Services Compensation Scheme [FSCS]. A balance is struck between instant access, notice accounts and fixed term deposits, dependent on cash flow requirements.

Non-cash investments are in collective schemes to achieve the required diversity – these can be funds of bonds, equities, or other investments, or a mixture of these assets. We do not have a specific environmental, social, and governance policy though where feasible we seek to invest in ethical funds.

At the year end we held £126k in non-cash investments split equally between the Edentree Amity Balanced Fund for charities and Charities Official Investment Fund (COIF) Ethical Investment Fund.

### Disclosure of information to Auditors

---

So far as the Trustees are aware, there is no relevant audit information of which the company's auditors are unaware, and the Trustees have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.



## Auditors

---

Goldwins Limited have indicated their willingness to continue in office, and in accordance with the provisions of the Companies Act 2006 a resolution will be proposed at the Annual General Meeting that they be appointed as auditors to the company for the ensuing year.

Approved by the Board and signed on its behalf:

.....

Trustee: MINY JANSEN – CHAIR

Date:

# INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF AGE UK LEWISHAM AND SOUTHWARK

## Opinion

We have audited the financial statements of Age UK Lewisham and Southwark Ltd for the year ended 31 March 2019 which comprise the Statement of Financial Activities, the Balance Sheet, 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 2019 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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.

## Conclusions relating to going concern

We have nothing to report 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.

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual 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.

## Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have been prepared in accordance with applicable legal requirements.

# INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF AGE UK LEWISHAM AND SOUTHWARK

## Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit.

## Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they 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.

## Our responsibilities for the audit of the financial statements

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [[www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

This report is made solely to the Charity's members, as a body, in accordance with [Chapter 3 of Part 16](#) of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton (Senior Statutory Auditor)  
for and on behalf of  
Goldwins Limited  
Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2EG



**Age UK Lewisham and Southwark**  
**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**For the year ended 31 March 2019**

|  | Notes     | Unrestricted<br>£ | Restricted<br>£  | 2019<br>Total<br>£ | 2018<br>Total<br>£ |
|--|-----------|-------------------|------------------|--------------------|--------------------|
| <b>Income from:</b>  |           |                   |                  |                    |                    |
| <b>Donations and Grants</b>  |           |                   |                  |                    |                    |
| Independent Living Services  |           | -                 | 548,446          | <b>548,446</b>     | 580,151            |
| Healthy Communities and Day Care   |           | 34,130            | 301,173          | <b>335,303</b>     | 362,467            |
| Lewisham Connections   |           | -                 | 485,310          | <b>485,310</b>     | 473,385            |
| General  |           | 33,832            | -                | <b>33,832</b>      | 36,532             |
| <b>Total Donations and Grants</b>  | <b>3</b>  | <b>67,962</b>     | <b>1,334,929</b> | <b>1,402,891</b>   | <b>1,452,535</b>   |
| <b>Charitable activities:</b>  |           |                   |                  |                    |                    |
| Healthy Communities and Day Care   |           | 565,718           | -                | <b>565,718</b>     | 564,773            |
| Community Connections  |           | 400               | -                | <b>400</b>         | 130                |
| General  |           | 5,286             | -                | <b>5,286</b>       | 30,965             |
| <b>Total Charitable Activities</b>   | <b>4</b>  | <b>571,404</b>    | <b>-</b>         | <b>571,404</b>     | <b>595,868</b>     |
| <b>Other trading activities - shop income</b>                              |           | 51,628            | -                | <b>51,628</b>      | 75,552             |
| <b>Investment Income</b>   | <b>5</b>  | 11,318            | -                | <b>11,318</b>      | 8,643              |
| <b>Other income</b>  | <b>6</b>  | 7,174             | -                | <b>7,174</b>       | -                  |
| <b>Total Income</b>  |           | <b>709,486</b>    | <b>1,334,929</b> | <b>2,044,415</b>   | <b>2,132,598</b>   |
| <b>Expenditure on:</b>   |           |                   |                  |                    |                    |
| <b>Raising Funds</b>   |           | 106,759           | -                | <b>106,759</b>     | 118,190            |
| <b>Charitable activities</b>   |           |                   |                  |                    |                    |
| Independent Living Services  |           | -                 | 547,253          | <b>547,253</b>     | 559,961            |
| Healthy Communities and Day Care   |           | 680,215           | 269,705          | <b>949,920</b>     | 1,040,146          |
| Lewisham Connections   |           | 15,649            | 505,634          | <b>521,283</b>     | 513,844            |
| <b>Total Resources Expended</b>  | <b>7</b>  | <b>802,623</b>    | <b>1,322,592</b> | <b>2,125,215</b>   | <b>2,232,141</b>   |
| <b>Net income / (expenditure) before net gains (losses) on investments</b> |           | (93,137)          | 12,337           | <b>(80,800)</b>    | (99,543)           |
| Net gains / (losses) on investments  |           | 3,930             | -                | <b>3,930</b>       | (3,531)            |
| <b>Net Movement in Funds in the year</b>                                   |           | <b>(89,207)</b>   | <b>12,337</b>    | <b>(76,870)</b>    | <b>(103,074)</b>   |
| <b>Reconciliation of funds</b>   |           |                   |                  |                    |                    |
| <b>Funds brought forward at 1 April 2018</b>                               |           | 769,062           | 101,731          | <b>870,793</b>     | 973,867            |
| <b>Funds carried forward at 31 March 2019</b>                              | <b>19</b> | <b>679,855</b>    | <b>114,068</b>   | <b>793,923</b>     | <b>870,793</b>     |

