

Age UK Redbridge, Barking and Havering Ltd

(A Company Limited by Guarantee)

Annual Report

for the year ended 31 March 2017

Charity Number: 1088435

Company Number: 04246504

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Legal and Administrative Information

Charity Name: Age UK Redbridge, Barking & Havering Ltd

Charity Registration Number: 1088435

Company Registration Number: 04246504

Principal Address and Registered Office

4th Floor
103 Cranbrook Road
Ilford
Essex
IG1 4PU

Website

www.ageuk.org.uk/redbridgebarkinghavering/

Trustees

Mrs Sharon Haffenden	Chair, Director	
Mr. John Garlick	Director	
Mr Mike Smith	Treasurer, Director	
Mr. Ram Bhandari		
Mr David Pomfret	Director	
Mrs. Shelia Nisbet	Director	Retired 1 February 2017
Ms. Letizia Perna	Director	Appointed 1 February 2017
Cllr. Brian Lambert	Local Authority Observer	

Company Secretary

Mr. A Petty

Senior Management Team

Mr. A Petty	Chief Executive
Mr. J Monger	Associate Director (Services & Quality)
Mrs. A Albu	Associate Director (Business Development & Finance)

Auditors

Hern & Company, Chartered Certified Accountants, 3 Buckingham Court, Rectory Lane, Loughton, Essex, IG10 2QZ

Bankers

HSBC Bank plc, 126 High Road, Ilford, Essex, IG1 1DA

Report of the Trustees and Directors for the year ended 31 March 2017

Introduction

The Trustees and Directors are pleased to present their report together with the audited financial statements for the year ending 31 March 2017. The audited financial statements have been prepared in accordance with the accounting policies set out in the notes to the financial statements, comply with the Charity's governing document, the Companies Act 2006 and the Charities SORP (FRS 102).

Structure, Governance and Management

Governing Document

Age UK Redbridge, Barking & Havering Ltd is a company limited by guarantee, Company No. 4246504, governed by its Articles of Association (dated 6th December 2014), and a registered charity, Charity No.1088435.

Appointment of Trustees

The Trustees who have served during the period and since the period end are set out on page 1. The Chair and Trustees are elected at the charity's AGM and serve for three years from the date of their election and are eligible for re-election save that the Chair may serve for a maximum of six consecutive years. Members of the Association are listed in Appendix 1.

All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed by Trustees from the Charity are set out in note 4 to the accounts.

Trustee Induction and Training

New Trustees attend an induction meeting with the Chair and Chief Executive. At this meeting they are briefed on their legal obligations under charity and company law, the content of the Articles of Association, the decision making process (including access to recent Trustee Board papers), the Development plan and recent financial performance of the charity. They are provided with copies of: the Articles of Association; the Trustees Annual Report; and the Charity Commission publication 'The Essential Trustee'. Opportunities are provided for them to meet with staff members to familiarise themselves with the day to day operation of the Charity. Trustees are encouraged to attend appropriate external training events where these will facilitate their role.

Trustee Indemnity Insurance

The charitable company maintains trustee indemnity insurance.

Organisation

The Board of Trustees, which can have up to 9 members, administers the charity. The Trustees meet on a bimonthly basis as an Executive Committee. The Finance and Investment Sub-Group and Personnel Sub-Group meet as required and report to the Board of Trustees. The Board takes overall responsibility for ensuring that the financial, legal and contractual responsibilities of the charity are met and that there are appropriate systems for financial and other controls. It decides on policy and strategy and ensures the organisation fulfils its objectives.

A scheme of delegation is in place and day to day responsibility for management of the organisation rests with the Chief Executive and Senior Management Team to fulfil the Charity's objectives. The

Chief Executive reports to the Chair and Board. The Chief Executive's role is defined in a job description and limits of authority, eg. Expenditure, are detailed in various organisational policies.

The Personnel Sub-group periodically reviews the pay and remuneration of all staff including key management personnel, comparing this to charity sector benchmarks. The Personnel Sub-group will then make recommendations for the Board of Trustees to consider.

Related parties

Age UK Redbridge, Barking & Havering is a Brand Partner of the national charity Age UK and the relationship is governed by a legal document. Age UK Redbridge, Barking & Havering is a member of the Age England Association. Age UK Redbridge, Barking & Havering contributes to the Age England Association and Age UK in a number of ways. As well as paying subscription fees to the Association and contributing to the cost of regional meetings and networks, Age UK Redbridge, Barking & Havering raises policy and practice issues that may benefit from work at a national or regional level. Age UK Redbridge, Barking & Havering provides ideas and input into discussions on policy matters affecting older people. Age UK Redbridge, Barking & Havering can also apply to Age UK for time limited amounts of funding for specific project work and receives support and practical assistance from the national charity.

Risk Management

The Trustees have in place a formal risk management process to assess risks and implement risk management strategies. This process includes review by Trustees and Senior Management. The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact and identifies the means of mitigating these risks.

Reserves

A key element of managing financial risk is the setting of a reserves policy. The charity conducts an annual review of the level of unrestricted reserves in the contingent liability fund by considering risks associated with the various income streams, expenditure items and balance sheet items. This enables an estimate to be made of the level of reserves that are sufficient to:

- Allow time for re-organisation in the event of a downturn in income;
- Protect ongoing work programmes; and
- Allow the Charity to meet its objectives.

Risks and issues considered in making the judgement on the level of unrestricted reserves include:

- Over-dependence on any single source of income;
- Likelihood of a down-turn in income streams;
- Period of time required to re-establish income streams;
- Period of time to downsize the Charity operations;
- Requirements for a reasonable level of working capital.

The target for unrestricted level of reserves in the contingent liability fund is estimated at the equivalent of four months of the Charity's general expenditure budget. The unrestricted reserve held in the fund as at 31 March 2017 is £268,000 which represents approximately four months of the general expenditure budget.

Objects and Activities for the Public Benefit

The object of the Charity, as set out in the Charity's Articles of Association (dated 6th December 2013) is to promote the relief of older people in and around the London Boroughs of Redbridge, Havering and Barking & Dagenham.

