



LUTTERWORTH & DISTRICT
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Registered Charity
No 247288

**Due to the Covid-19 Pandemic the
ANNUAL GENERAL MEETING
on 16th September 2020 was cancelled in line with Government guidance
at the meeting of Trustees on 05/08/2020**

Age Concern Lutterworth & District is a small independent local charity established as an Old Peoples Welfare Organisation in 1962.

The charity is linked with other small Age Concern groups locally and a friend of Age UK Leicester Shire and Rutland.

A local Age Concern working for people of Lutterworth and surrounding villages, making later life a fulfilling and enjoyable experience. A Lutterworth charity working for local people.

Minutes of the AGM held on Wednesday 18th September 2019 at 12noon

- Welcome and apologies:** Carol Scholes welcomed everyone to the meeting which had a good attendance. She introduced herself as Chair and Carole Harrington as Secretary. Apologies were received from Alison Anderton, Sheila Eggleton, Roger and Gill Watmore, Sue Smith, Joan Williamson, Maureen Pearce, Mary Poole, Cathy McManus, Sam Weller and Allan Heggs.
- 2018 Minutes:** These were adopted, proposed by S. Wheelwright and seconded by D. Gibson.
- Treasurers Report:** Carol Scholes presented Sam Weller's report which has been examined by Val Cooper (qualified accountant) to whom Carol expressed her thanks. The report shows a net income for the year of £15,857 and a balance of £151,503. Judith Smith asked for an explanation of 'restricted funds' which was given.
- Report by the Board of Trustees:** The report was circulated. Eileen Rands asked if we were receiving any grants at present.
- Reserves:** The reserve amount was calculated at £61,000 to cover a 9 month period.
- Election of Trustees and Chair:** The continuing Trustees are – Carol Scholes, Carole Harrington, Cathy McManus, Helen Potter, Inger Parsons, Anne Hicks, Allan Heggs, Sam Weller, Sandy Wheelwright. We have one vacancy. Carol Scholes was elected as Chair, proposed by Geraldine Robinson and seconded by Sheila Jones.
- Any other business:** Elizabeth Sowerby and David Fuller thanked the Trustees for their work with the Charity. Sheila Jones thanked the staff for their support to volunteers.

The meeting closed at 12.25pm

Date of next AGM -- 16th September 2020.

Treasurer's Report

The Trustees would like to express our grateful thanks to those who have made generous donations during the last year. Gift Aid has been claimed where applicable.

The accounts have been examined by Val Cooper (Company Accountant Retired) and found to be satisfactory, and therefore we recommend them for adoption.

Annual Accounts

Statement of Financial Activities

Year ended 31 March 2020

	Unrestricted Funds	Restricted Funds	Total Funds 2019-20	Total Funds 2018-19
	£	£	£	£
Incoming Resources				
<i>Fundraising Activities</i>				
General Fundraising inc Shop Sales	80,351	0	80,351	87,681
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	1,407	0	1,407	1,234
All other services	63,830	0	63,830	51,721
<i>Other Income</i>				
Donations inc Gift Aid	3,125	0	3,125	3,918
Grants	1,000	0	1,000	0
Investment Income	1,601	0	1,601	1,122
Total Incoming Resources	151,313	0	151,313	145,676
Resources Expended				
<i>Services to Further the Charities Objectives</i>				
Lunch Clubs	5,526	0	5,526	3,230
Provision of Other Services	73,322	0	73,322	53,143
Staff	41,267	0	41,267	40,198
Property	31,616	0	31,616	25,721
Overheads	8,680	0	8,680	7,527
Total Resources Expended	160,411	0	160,411	129,819
Net Incoming Resources	-9,098	0	-9,098	15,857
Balances Brought Forward	151,503	0	151,503	135,646
Fund Balances	142,405	0	142,405	151,503

Note 1. Income for Excursions includes £9,612 for excursions which have been cancelled and will be refunded..

Note 2. Expenditure does not include £10,034 for excursions which have been cancelled and will be recovered..