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.

|  |             |
|--|-------------|
| Lease and Service Charger paid to Landlord for Property in Walworth Road | £ 97,513.00 |
| Catford Shop Dilapidation and Removal Cost                               | £ 34,769.20 |
| Boiler Maintenance   | £ 17,000.00 |

# Age UK Lewisham and Southwark

## Balance Sheet

### As at 31 March 2019

|   | Notes | £         | 2019<br>£      | 2018<br>£      |
|---|-------|-----------|----------------|----------------|
| <b>FIXED ASSETS</b>                             |       |           |                |                |
| Tangible assets                                 | 11    |           | 72,928         | 75,945         |
| Intangible Fixed Assets                         | 12    |           | 7,340          | 11,010         |
| Investments                                     | 13    |           | 453,768        | 447,457        |
|   |       |           | <u>534,036</u> | <u>534,412</u> |
| <b>CURRENT ASSETS</b>                           |       |           |                |                |
| Debtors   | 14    | 74,182    |                | 127,548        |
| Cash at bank and in hand                        |       | 460,493   |                | 499,160        |
|   |       |           | <u>534,675</u> | <u>626,708</u> |
| <b>CURRENT LIABILITIES</b>                      |       |           |                |                |
| Creditors – amounts falling due within one year | 15    | (274,788) |                | (290,327)      |
|   |       |           | <u>259,887</u> | <u>336,381</u> |
| <b>NET CURRENT ASSETS</b>                       |       |           |                |                |
|   |       |           | <u>793,923</u> | <u>870,793</u> |
| <b>NET ASSETS</b>                               |       |           |                |                |
|   |       |           | <u>793,923</u> | <u>870,793</u> |
| <b>FUNDS</b>                                    |       |           |                |                |
| Restricted funds                                |       |           | 114,068        | 101,731        |
| Unrestricted funds                              |       |           |                |                |
| Designated Funds                                |       | 39,843    | 70,882         |                |
| General Funds                                   | 19    | 640,012   | 698,180        |                |
| Total Unrestricted Funds                        |       |           | 679,855        | 769,062        |
|   |       |           | <u>793,923</u> | <u>870,793</u> |
| <b>TOTAL FUNDS</b>                              | 18    |           | <u>793,923</u> | <u>870,793</u> |

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the Board and authorised for issue on **30th October 2019**

..... **Trustee**  
**Chair: Miny Jansen**  
**Date:**  
**Company registration Number: 2118525**  
**Charity Number: 296862**  
**The attached notes form part of the financial statements.**