✓ The Mission Statement of the charity is:
Age UK Redbridge, Barking & Havering Ltd exists to improve and maintain the quality of life for older people living in the London Boroughs of Redbridge, Havering and Barking & Dagenham.

We seek to achieve this aim by:

- Ensuring that older people have dignity, respect, choice and their voices heard
- Ensuring that services are provided in a sensitive and approachable manner
- Being a focus of advice and help for older people.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

The majority of our services are provided free to our service users. However where fees are charged, Trustees give careful consideration to the accessibility of the service for those on low incomes when setting those fees. In addition, we provide a 'benefits check' and assistance with claiming social security benefits to all service users where fees apply.

Equal access to our services is important to us. We have had an Equalities and Diversity policy for a number of years and routinely monitor access to our services in terms of gender, age and ethnicity. We compare this information to the community profile of older people in Redbridge, Barking & Dagenham and Havering. We are pleased to report that minority ethnic elders are disproportionately over represented amongst our service users.

The current context for the charity is a national economic climate of reduced public spending and therefore the funds available to local authorities and the NHS. This is coupled with increased numbers of older people reaching very old age, which can be correlated with frailty and multiple health problems, and increased costs for health and social care. This makes for a very competitive funding environment for our charity whilst the need for our services is growing. Despite these challenges we remain optimistic about the future.

The Charity's principal objectives for 2016-17 were:

- Advisory services - provide a range of advisory services appropriate to the needs of older people and their carers.
- Preventative and maintaining independence services – to provide a range of services which promote prevention and enable older people to maintain independence.
- Enabling voices of older people to be heard by planners, commissioners and service providers.

Age UK Redbridge, Barking and Havering measures its performance with reference to the above strategic aims. This strategic approach is reflected in the next section on Achievements and Performance. Measures used to assess performance and consequently success are detailed below, but typically include: numbers of older beneficiaries using services; outcomes for older people including additional income generated; and feedback from service users.

Achievements and Performance

1. Objective 1 - Advisory Services

Information and Advice

Our Advice and Information Service is available five days per week in Redbridge, two days per week in Havering and two days per week in Barking and Dagenham. The service is funded by LB Redbridge, Age UK Eon and Winter Warmth programmes and a generous private donation. The service is accredited with the Advice Quality Standard – Advice with Casework (Older People) quality mark.

We provide advice by phone, email and in person at our offices and outreach locations. We also carry out home visits where disability prevents people leaving home. The holistic approach means that, in addition to responding to the initial enquiry (perhaps for help with a benefits form or find out information about local services) we carry out an assessment of the client's situation and ascertain any additional needs they may have. For example, someone may contact us about where to obtain grab rails, but we would go on to inform them about Occupational Therapy assessments, benefits such as Attendance Allowance and Personal Independence Payment, Telecare and Social Services assessments. This means that the client is able to get a wide range of information and advice in one place from one advice worker. We provide advice on the following topics:

- Community Care
- Benefits
- Health
- Consumer matters

The Advice & Information Service continued to deal with a large number of benefit related enquiries, particularly with applications for Housing Benefit. All three Boroughs no longer accept paper applications, so we have helped a large number of people complete Council Tax relief, Housing Benefit and Blue Badge applications online. This has become a major challenge as many older people do not have internet access, which means we often have to complete the information in their homes on paper, then transfer it to an online application at the office. To meet this challenge, we have recruited two volunteers whose roles are to assist with leisure and transport applications, including Dial-a-Ride membership, Blue Badge applications and Taxi Card. Each volunteer provides one day per week, both with office based appointments and home visits. It has been a very successful year for the Information and Advice Service. A generous private donation enabled the recruitment of an additional member of staff, thus increasing our capacity to respond to people's needs. Throughout the three Boroughs we have responded to the needs of 1,388 clients through signposting and casework (905 of these – 65% - involved casework, most of which was benefits-related). Over 7000 people used our website to access information.

From the benefits applications we have made, we have generated the following additional income for older people:

- Redbridge - £325,823
- Barking & Dagenham - £272,825
- Havering - £172,224

In total, the annual income gained for older people was £770,872. This does not include clients who have not informed us of outcome of their benefit applications by the end of the financial year. Additionally, we obtained backdated arrears income of £49,922.

Case study illustrating the extent of our work:

Mr J was undergoing treatment for cancer. The treatment affected his mobility and concentration. We gave advice on Attendance Allowance and he agreed we could assist him in making an application. We also advised him about Lifeline, the emergency telephone scheme. Mr J's partner thought he might benefit from some massage so we informed him about the Oncology /

- Haematology Complementary Therapies Service. We referred Mr J for an Occupational Therapy Assessment to assist with his mobility at home. As a result of our intervention, Mr J:
 - now receives higher rate Attendance Allowance
 - attends Complementary Therapy at Queens Hospital, with massages aiding muscle relaxation

The following comments highlight people's experience of the service:

- "Thank you very much for helping me with my council tax form. It was a great help"
- "Staff were very helpful and caring"
- "This is a good service – it is needed by most people"
- "It is good you can talk to Age UK and that they are there for people to give good advice and help. I found the staff excellent and I was given good information and advice. They are very helpful, kind and friendly. I could not ask for a better service."

Early Intervention Service (Dementia)

Funded by LB Redbridge, this service provides information and support to those developing memory loss and their families and carers within Redbridge. Age UK produces a range of helpful advice booklets, including 'Living with Early Stage Dementia', 'Caring for Someone with Dementia' and 'At Home with Dementia'. What is important is timely information, neither overwhelming people with information that can produce anxiety about the future, nor failing to provide information that can open the door to services or benefits or enable people to come to terms with their dementia or that of a loved one. To this end, the service provides series of six group information meetings – 'Living Well with Dementia' – for people with dementia and carers, followed by a coffee morning when they can decide if they would like to form a supportive peer group.

We work closely with the Memory Service in Redbridge, where many of our referrals come from, as well as respite agencies and other partners who can provide additional services. During the year, the service received 203 referrals, 146 involving extensive case work to put services and support in place, with the remaining 57 people requiring one-off information but able to return when needs increased. Often the number is doubled as the support is to both the person with dementia and their carer.