Balance Sheet

For the Year Ended 31 Mar 2020	2019-20	2018-19
	£	£
Current Assets		
Short Term	138,333	123,874
Cash at Bank and in hand	4,073	27,629
Total	<u>142,405</u>	<u>151,503</u>
Funds		
Restricted	0	0
General	142,405	151,503
Total	<u>142,405</u>	<u>151,503</u>
Restricted Funds		
Grant for Travelling Lunch Clubs	0	0
Total	<u>0</u>	<u>0</u>

Reserves

Reserves are to be maintained at a level which ensures Age Concern Lutterworth & District's core activities could continue during a period of unforeseen difficulty.

In order to provide for these obligations, the Trustees consider it necessary to establish financial reserves for costs over a 9 month period of £80,000

Board of Trustees Report 2020

The Trustees of Age Concern Lutterworth have written this report and present it during times of great concern, a worldwide pandemic.

We start by covering Age Concern Lutterworth & District's activities during the period from the AGM in September 2019 to March 2020.

The weekly Exercise and Line Dancing sessions ran at full capacity as did monthly Travelling Lunch Clubs, Book Club and Tea and Natter groups. Several quiz afternoons and 3 party events took place at the Wycliffe rooms, as always these were fully booked within days of appearing in the newsletter.

In last year's report we expressed a desire to improve the coaches used for day trips and TLC's. A new company have provided an excellent service with modern comfortable coaches at a competitive price. This has meant the demand for day trips has increased and made day trips even more popular, again they are fully booked within days, often two coaches go to each destination!

The wide range of services the staff organise enables Age Concern Lutterworth & District to meet its aim which is to: "Combat loneliness and isolation, promoting health and wellbeing along with providing information and support for older members of Lutterworth and local villages".

In March Covid-19 had arrived in Europe and Britain, we took the sad decision to cancel several trips and activities to protect our clients. The bad situation moved a pace and in the third week of March the Government ordered a lockdown. All the services were cancelled and the shop and office were closed. We recognised this was a crisis situation for many of our clients and other members of the local community. People were scared and worried about how would they buy food and get their medication in a safe manner? This led to a 'Lutterworth Crisis group' being formed between Age Concern Lutterworth & District, the Lutterworth Churches, Community Transport and the Food Bank.

In last year's report we informed you how the computer systems had been updated. This became an invaluable tool enabling the staff to accept the challenges ahead and work from home as the government were advising. In the first two weeks telephone contact was made with over 700 clients on our database, their needs were accessed and prioritised. Anyone needing help was connected to a volunteer who would help them help with shopping and collecting prescriptions throughout the crisis. Where clients needed help in claiming benefits such as attendance allowance, the staff referred them to the correct agency so they could get the help they needed.

The initial phone calls lead to the realisation that many people were becoming very lonely and isolated. So, over the following weeks a telephone befriending service emerged. The feedback received from clients has been extremely positive everyone has been very grateful to receive regular phone calls from Age Concern Lutterworth & District when they had to 'stay at home to stay safe'. Staff remained in regular telephone contact with over 300 clients for 4 months.

We recognise working from home during this period was difficult and often stressful. Trying to cheer people up every day, talking to clients who were lonely and scared was very different to the normal staff role. They adapted well and carried out a difficult job for the charity and its clients. We take this opportunity to thank all the staff for showing compassion, support and humour, whichever the client needed on any particular day. Their work for Age Concern Lutterworth & district and the Crisis Team has been invaluable to many people over recent months.

In the months leading up to March the Charity's finances were healthy with the shop trading above the plan. Trips, TLC's and services were being financially supported by the funds. From March to the middle of June income was zero, the major overheads remained the same, salaries, pensions and rent, etc. The middle of June saw some restrictions lifted allowing the shop to reopen. Several grant applications have been successful which will benefit the charity while the income from the shop is a great deal lower than it was prior to March. The new challenge is to increase shop sales and restart activities in a Covid-19 Secure manner.

There are now four members of staff, a General Manager, a Deputy Manager, an Office Assistant and a new Sales Assistant who took up her post in June having been recruited and appointed to start during the lockdown period.

Trustees continue to monitor and evaluate the day to day workings of the charity through policy reviews along with staff and trustees' meetings.