**Age UK Lewisham and Southwark**  
**Statement of Cash Flows**  
**For the year ended 31 March 2019**

|   | <b>Note</b> | <b>2019</b><br><b>£</b> | <b>2019</b><br><b>£</b> | <b>2018</b><br><b>£</b> | <b>2018</b><br><b>£</b> |
|---|-------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Net cash provided by operating activities</b>        | <b>20</b>   |                         | <b>(7,315)</b>          |                         | <b>(101,651)</b>        |
| <b>Cash flows from investing activities:</b>            |             |                         |                         |                         |                         |
| Interest/ rent/ dividends from investments              |             | 11,318                  |                         | 8,643                   |                         |
| Sale / (purchase) of fixed assets                       |             | (40,289)                |                         | (52,670)                |                         |
| Sale /(purchase) of investments                         |             | <u>(2,381)</u>          |                         | <u>(175,000)</u>        |                         |
| <b>Cash provided by investing activities</b>            |             |                         | <b>(31,352)</b>         |                         | <b>(219,027)</b>        |
| <b>Change in cash and cash equivalents in the year</b>  |             |                         | <b>(38,667)</b>         |                         | <b>(320,678)</b>        |
| Cash and cash equivalents at the beginning of the year  |             |                         | <b>499,160</b>          |                         | <b>819,838</b>          |
| <b>Cash and cash equivalents at the end of the year</b> | <b>21</b>   |                         | <b>460,493</b>          |                         | <b>499,160</b>          |



# Age UK Lewisham and Southwark

## 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 recognised at historical cost or transaction value.

##### **b) Going concern**

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

##### **c) 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.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the performance of a specified service is deferred until the criteria for income recognition are met.

##### **d) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

##### **e) 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.

##### **f) 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.

##### **g) Expenditure and irrecoverable VAT**

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

Costs of raising funds comprise shop costs and the costs incurred in raising voluntary contributions, as well as the cost of any activities with a fundraising purpose.

Expenditure on charitable activities includes the costs of delivering services and small grants undertaken to further the purposes of the charity and their associated support and governance costs. Charitable activities are analysed into the four main activity areas undertaken by the charity.

VAT is charged as a cost against the activity for which the expenditure was incurred as Age UK Lewisham and Southwark is not VAT registered

# Age UK Lewisham and Southwark

## Notes to the Financial Statements

### For the year ended 31 March 2019

#### 1 Accounting policies (continued)

##### h) Allocation of support and governance 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 services for older people. These costs have been allocated between cost of raising funds and expenditure on charitable activities. Governance costs are those involving the public accountability of the charity (including audit costs.) Support and governance costs have been allocated according to staff numbers and resource plans.

##### i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

##### j) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £500. 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:

|                               |  |
|-------------------------------|--|
| Leasehold improvements        | Over 10 yrs or the life of the lease if less than 10 yrs |
| Motor vehicles                | 25% straight line  |
| Fixtures and fittings         | 33.3% straight line                                      |
| Computer and office equipment | 33.3% straight line                                      |
| Intangible Assets             | 33.3% straight line                                      |

##### k) 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.

##### l) 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.

##### p) 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.

##### q) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

##### r) Pensions

The charity operates a defined contribution pension scheme operated by NEST. Contributions are to the Statement of Financial Activities when they are payable to the scheme.