During the year, Age UK Redbridge, Barking & Havering was an active member of the Dementia Partnership and with colleagues from LB Redbridge, hosted a relaunch of the Dementia Strategy in Redbridge on 1st February. After presentations by Adrian Loades, Corporate Director for People at LB Redbridge and Dr Raj Kumar, Clinical Governance Group Dementia lead, there was a Question & Answer panel comprised of Dementia Partnership representatives.

We continued to be actively involved in the Dementia Partnership's workstream 'Dementia & Creativity'. This has a co-ordinating role in ensuring that creative provision enabling people with early stage dementia to continue to lead a quality life with enjoyment is sustained in the borough. 'Remember to Dance in Redbridge' was one such initiative, led by Green Candle at Elderberries Day Centre. We referred people from our service to this 30 week rhythm, music and dance session – research shows that such activities can reduce cognitive deterioration and improve social interaction and other abilities. Another success of the Dementia & Creativity group was to engage with Dial-a-Ride to overcome the previous exclusion of people with dementia from this transport service, providing they have a GP's letter affirming their capacity to use the transport without danger or confusion.

Dementia Support at Middle & Later Stages

Age UK Redbridge, Barking & Havering increased its provision when approached by LB Redbridge for support in meeting the needs of people with dementia at middle and later stages. The need for respite, day provision, care packages and other intensive support increases at this stage and the role involves working with partners to arrange these means of support.

179 referrals were made, of whom 144 people received extensive support, with the other 35 requiring information. Age UK Redbridge, Barking & Havering staff attended most GP Protected Learning Events to raise awareness of services with GPs and talks were given to some of the local Health & Social Services (HASS) Hub meetings.

2. Objective 2 – Preventative and Maintaining Independence Services

Falls Prevention Service

This service continues to be commissioned by LB Redbridge. 212 people were screened for the falls pathway at either level one or 2 during the year. We carry out level one falls assessments with people or send them the forms to complete themselves. They were each sent a 'falls pack', full of information about exercise opportunities, a booklet entitled 'Slips, Trips and Falls' containing a small questionnaire to think about their home environment and how they can reduce the risk of falls and the Age UK booklet 'Staying Steady'. An average of 124 people were engaged in exercise groups or 1:1 postural stability programmes throughout the year. As always, the service continued to work closely with the staff at King George Hospital who provide the intensive falls pathway work through physiotherapy, provision of equipment and specialist treatment. Local partners continued actively to participate in the Borough's Falls Prevention Working group, facilitated by Age UK Redbridge, Barking and Havering.

We exceeded all our targets in terms of informing GPs about our services, partly through attending GP Protected Learning Events, as well as meeting with teams at a number of GP surgeries and speaking to Practice Managers. Additionally, presentations about the service were provided to 70 professionals at Whipps Cross Hospital and to a wide variety of community groups (including the Disabled Asian Womens Network, the Gujarati Centre and patient groups), independent living schemes and carers meetings. Training was offered to care home staff. The following comments were received from people participating in the exercise groups:

"I probably wouldn't be walking today if I hadn't attended the class."

"Attending classes has helped me loosen up and stretch, so I can move more easily with confidence."

"Hip pain and back pain now better."

"My mobility and strength greatly improved."

"Best class ever, wouldn't miss it. At 88 I feel have 'worked' my body in a way that benefits me that is not too taxing."

Hospital Discharge Service

LB Redbridge continues to commission this service for people who have no one to take them home from hospital or any relative nearby who can help them once home. Where people can get in and out of a taxi, our staff book this to take them home, after checking they have their medication, have been discharged and all their belongings are to hand. When people cannot manage the transfers, they are taken home by patient transport and then our staff provide the service from their home. Most people receive two or three home visits, sometimes more, and these can involve shopping, sorting out issues that have arisen, contacting local services or helping people regain confidence that will lead to increased independence. The initial visit is for a full assessment, checking on: the person's capacity to use their facilities (getting in and out of chairs, going to the toilet, managing to use the microwave, climbing the stairs etc); whether food has gone stale and needs replacing; liaising with friends, family and local services to ensure a network of support is available; and seeing if there are unmet needs (financial concerns, lack of information about what help is available or need for smoke alarms or other practical help). Sometimes, there are exercises the person needs support with in order to regain mobility or strength.

A total of 263 people benefitted from this service.

We contact people by telephone a month and three months after the service ended to see how they are getting on and whether any other needs have arisen in the meantime. Very few have had to return to hospital and satisfaction with the service is very high.

Befriending Service

This service, funded by LB Redbridge, continues to be provided for people aged 60+ who are socially isolated for a range of reasons, but often through poor health or disability. They are often quite vulnerable, often having no connection via social media, with only the television or radio for company. Many have dementia and volunteers are trained to manage telephone conversations with people whose memory is limited or who are confused or repetitive. For the majority, the service is a lifeline – sometimes the only conversation they will have during the day.

An average of 262 clients received the service throughout the year. 38,829 phone calls were made by our 30 telephone volunteers, an increase of 4,000 on the previous year. Another team of visiting volunteers made 1,235 visits to peoples homes.

Whilst we are not funded to provide this service in LB Havering and LB Barking and Dagenham, for a small fee we provide people in those boroughs with five phone calls per week and a weekly visit.

Di's Diamonds

Age UK Redbridge, Barking & Havering agreed to take over this volunteer-led service in autumn of 2016. We employed a part-time Activities Development Co-ordinator to consolidate the work in Havering and to develop more activities in Barking & Dagenham and Redbridge.

Regular activities include coffee mornings in a range of venues, lunches, bowling and walks, but there are many trips to theatres (local and West End), the cinema, museums, lectures, concerts, guided walks and much more. In addition to arranging activities we publicise events and activities organised by other local groups, including tea dances, book clubs, painting classes, yoga, etc.. Membership is free and people receive a monthly calendar, enabling them to sign up for the events and activities that interest them.

In March 2017, we held a celebratory event at Queens Theatre, Hornchurch, with 80 people in attendance.