**Age UK Lewisham and Southwark**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2019**

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

|  | 2018                  | 2018                    | 2018                    |
|--|-----------------------|-------------------------|-------------------------|
|  | £                     | Restricted<br>£         | Total<br>£              |
| <b>Income from:</b>  |                       |                         |                         |
| <b>Donations and Grants</b>  |                       |                         |                         |
| Independent Living Services  | -                     | 580,151                 | 580,151                 |
| Healthy Communities and Day Care   | 152,548               | 209,919                 | 362,467                 |
| Lewisham Connections   | -                     | 473,385                 | 473,385                 |
| General  | 36,532                | -                       | 36,532                  |
| <b>Total Donations and Grants</b>  | <u>189,080</u>        | <u>1,263,455</u>        | <u>1,452,535</u>        |
| <b>Charitable activities:</b>  |                       |                         |                         |
| Healthy Communities and Day Care   | 564,773               | -                       | 564,773                 |
| Community Connections  | 130                   | -                       | 130                     |
| General  | 30,965                | -                       | 30,965                  |
| <b>Total Charitable Activities</b>   | <u>595,868</u>        | <u>-</u>                | <u>595,868</u>          |
|  |                       |                         | -                       |
| <b>Other trading activities - shop income</b>                                  | 75,552                | -                       | 75,552                  |
| <b>Investment Income</b>   | 8,643                 | -                       | 8,643                   |
| <b>Other income</b>  |                       |                         | -                       |
| <b>Total Income</b>  | <u><u>869,143</u></u> | <u><u>1,263,455</u></u> | <u><u>2,132,598</u></u> |
| <br>Raising funds  | 118,190               | -                       | 118,190                 |
| <b>Charitable activities:</b>  |                       |                         |                         |
| Independent Living Services  | -                     | 559,961                 | 559,961                 |
| Healthy Communities and Day Care   | 818,267               | 221,879                 | 1,040,146               |
| Lewisham Connections   | 19,181                | 494,663                 | 513,844                 |
| <b>Total expenditure</b>   | <u><u>955,638</u></u> | <u><u>1,276,503</u></u> | <u><u>2,232,141</u></u> |
| <br><b>Net income / (expenditure) before net gains (losses) on investments</b> | (86,495)              | (13,048)                | (99,543)                |
| Net gains / (losses) on investments  | (3,531)               | -                       | (3,531)                 |
| <b>Net movement in funds</b>   | <u>(90,026)</u>       | <u>(13,048)</u>         | <u>(103,074)</u>        |
| Total funds brought forward  | 859,088               | 114,779                 | 973,867                 |
| <b>Total funds carried forward</b>   | <u><u>769,062</u></u> | <u><u>101,731</u></u>   | <u><u>870,793</u></u>   |

**Age UK Lewisham and Southwark**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2019**

**3 Income from donations and grants**

|   | Unrestricted  | Restricted       | 2019<br>Total    | 2018<br>Total    |
|---|---------------|------------------|------------------|------------------|
|   | £             | £                | £                | £                |
| Donations   | 46,713        | 15,118           | <b>61,831</b>    | 202,094          |
| Age UK  | 19,249        | 56,638           | <b>75,887</b>    | 31,991           |
| Big Lottery Fund Grant                                    | -             | 9,814            | <b>9,814</b>     | -                |
| London Borough of Southwark - Information and Advice      | -             | 40,300           | <b>40,300</b>    | 40,300           |
| London Borough of Southwark - Healthy Living              | -             | 110,000          | <b>110,000</b>   | 110,000          |
| London Borough of Southwark - Weather Wellbeing           | -             | 148,850          | <b>148,850</b>   | 148,850          |
| London Borough of Southwark -Toe Nail Cutting             | -             | 10,000           | <b>10,000</b>    | 10,000           |
| London Borough of Southwark Safe and Independent Living   | -             | 107,000          | <b>107,000</b>   | 107,000          |
| London Borough of Southwark Handyperson Grant             | -             | 23,703           | <b>23,703</b>    | 23,703           |
| London Borough of Southwark                               | -             | 30,500           | <b>30,500</b>    | 28,000           |
| London Borough of Lewisham - Information and Advice       | -             | 81,350           | <b>81,350</b>    | 81,350           |
| London Borough of Lewisham-Community Connections          | -             | 336,000          | <b>336,000</b>   | 330,939          |
| London Borough of Lewisham - Safe and Independent Living  | -             | 58,585           | <b>58,585</b>    | 37,596           |
| South Southwark GP Federation Safe and Independent Living | -             | 70,584           | <b>70,584</b>    | 80,693           |
| Quay Health Solutions Safe and Independent Living         | -             | 33,985           | <b>33,985</b>    | 33,985           |
| Lewisham CCG  | -             | 2,000            | <b>2,000</b>     | -                |
| Tudor Trust   | -             | 62,803           | <b>62,803</b>    | -                |
| John Ellerman   | -             | 62,803           | <b>62,803</b>    | -                |
| Guy St Thomas   | -             | -                | -                | 32,193           |
| United St Saviour   | -             | 21,482           | <b>21,482</b>    | 21,482           |
| Southwark Lay Visitor Scheme                              | -             | 10,000           | <b>10,000</b>    | 10,000           |
| RBS NatWest - Skills and Opportunity Project              | -             | 18,960           | <b>18,960</b>    | -                |
| Clore Duffield Foundation                                 | 2,000         | -                | <b>2,000</b>     | -                |
| Mercers - Positive Mind                                   | -             | 9,660            | <b>9,660</b>     | -                |
| Other Grants  | -             | 14,794           | <b>14,794</b>    | 3,605            |
| City Bridge Trust   | -             | -                | -                | 73,700           |
| Clinical Commissioning Group - SAIL                       | -             | -                | -                | 42,050           |
| Clinical Commissioning Group - Digital Champions          | -             | -                | -                | 3,004            |
|   | <b>67,962</b> | <b>1,334,929</b> | <b>1,402,891</b> | <b>1,452,535</b> |

**4 Charitable Activities**

|                                       |                |          |                |                |
|---------------------------------------|----------------|----------|----------------|----------------|
| Day Care services                     | 303,451        | -        | <b>303,451</b> | 293,867        |
| Help at Home and Happy Feet services  | 162,649        | -        | <b>162,649</b> | 191,743        |
| Property letting                      | 13,027         | -        | <b>13,027</b>  | 38,074         |
| Catering and centre activities Income | 92,277         | -        | <b>92,277</b>  | 72,184         |
| Other charitable activities           | -              | -        | -              | -              |
|                                       | <b>571,404</b> | <b>-</b> | <b>571,404</b> | <b>595,868</b> |

**5 Investment income**

|                                     |               |          |               |              |
|-------------------------------------|---------------|----------|---------------|--------------|
| Bank interest and investment income | 11,318        | -        | <b>11,318</b> | 8,613        |
|                                     | <b>11,318</b> | <b>-</b> | <b>11,318</b> | <b>8,613</b> |

**6 Other Income**

|                 |              |          |              |          |
|-----------------|--------------|----------|--------------|----------|
| Insurance claim | 7,174        | -        | <b>7,174</b> | -        |
|                 | <b>7,174</b> | <b>-</b> | <b>7,174</b> | <b>-</b> |



**Age UK Lewisham and Southwark**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2019**

**7 Analysis of expenditure**

|                                   | Cost of raising funds<br>£ | Independent Living Services<br>£ | Healthy Communities and Day Care | Lewisham Connections<br>£ | Governance costs<br>£ | Support Costs | 2019 Total<br>£  | 2018 Total<br>£ |
|-----------------------------------|----------------------------|----------------------------------|----------------------------------|---------------------------|-----------------------|---------------|------------------|-----------------|
| Staff                             | 39,575                     | 366,834                          | 531,697                          | 271,488                   | 18,180                | 166,634       | <b>1,394,408</b> | 1,394,558       |
| Training, travel & recruitment    | -                          | 731                              | 2,609                            | 981                       | 1,386                 | 8,421         | <b>14,128</b>    | 11,300          |
| Meetings, activity and events     | 390                        | 46,664                           | 113,653                          | 112,403                   | -                     | 660           | <b>273,770</b>   | 279,198         |
| Audit Fees                        | -                          | -                                | -                                | -                         | 5,500                 | -             | <b>5,500</b>     | 6,500           |
| Consultancy, legal & professional | 621                        | 5,447                            | 1,500                            | 7,110                     | 841                   | 41,207        | <b>56,726</b>    | 77,935          |
| Depreciation                      | 116                        | -                                | 40,731                           | -                         | -                     | 6,128         | <b>46,975</b>    | 48,705          |
| Premises                          | 47,799                     | 1,000                            | 67,377                           | 49,418                    | 2,375                 | 95,789        | <b>263,758</b>   | 357,670         |
| Administration & finance          | 5,460                      | 3,406                            | 16,891                           | 11,440                    | 555                   | 32,197        | <b>69,949</b>    | 56,275          |
| Support Costs                     | 11,921                     | 114,505                          | 162,633                          | 61,978                    | -                     | (351,037)     | -                | -               |
| Governance Costs                  | 877                        | 8,666                            | 12,829                           | 6,465                     | (28,837)              | -             | -                | -               |
| <b>Total expenditure 2019</b>     | <b>106,759</b>             | <b>547,253</b>                   | <b>949,920</b>                   | <b>521,283</b>            | -                     | -             | <b>2,125,215</b> | -               |
| Total expenditure 2018            | 118,190                    | 559,961                          | 1,040,146                        | 513,844                   | -                     | -             | -                | 2,232,141       |