Membership has grown and whilst there are over 100 very active members. The great benefit of this service is that it keeps people both physically and mentally active, as well as socially involved. Research has shown that isolation, lack of activity and lack of stimulus are triggers for depression, poor health and even, potentially, dementia, so keeping people as active as they can be is an excellent way of reducing dependency on services and preventing health problems.

Home Support Services

These services continue to evolve and develop. By the end of the financial year, 77 people were continuing to receive support with bathing or showering safely, domestic cleaning and/or shopping services. 14 people received home visits from our contracted hairdresser. In April 2016 we launched a gardening service, which was quickly overwhelmed with demand. Whilst some only needed an occasional or one-off major tidy up in Spring or Autumn, many became regular clients. All these are charged for services.

Integrated Care – Care Navigation

Age UK Redbridge, Barking and Havering continued to deliver the Age UK Integrated Care Programme in partnership with Age UK, Health 1000 Complex Care Practice and Redbridge, Barking and Havering Clinical Commissioning Groups (RBHCCGs). The service has been jointly funded by Age UK and Barking, Havering and RBHCCGs.

The Programme will be evaluated by the Nuffield Trust who will look at the effectiveness of the Integrated Care Intervention. In addition Age UK commissioned an independent qualitative evaluation engaging stakeholders including older people and carers. The service received excellent feedback from service users.

The programme's aim is to support people with 4 or more long term conditions and increase their social networks and access to services as well as improve their health and wellbeing with the aim of reducing dependency on health and social care services.

The Care Navigators received 375 referrals and carried out 295 guided conversations with over 130 patients achieving their goals. The first set of data analysed by Age UK indicated a 20% increase in health and wellbeing scores for patients on the programme after 20 weeks and significant reductions in loneliness and isolation.

The service also worked with Health 1000 nursing home patients and organised art and craft workshops for residents.

From March 2017 the service focused on expanding the Age UK Integrated Care Model to work with End of Life patients in partnership with the Gold Standard Framework Palliative Care Service at Queens and King George Hospitals. The service is also developing links with GP practices across Redbridge, Barking and Dagenham and Havering to work with primary care End of Life patients.

Wanstead Activity Centre

One hundred and eleven new people came to the Activity Centre (The Allan Burgess Centre) during this year, with an average of 236 people in attendance each month for meals or for a range of activities, including chair exercises, Zumba, yoga, painting, crafts, book club, bridge and board games and photography. Several activities are so popular that we have had to provide additional classes.

Special events include: quarterly poetry workshops, with local poet Alex Wilde, quarterly tea parties, visits from the local police and various health promotion activities. Eastside Community Heritage has held reminiscence sessions for our service users. And in January 2017, Snaresbrook Primary School adopted Age UK Redbridge, Barking & Havering as its charity of the year, raising funds and planning intergenerational activities, including a wonderful shared poetry workshop at the Centre on the theme of fashion, with 8 & 9 year olds, joining with 80 & 90 year olds to try out their creative writing skills.

The Centre's art class participated in the Wanstead Arts Trail and arranged a number of activities in Older People's Week. The touring theatre group, Az2B, put on performances of their 'Grandma, Remember Me' play, about the impact of dementia on a family, as seen through the eyes of a granddaughter; and their new play, 'What Do You See?' about a care home that fails its inspection.

One other memorable occasion was the 90th birthday lunch hosted for Gwen Hamilton. Gwen has been involved with Age UK and the Activity Centre for approximately 30 years, chiefly as a volunteer and more recently as a service user.

Computer training and digital inclusion

We continue to provide classes for those wishing to learn how to send and receive emails, use smart phones and tablets, access the internet, talk to friends and family on skype or benefit from a range of applications. At the Wanstead Activity Centre, support is 1:1, but in our Ilford office we operate in small classes, one dedicated to phones and tablets.

Demand is much less than even five years ago – our guess being that more people are retiring already with IT skills and that Age UK Redbridge, Barking and Havering, together with the libraries, Redbridge Institute and others, have met much of the demand that is out there.

However, we are aware that not only are there still many people who are digitally excluded, but the task of keeping skills up to date is one that never ends. For those who have access to the internet, they can find health information, look up local services, access cheaper insurance, banking and travel and keep in touch with the news. For those who have email, skype, Whatsapp or social media, they can connect with family and friends even when they may no longer be able to travel. With these skills and facilities, people are likely to be more independent and less reliant on services as can happen through isolation, poor health or depression.

Safeguarding Older People

During the year, we refreshed our Policy and Procedures for the Protection of Adults at Risk of Abuse, in the light of the guidance that followed the Care Act 2014. Although we now work across three boroughs, the number of referrals for Safeguarding support has slightly decreased – perhaps because there is greater awareness of support available and because a range of professionals are more alert and intervene early to protect a vulnerable person.

In addition to being a member of the Redbridge Safeguarding Board, Age UK Redbridge, Barking and Havering continued to host and chair the Older People's Safeguarding Forum.

We continue to train all staff and volunteers in the safeguarding policy and procedures, looking at good practice and ensuring an understanding of what mental capacity and deprivation of liberty safeguards are all about. Training is updated every three years for every staff member.

3. Objective 3 – Enabling Voices of Older People

Age UK Redbridge, Barking & Havering's mission statement includes 'ensuring that older people have choice and that their voices are heard'. Listening to older people, helping them to consider their options and supporting their choices is therefore a part of all our services, every assessment we carry out and all our interactions with them. At induction, we always tell new staff and volunteers that when doing an assessment of someone's needs we do an assessment 'with' the person, not 'of' them, which puts their concerns, needs and choices at the heart of the conversation. Recognising that they are not just recipients of services but people whose lives have been rich and full and who still have much to offer means that their views and opinions matter to us.

Each year, we carry out satisfaction surveys for our services, with detailed enquiries about how people find the welcome they receive, the friendliness and approachability of staff, whether the service met their need, whether we supplied them with the information that would enable them to make choices about services and support and whether the outcomes they wanted were achieved. Some of the services carry out feedback phone calls or send out feedback forms once we've provided the service. This applies to short term services like help with benefits applications and other advice work or assistance in bringing people home from hospital and supporting them to regain their independence. With our IT training, we ask people to complete a small evaluation form at the end of every 10 week course.