Of the total expenditure, the breakdown between restricted and unrestricted is as follows:-

|                                  | 2019<br>Unrestricted<br>£ | 2019<br>Restricted<br>£ | 2019<br>Total<br>£ | 2018<br>Unrestricted<br>£ | 2018<br>Restricted<br>£ | 2018<br>Total<br>£ |
|----------------------------------|---------------------------|-------------------------|--------------------|---------------------------|-------------------------|--------------------|
| <b>Charitable Activities:</b>    |                           |                         |                    |                           |                         |                    |
| Independent Living Services      | -                         | 547,253                 | 547,253            | -                         | 559,961                 | 559,961            |
| Healthy Communities and Day Care | 680,215                   | 269,705                 | 949,920            | 818,267                   | 221,879                 | 1,040,146          |
| Lewisham Connections             | 15,649                    | 505,634                 | 521,283            | 19,181                    | 494,663                 | 513,844            |
| <b>Total</b>                     | <b>695,864</b>            | <b>1,322,592</b>        | <b>2,018,456</b>   | <b>837,448</b>            | <b>1,276,503</b>        | <b>2,113,951</b>   |

**8 Net incoming/ (outgoing) resources for the year**

|                                | 2019<br>£ | 2018<br>£ |
|--------------------------------|-----------|-----------|
| This is stated after charging: |           |           |
| Depreciation                   | 46,976    | 48,705    |
| Operating Lease Rentals        |           |           |
| Property                       | 47,230    | 65,661    |
| Other Equipment                | 10,669    | 13,336    |
| Auditors' Remuneration         | 5,500     | 6,500     |

**9 Staff costs**

|   | 2019<br>£        | 2018<br>£        |
|---|------------------|------------------|
| Salaries  | 1,266,804        | 1,264,135        |
| Redundancy and Termination Costs                                | -                | 390              |
| Employer National Insurance Costs                               | 98,452           | 99,909           |
| Employer's contribution to defined contribution pension schemes | 22,746           | 24,122           |
| Agency staff & volunteers expenses                              | 6,406            | 6,003            |
|   | <b>1,394,408</b> | <b>1,394,558</b> |

The average number of employees was:

|                       | 2019<br>No. | 2018<br>No. |
|-----------------------|-------------|-------------|
| Raising Funds         | 1.9         | 4.4         |
| Charitable Activities | 72.5        | 65.6        |
| Support               | 5.4         | 7.0         |
| Governance            | 1.4         | 0.3         |
|                       | <b>81.2</b> | <b>77.3</b> |

No employee received emoluments amounting to over £60,000 during the current year (2018: nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2018: £nil) neither were they reimbursed expenses during the year (2018: £nil). No charity trustee received payment for professional or other services supplied to the charity (2018: £nil).

The total employee benefits including pension contributions of the key management personnel were £73,970 (2018: £100,637).

###### 10 Taxation

Age UK Lewisham and Southwark is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

###### 11 Tangible fixed assets

|                                   | Leasehold<br>Buildings | Motor<br>Vehicles | Computer<br>& Office<br>Equipment | Fittings &<br>Fixture | Total   |
|-----------------------------------|------------------------|-------------------|-----------------------------------|-----------------------|---------|
| Cost                              | £                      | £                 | £                                 | £                     | £       |
| At the start of the year Apr 2018 | 113,954                | 97,916            | 64,398                            | 55,133                | 331,401 |
| Additions in year                 | -                      | 23,332            |                                   | 16,956                | 40,288  |
| At the end of the year Mar 2019   | 113,954                | 121,248           | 64,398                            | 72,089                | 371,688 |
| <b>Depreciation</b>               |                        |                   |                                   |                       |         |
| At the start of the year Apr 2018 | 110,491                | 74,310            | 49,645                            | 21,007                | 255,454 |
| Charge for the year               | 2,458                  | 13,807            | 7,658                             | 19,383                | 43,306  |
| At the end of the year Mar 2019   | 112,950                | 88,117            | 57,303                            | 40,390                | 298,760 |
| <b>Net Book Value</b>             |                        |                   |                                   |                       |         |
| At the end of the year Mar 2019   | 1,004                  | 33,131            | 7,095                             | 31,698                | 72,928  |
| At the start of the year Apr 2018 | 3,463                  | 23,606            | 14,753                            | 34,126                | 75,947  |
| Capital commitments: Nil          |                        |                   |                                   |                       |         |

###### 12 Intangible fixed assets

|                                   |        |
|-----------------------------------|--------|
| <b>Cost</b>                       | £      |
| At the start of the year Apr 2018 | 11,010 |
| Additions in year                 | -      |
| At the end of the year Mar 2019   | 11,010 |
| <b>Depreciation</b>               |        |
| At the start of the year Apr 2018 | -      |
| Charge for the year               | 3,670  |
| At the end of the year Mar 2019   | 3,670  |
| <b>Net Book Value</b>             |        |
| At the end of the year Mar 2019   | 7,340  |
| At the start of the year Apr 2018 | 11,010 |
| Capital commitments: Nil          |        |

###### 13 Investments

|                                   | 2019<br>£      | 2018<br>£      |
|-----------------------------------|----------------|----------------|
| <b>Investments at fair value:</b> |                |                |
| Cash Fixed Term Deposits          | 327,381        | 325,000        |
| Investment Funds                  | 126,387        | 122,457        |
|                                   | <u>453,768</u> | <u>447,457</u> |
| <b>Movements</b>                  |                |                |
| Additions at cost                 | 2,381          | 175,000        |
| Net gain / (loss) on revaluation  | 3,930          | (3,531)        |
|                                   | <u>6,311</u>   | <u>171,469</u> |

###### 14 Debtors

|                | 2019<br>£     | 2018<br>£      |
|----------------|---------------|----------------|
| Trade debtors  | (0)           | 33,047         |
| Prepayments    | 36,773        | 60,719         |
| Accrued income | 37,409        | 33,782         |
|                | <u>74,182</u> | <u>127,548</u> |

###### 15 Creditors

|                              | 2019<br>£      | 2018<br>£      |
|------------------------------|----------------|----------------|
| Trade creditors              | 101,533        | 30,892         |
| Other creditors              | 4,056          | 32,338         |
| Taxation and social security | 25,262         | 25,970         |
| Accruals                     | 70,857         | 69,788         |
| Deferred Income              | 73,080         | 131,339        |
|                              | <u>274,788</u> | <u>290,327</u> |

**Age UK Lewisham and Southwark**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2019**

**16 Deferred income**

|                                       | 2019<br>£     | 2018<br>£      |
|---------------------------------------|---------------|----------------|
| Balance at the beginning of the year  | 131,339       | 111,662        |
| Amount released to income in the year | (131,339)     | (111,662)      |
| Amount deferred in the year           | 73,080        | 131,339        |
| Balance at the end of the year        | <u>73,080</u> | <u>131,339</u> |

Deferred income comprises grants received from funders in the year which is required to be spent in the following financial year.

**17 Operating lease commitments**

Total future minimum lease payments under non-cancellable operating leases are as follows:-

|             | 2019<br>Land and<br>Buildings<br>£ | Other<br>£    | 2018<br>Land and<br>Buildings<br>£ | Other<br>£    |
|-------------|------------------------------------|---------------|------------------------------------|---------------|
| 1 year      | 47,230                             | 5,334         | 90,955                             | 5,334         |
| 2 - 5 years | -                                  | 5,334         | 47,230                             | 10,669        |
| > 5 years   | -                                  | -             | -                                  | -             |
|             | <u>47,230</u>                      | <u>10,669</u> | <u>138,185</u>                     | <u>16,004</u> |

**18 Analysis of net assets between funds**

|                                   | Unrestricted<br>Fund<br>£ | Restricted<br>Funds<br>£ | Total<br>Funds<br>£ |
|-----------------------------------|---------------------------|--------------------------|---------------------|
| Fixed Assets                      | 80,268                    | -                        | 80,268              |
| Investments                       | 453,768                   | -                        | 453,768             |
| Current Assets                    | 420,607                   | 114,068                  | 534,675             |
| Current Liabilities               | (274,788)                 | -                        | (274,788)           |
| Net assets at the end of the year | <u>679,855</u>            | <u>114,068</u>           | <u>793,923</u>      |