Our Voices of Experience Service, funded by Redbridge Clinical Commissioning Group, is specifically designed to consult with those aged 60+, having a panel of citizens that meets monthly, a larger questionnaire group of approximately 160 people, regular focus groups on a range of topics and several consultation visits each quarter to community groups and any of the 50 or so independent living (sheltered accommodation) units in London Borough of Redbridge. Its role is to obtain people's views on local services, proposals for new developments, issues of concern to older people and strategic developments, so that their voice is heard by planners, service providers, statutory authorities and specialist organisations. Sometimes we work with our national organisation, Age UK, on a nationwide campaign; on other occasions we may be approached by a local authority or a health trust when they need people's views on changes to services; and sometimes we generate a questionnaire because we have listened to concerns raised by a number of people suggesting that there is an issue that needs to be researched. Reports are generated after the statistics are analysed, and these are forwarded to key personnel who need to be informed where there are local or national concerns.

In the past year, we consulted on the following topics:

- Take up of attendance allowance
- Understanding of Powers of Attorney
- Awareness of smart meter technology and advantages/disadvantages
- Experience of arthritis and access to medical and other support
- Access to and use of NHS talking therapies

- People's awareness of how to access social care
- Eye health and take-up of services
- Access to mental health services (in conjunction with Healthwatch)
- Awareness of alternative health services and what they are for and how they should be used: NHS 111; Urgent Care Centres, A&E, Pharmacies, Walk-in Centres, 999

Other Achievements

Volunteering

Numbers of volunteers rose during the year, with 188 now on the database. These numbers include trustees, Voices of Experience Panel members, admin support, telephone and visiting befrienders, IT tutors, volunteers who support our Activity Centre in Wanstead and a whole variety of other roles. There are new roles being created all the time so, no matter how many volunteers we already have, we always need more. Roles can be generated by the creation of a new project or an emerging need within one of our traditional services. It is impossible to praise our volunteers highly enough because many of them, in addition to their regular weekly roles, step up time and again to meet some need, such as covering a gap in the rota created by holidays or illness or someone moving on or help with a one-off task. These emergency requests can, for example, include assisting with our Saturday coffee mornings or helping with a mail-out or assisting with translation when we are carrying out a consultation where English is not people's first language. One particular extremely valuable volunteer duty has been to assist the work of the Bogus Caller Partnership this year. We have been an active member of the partnership for ten years (other members include the Police, Trading Standards, LB Redbridge Day Opportunities and Housing Services, Victim Support, London Fire Brigade, Redbridge Council for Voluntary Services and the Old Protectors). Trading Standards wished to undertake a mail-drop across the Borough alerting people to doorstep crime, distraction burglaries and common scams, our representative suggested that Age UK volunteers might be willing to take on one or two streets. In the event, six or more volunteers undertook this as a regular commitment and between them and personnel from Trading Standards, 11,000 homes were provided with this essential information by the end of the financial year – the majority by our volunteers.

As a way of thanking our volunteers, we always provide an annual outing in the summer, enabling them to meet volunteers who work on different days to themselves or from different teams. During 2016, the outing was to Chatham Dockyard. And in February each year, we have our awards ceremony, which is a big 'thank you' party, with certificates for long service and some entertainment, this year provided by singer Louise Stuckey.

It is estimated that if we had to pay our volunteers it would cost us approximately £400,000 per year.

UK Older People's Week 2016

This year we co-ordinated the Older People's Week programme of events and the local authority produced the programme.

It was a very good week, with activities at the Activity Centre in Wanstead, and partner organisations putting on events throughout the borough, including many in local libraries arranged by Vision RCL. Free tasters of many leisure activities were offered. One big event was arranged and co-ordinated by Age UK Redbridge, Barking & Havering at Central Library, Ilford and the Kenneth More Theatre, with organisations carrying out health checks, providing information tables and offering advice clinics on benefits, blue badges, freedom passes etc.

Financial Review

The Charity has continued to operate within a framework of increased constraints on public expenditure. To counter this the Board has taken steps to increase charges and the range of services offered by the Home Support Service.

The year saw generous donations of £90,227 and legacies of £13,694. The donations included an anonymous donation of £80,000 for our Advice and Information service.

The charity ended the year with a net increase in funds credited to reserves of £127,678, a significant improvement on the operational deficit, in recent years. For 2017–18 the charity has budgeted for a neutral budget.

The total funds held by the Charity as at 31 March 2017 are £449,378, of which £133,587 are restricted and not available for general purposes. Reserves that are unrestricted, undesignated and not associated with fixed assets amounted to £18,314.

The principal funding sources for the Charity are currently by way of contract and grant income from London Borough of Redbridge and NHS Redbridge, NHS Barking & Dagenham and NHS Havering. The charity recognises the risk associated with over dependency on any single source of income and this year has attracted funds from Age UK, Age UK London and XL Caitlin.

Investment Policy

Age UK Redbridge, Barking & Havering has the power to invest contained within its Articles of Association.

Responsibility for sanctioning and approving investments lies with the Trustees as advised by the Treasurer and Chief Executive. The broad investment policy of the Board is:

- To strike a balance between a good return on investment, capital growth and security;
- To re-invest investment income;
- To review investments at least annually;
- To consider ethical factors only insofar as these reflect the charitable objects of the charity, and are consistent with charity law;
- To ensure that an appropriate level of accessible funds is maintained.

Plans for Future Periods

The Trustees completed the process of producing the Organisations Development plan for the period 2016 - 2018. This plan will now be implemented and specific plans for next year include:

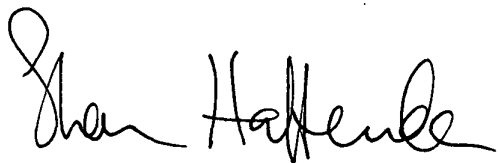
- Develop our Integrated Care Programme to work with End of Life patients from Barking Havering and Redbridge NHS Hospital Trust in partnership with the Gold Standard Framework Palliative Care Programme as well as developing links with GP practices across the three Boroughs to support End of Life Primary Care Patients.
- Relocation of our Advice and Information Service outlet in Havering to premises in central Romford
- To extend our Wanstead Activity Centre services into the Cherry Tree Café in Wanstead
- Further development of Di's Diamonds social and cultural activity opportunities to keep people active and reduce loneliness and isolation.
- The Charity will adopt the Charity Governance Code for smaller charities

Statement of disclosure to auditors

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

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Approved by the Executive Committee of Trustees and signed on their behalf

A handwritten signature in black ink, appearing to read 'S Haffenden', written in a cursive style.