**19 Movements in funds**

|   | At 1 April<br>2,018<br>£ | Incoming<br>Resources<br>£ | Outgoing<br>Resources &<br>losses<br>£ | Transfer<br>£ | At 31 March<br>2,019<br>£ |
|---|--------------------------|----------------------------|--|---------------|---------------------------|
| <b>Unrestricted funds</b>                       |                          |                            |  |               |                           |
| Designated Fund - Kitchens                      | 49,210                   | -                          | -                                      | (22,371)      | 26,839                    |
| Designated Fund - Depreciation of Donated Asset | 21,672                   | -                          | -                                      | (8,668)       | 13,004                    |
| General Funds                                   | 698,180                  | 713,416                    | (802,623)                              | 31,039        | 640,012                   |
| <b>Total Unrestricted funds</b>                 | 769,062                  | 713,416                    | (802,623)                              | -             | 679,855                   |
| <b>Restricted funds:</b>                        |                          |                            |  |               |                           |
| Help at Home                                    | -                        | 10,000                     | (10,000)                               | -             | -                         |
| Care Watch                                      | 22,785                   | 10,000                     | (13,740)                               | -             | 19,045                    |
| Healthy Living - Yalding                        | -                        | 138,767                    | (138,767)                              | -             | -                         |
| Food 2 You                                      | -                        | 125,605                    | (99,767)                               | -             | 25,838                    |
| Peckham Settlement - Members' Shed              | 1,851                    | -                          | (435)                                  | -             | 1,416                     |
| Southwark Day Centre                            | -                        | 6,732                      | (6,732)                                | -             | -                         |
| Community Connections                           | -                        | 505,634                    | (505,634)                              | -             | -                         |
| Safe & Independent Living                       | 73,206                   | 535,497                    | (547,253)                              | -             | 61,450                    |
| Sponsor a Member                                | 3,889                    | 2,694                      | (264)                                  | -             | 6,319                     |
| <b>Total restricted funds</b>                   | 101,731                  | 1,334,929                  | (1,322,592)                            | -             | 114,068                   |
| <b>Total Funds</b>                              | <u>870,793</u>           | <u>2,048,345</u>           | <u>(2,125,215)</u>                     | <u>-</u>      | <u>793,923</u>            |

There are 2 **Designated Funds**:

Kitchens - money set aside to fund refurbishment work on our Kitchens at Stones End and Yalding.

Depreciation of Donated Asset - A gift in kind of a van was received and this funds covers the depreciation of the asset.

**Restricted Funds**

Care Watch is Homecare Quality Check project which focuses on local authority contracted home care for older people.

The Healthy Living agrants are for our Centre at Yalding, Bermondsey

Members shed is a creative space established by the people who attend.

The grants for Southwark Day Centre are for equipment and activities at Day Care Centre at Stones End.

Community Connections is a development and access-facilitation project in Lewisham with a preventative health and wellbeing focus

Safe and Independent Living [SAIL] provides a quick and simple way to access a wide range of local services to

support older people in maintaining their independence, safety and wellbeing.

Sponsor a Member is a fundraising appeal to allow us to give more places to older people at our Day Care Centre at Stones End.

Food 2 You is a new establish service funded to focus helping the local elderly population with their shopping

**Age UK Lewisham and Southwark**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2019**

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

|   | 2019            | 2018             |
|---|-----------------|------------------|
|   | £               | £                |
| <b>Net income / (expenditure) for the reporting period<br/>(as per the statement of financial activities)</b> | <b>(76,870)</b> | <b>(103,074)</b> |
| Depreciation  | 46,976          | 48,705           |
| Interest, rent and dividends from investments   | (11,318)        | (8,643)          |
| (Gains) / losses on investments   | (3,930)         | 3,531            |
| (Increase)/ decrease in debtors   | 53,366          | (27,967)         |
| Increase/ (decrease) in creditors   | (15,539)        | (14,203)         |
| <b>Net cash provided by / (used in) operating activities</b>  | <b>(7,315)</b>  | <b>(101,651)</b> |

**21 Analysis of cash and cash equivalents**

|  | At 1 April<br>2018 | Cash flows      | At 31 March 2019 |
|--|--------------------|-----------------|------------------|
|  | £                  | £               | £                |
| Cash at bank and in hand               | 499,160            | (38,667)        | 460,493          |
| <b>Total cash and cash equivalents</b> | <b>499,160</b>     | <b>(38,667)</b> | <b>460,493</b>   |

**22 Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the charity being wound up.

**23 Related party transactions**

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

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.