S Haffenden
Chair of Trustees
2nd November 2017

Appendix 1

Member Organisations

Alzheimer's Society

Carers Trust EHHR

Early Young Retired

Guide Dogs for the Blind

Holy Trinity Outreach Group

Jewish Care

League of British Muslims

NHS Retirement Fellowship

Redbridge Carers Support Service

Redbridge Citizen Advice Bureau

Redbridge Gujarati Welfare Association

Redbridge Indian Social Klub

Redbridge Indian Welfare Association

Redbridge Pensioners Forum

Redbridge Voluntary Care

Southwest Essex Townswomens Guild

St. Barnabas Social Club and Luncheon Club

The Salvation Army Friendship Club

Vishwa Hindu Panished

Young at Heart

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
AGE UK REDBRIDGE, BARKING AND HAVERING LTD
A COMPANY LIMITED BY GUARANTEE**

We have audited the financial statements of Age UK Redbridge, Barking and Havering Ltd for the year ended 31 March 2017 set out on pages 17 to 28. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

Respective responsibilities of trustees and auditors

As explained more fully in the Trustees' Responsibilities Statement on page 16, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Report and financial statements to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been properly prepared in accordance with requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements and the trustees' report in accordance with the small companies regime and take advantage of the small company exemption in exemption from the requirement to prepare a strategic report.

8 November 2017



Philip Robert Hern (Senior Statutory Auditor)
for and on behalf of **Hern & Company**
Chartered Certified Accountants
Statutory Auditor
3 Buckingham Court
Rectory Lane, Loughton
Essex, IG10 2QZ

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Statement of Trustees' Responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the Trustees are required to:

- . select suitable accounting policies and then apply them consistently;
- . observe the methods and principles in the Charities SORP
- . make judgments and estimates that are reasonable and prudent;
- . state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- . prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Statement of financial activities Including the income and expenditure account for the year ended 31 March 2017

		Unrestricted funds	Restricted funds	Total 2017	Total 2016
Notes		£	£	£	£
<u>INCOME FROM:</u>					
Donations and legacies	13	23,921	80,000	103,921	4,014
Charitable activities					
Grants	12	93,990	190,058	284,048	293,210
Contracts	12	347,353	-	347,353	317,543
Sundry	14	25,830	-	25,830	19,430
Home Support fees	14	69,962	-	69,962	50,047
		537,135	190,058	727,193	680,230
Other trading activities					
Sale of meals	14	23,802	-	23,802	25,293
Sundry	14	686	-	686	1,038
		24,488	-	24,488	26,331
Investments					
Bank interest		1,152	-	1,152	370
Total incoming resources		586,696	270,058	856,754	710,945
<u>EXPENDITURE ON:</u>					
Raising funds					
Sale of meals	15	26,750	-	26,750	22,589
Charitable activities					
Advisory services	16	141,422	27,174	168,596	169,587
Prevention and independence	16	296,457	147,560	444,017	452,072
Enabling voices of older people	16	55,127	-	55,127	55,103
		493,006	174,734	667,740	676,762
Other					
Governance costs	17	34,586	-	34,586	34,453
Total resources expended		554,342	174,734	729,076	733,804
<u>NET INCOME / (EXPENDITURE) FOR THE YEAR</u>					
		32,354	95,324	127,678	(22,859)
<u>NET MOVEMENT IN FUNDS</u>					
Total funds brought forward		283,437	38,263	321,700	344,559
Total funds carried forward		315,791	133,587	449,378	321,700

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Balance sheet 31 March 2017

	Notes	2017 £	2016 £
Fixed assets			
Tangible assets	5	<u>29,477</u>	<u>22,804</u>
Current assets			
Debtors	6	55,832	38,449
Cash at bank and in hand		533,109	544,971
		<u>588,941</u>	<u>583,420</u>
Liabilities			
Creditors: Amounts falling due within one year	7	<u>169,040</u>	<u>284,524</u>
Net current assets		<u>419,901</u>	<u>298,896</u>
Total net assets		<u>449,378</u>	<u>321,700</u>
The funds of the Charity			
Restricted income funds	9 (a) / 10	133,587	38,263
Unrestricted funds:	9/10	315,791	283,437
Total charity funds		<u>449,378</u>	<u>321,700</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the Board of Trustees on 2nd November 2017
and signed on their behalf by



Mike Smith
Trustee / Treasurer

Charity Number: 1088435
Company Number: 04246504

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Statement of cash flows for the year ended 31 March 2017

	Notes	2017 £	2016 £
Operating activities:			
Receipts from donations and legacies		103,921	4,013
Receipts from grants		148,964	586,242
Receipts from contracts		347,353	317,544
Receipts from the supply of goods and services		112,793	96,437
Other operating receipts		1,868	1,408
Payments to suppliers of goods and services		(200,530)	(181,421)
Payments to and on behalf of staff		(524,012)	(540,921)
Net cash provided by (used in) operating activities	19	<u>(9,643)</u>	<u>283,302</u>
Investing activities:			
Purchase of property, plant and equipment		<u>(2,219)</u>	<u>(1,100)</u>
Net cash provided by (used in) investing activities			
Cash flow for the period		(11,862)	282,202
Opening cash and cash equivalents		544,971	262,769
Closing cash and cash equivalents		<u>533,109</u>	<u>544,971</u>

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements for the year ended 31 March 2017

1 Accounting policies

The charity is a public benefit entity. The financial statements are prepared under the historical convention and in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities (effective January 2015), FRS 102 and the Companies Act 2006. The particular accounting policies adopted in the preparation of the financial statements are set out below:

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

These financial statements for the year ended 31 March 2017 are the first financial statements of Age UK Redbridge, Barking and Havering Ltd prepared in accordance with FRS 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland. The date of transition to FRS 102 was 1 April 2015. No adjustments to the results reported for the year ended 31 March 2016 were required as a result of the transition to FRS 102.

At the time of approving the financial statements, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Incoming resources

All income is recognised in the statement of financial activities when the conditions for receipt have been met, there is reasonable assurance of receipt and the monetary value can be reliably measured.

Grants together with Central Government, Local Authority and Primary Care Trust Contracts, are recognised in full in the Statement of Financial Activities in the year to which they relate, using the performance model. They are classified as restricted where the terms of the grant require that it be used for a specific purpose.

Voluntary income including donations, gifts and legacies is included in full in the Statement of Financial Activities only where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Investment income is recognised on a receivable basis.

Resources Expended

All expenditure is accounted for on an accrual basis and has been allocated on the bases indicated below:

Charitable Activities includes expenditure associated with the strategies to meet the objectives of The Charity i.e. Advisory services, Preventative & Maintaining Independence Services; and Enabling Voices of Older People.

Governance costs include those incurred in the governance of the charity and include items such as audit, legal advice for trustees and costs associated with constitutional and statutory requirements.

Support costs represent the staffing and associated costs of finance, personnel and general administration in supporting the operational programmes of the charity. These are allocated to the relevant cost area on the basis of headcount.

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements (continued) for the year ended 31 March 2017

1 Accounting policies (continued)

Fund Accounting

The Charity maintains various types of funds as follows:

Restricted Funds

Restricted funds represent grants, donations and legacies received which are allocated by the donor for specific purposes.

Unrestricted Funds

Designated funds are amounts which have been put aside at the discretion of the Trustees. General Unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the Charity.

Tangible Fixed Assets

Assets with a cost of under £1,000 are expensed in the year of acquisition, while assets costing over £1,000 are capitalised.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost, less estimated residual value, of each asset on a straight-line basis over its expected useful life.

An impairment review takes place whenever an asset is found to be damaged. In such a case the useful economic life is reviewed and consideration is given as to whether there should be an immediate write down of the net book value.

Leasehold improvements	Useful life December 2023
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Computer equipment	Useful life 3 years
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The useful expected life of the lease has been extended from December 2018 to December 2023 for the year under review. The trustees have documented an intention not to exercise a break clause in the lease, which would have caused it to terminate in December 2018.

Pensions

The company operates a defined contribution scheme for the benefit of its employees. Contributions payable are charged to the income and expenditure account in the year they are payable.

Leasing

Rentals payable under operating leases are charged against income on a straight line basis over the lease

Financial instruments

Financial instruments are carried in the balance sheet at the value of the consideration payable or receivable. No financial instruments are accounted for at fair value through profit or loss or at amortised cost.

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements (continued) for the year ended 31 March 2017

	Unrestricted funds	Restricted funds	Total 2017	Total 2016
2 Net incoming resources for the year				
Net incoming resources for the year is stated after charging:	£	£	£	£
Auditors' remuneration (audit fees)	3,540	-	3,540	3,360
Auditors' remuneration (non-audit fees)	1,530	-	1,530	1,440
Operating lease payments	51,896	22,975	74,871	77,738
Depreciation (see note 5)	4,582	-	4,582	8,728

	Unrestricted funds	Restricted funds	Total 2017	Total 2016
3 Staff costs				
Employee costs during the year amounted to:	£	£	£	£
Wages & salaries	364,155	106,392	470,547	496,427
Social security costs	21,946	9,227	31,173	29,080
Other pension costs	12,630	3,100	15,730	14,415
	398,731	118,719	517,450	539,922

Included in staff costs is remuneration paid to key management of £123,974 (2016 - £138,297.)

No employee earned £60,000 per annum or more.

The trustees estimate that the cost of paying staff to perform the work of the charity's volunteers would be £400,000 (2016 - £367,500).

The average number of persons, analysed by function, was:

Advisory services	5	6
Prevention and independence	21	21
Enabling voices of older people	1	1
Support	2	2
Governance	1	1
	30	31

4 Trustees' remuneration and expenses

There was no remuneration paid in respect of Trustees (2016 - £Nil).

No trustees were paid any expenses (2016 - £nil).

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements (continued) for the year ended 31 March 2017

5 Tangible fixed assets

	Office furniture & fittings £	Computer equipment £	Leasehold improve- ments £	Total £
Cost				
As at 1 April 2016	9,857	4,536	98,960	113,353
Additions	9,036	2,219	-	11,255
Disposals	(9,857)	-	-	(9,857)
As at 31 March 2017	<u>9,036</u>	<u>6,755</u>	<u>98,960</u>	<u>114,751</u>
Depreciation				
As at 1 April 2016	9,857	1,802	78,890	90,549
Charge	-	1,985	2,597	4,582
Eliminated on disposal	(9,857)	-	-	(9,857)
As at 31 March 2017	<u>-</u>	<u>3,787</u>	<u>81,487</u>	<u>85,274</u>
Net book value 31 March 2017	<u>9,036</u>	<u>2,968</u>	<u>17,473</u>	<u>29,477</u>
Net book value 31 March 2016	<u>-</u>	<u>2,734</u>	<u>20,070</u>	<u>22,804</u>
			2017	2016

6 Debtors

The following amounts are included in debtors:

Prepayments and accrued income	<u>£55,832</u>	<u>£38,449</u>
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7 Creditors

The following amounts are included in creditors due within one year:

	£	£
Trade creditors	12,295	2,042
Accruals and deferred income	144,355	269,811
Taxation and social security	9,829	9,337
Other creditors	2,561	3,334
	<u>169,040</u>	<u>284,524</u>

Deferred income relates to income received before the year end in respect of grants for periods which straddle the year end. All of the income deferred is recognised in the following year.

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements (continued) for the year ended 31 March 2017

8 Financial commitments

At 31 March 2017 the company was committed to making the following payments under non-cancellable operating leases:

	2017	2016
Within one year	74,871	74,871
Between one and five years	131,025	205,896
	205,896	280,767

Comparative information has been amended from the disclosures made in the previous year's financial statements, to account for changes in commitments with a variable cost element.

9 Unrestricted income Funds

The intention of the Contingent Liability Fund is to provide a sum equivalent to a certain number of months worth of the Charity's usual annual costs as a resource, to allow time for reorganisation in the event of a downturn in income; to cover possible redundancies; to protect ongoing work programmes; and to allow the Charity to meet its objectives. The trustees decided that 4 months was appropriate.

	Balance 01/04/2016 £	(Transfers)/ new designations £	(Utilised)/ increased £	Balance 31/03/2017 £
Operational Reserves	15,437	-	32,354	47,791
Contingent Liability Fund- Designated	268,000	-	-	268,000
Total unrestricted funds	283,437	-	32,354	315,791

9 (a) Restricted income funds

The Advice and Information HQ Fund was established following a generous donation from a private individual. Its use as previously reported was restricted to the provision of Advice and Information services delivered from our Headquarters at 103 Cranbrook Road. An additional donation was received during the year and the restriction on location was withdrawn by the original donor. The remaining monies will be spent from 2017 to 2020.

	Balance 01/04/2016 £	Income £	Expenditure £	Balance 31/03/2017 £
Advice and Information Fund	38,263	80,000	(12,779)	105,484
Integrated Care Project	-	175,663	(147,560)	28,103
Total restricted funds	38,263	255,663	(160,339)	133,587

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements (continued) for the year ended 31 March 2017

2017

10 Analysis of net assets between funds

	General	Unrestricted Designated	Restricted	Total
	£	£	£	£
Tangible fixed assets	29,477	-	-	29,477
Debtors	50,827	-	5,005	55,832
Cash at bank and in hand	5,692	268,000	259,417	533,109
Less: Creditors: Amounts due within one year	(38,205)	-	(130,835)	(169,040)
Total net assets	47,791	268,000	133,587	449,378

11 Guarantee

The company is limited by guarantee and the members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of a winding up.

12 Grants and income for service provision

Grants

	2017 £	2016 £
London Borough of Redbridge	38,800	38,800
Age UK	4,695	323
Age UK Brand Partner	15,000	7,500
Age UK London	28,235	19,747
Age UK Runnymede Daisy Fresh	260	720
London Borough of Barking and Dagenham	-	30,000
London Borough of Redbridge Vision Arts Grant	-	1,200
XL Catlin Services UK LTD	7,000	-
Total unrestricted funds	93,990	98,290

Restricted Funds

	£	£
Age UK Friends and Forums	750	1,150
Age UK London Know Your Rights Grant (accrued 2016, not received 2017)	(500)	500
City Bridge Trust	-	26,250
Big Lottery Advice Transition Fund via Havering CAB	-	1,667
Big Lottery Advice Transition Fund via Redbridge CAB	-	4,932
Big Lottery Advice Transition Fund via Barking CAB	-	1,945
Age UK Cabinet Office Winter Pressures	-	12,050
Age UK Winter Warmth	-	2,926
Age UK Integrated Care Grant	59,850	74,150
Barking, Havering and Redbridge CCGs Grant	115,813	53,750
Age UK Eon Fund	14,145	15,600

Total restricted funds	190,058	194,920
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Total grants	284,048	293,210
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AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements (continued) for the year ended 31 March 2017

12 Grants and income for service provision - continued

	2017 £	2016 £
Contracts		
Provided for services delivered		
London Borough of Redbridge	304,473	274,663
Redbridge Primary Care Trust	42,880	42,880
Total contracts	347,353	317,543

	2017 £	2016 £
13 Donations		
Restricted- Anonymous (see note 9 (a))	80,000	-
Unrestricted- Sundry	10,227	3,919
Legacy- Estate of John Michael Andrews	-	95
Legacy- Estate of Alfred Jehu	4,278	-
Legacy- Estate of Margaret Bonner	9,016	-
Legacy- Estate of Roger Davis	400	-
	103,921	4,014

14 Other income	Charitable activities		Other trading activities		
	Sundry	Home Support fees	Sale of meals etc.	Sundry	Total
	£	£	£	£	£
2017					
Sale of goods			23,802		23,802
Rendering of services	25,830	69,962			95,792
Other income				686	686
	25,830	69,962	23,802	686	120,280
2016					
	£	£	£	£	£
Sale of goods			25,293		25,293
Rendering of services	19,430	50,047			69,477
Other income				1,038	1,038
	19,430	50,047	25,293	1,038	95,808

	2017 £	2016 £
15 Sale of Meals costs		
Agency Staff	11,333	1,864
Food	10,694	11,176
Staff	4,723	9,549
	26,750	22,589

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements (continued) for the year ended 31 March 2017

	Advisory	Preventative	Enabling	Total 2017	Total 2016
	£	£	£	£	£
16 Charitable activities costs					
Staff & volunteers	116,846	325,476	39,719	482,041	484,739
Office	38,948	80,193	10,305	129,446	122,706
Other	1,300	9,533	815	11,648	7,428
Support	11,502	28,815	4,288	44,605	61,889
	<u>168,596</u>	<u>444,017</u>	<u>55,127</u>	<u>667,740</u>	<u>676,762</u>
2017					
Unrestricted funds	141,422	296,457	55,127	493,006	
Restricted funds	27,174	147,560	-	174,734	
Total 2017	<u>168,596</u>	<u>444,017</u>	<u>55,127</u>	<u>667,740</u>	
Analysis of support costs					
Staff & volunteers	7,135	17,876	2,660	27,671	
Office	3,876	9,711	1,445	15,032	
Other	491	1,228	183	1,902	
	<u>11,502</u>	<u>28,815</u>	<u>4,288</u>	<u>44,605</u>	
2016					
Unrestricted funds	115,694	310,972	55,103		481,769
Restricted funds	53,893	141,100	-		194,993
Total 2016	<u>169,587</u>	<u>452,072</u>	<u>55,103</u>		<u>676,762</u>
Analysis of support costs					
Staff & volunteers	8,893	28,509	2,865		40,267
Office	4,285	13,735	1,380		19,400
Other	491	1,573	158		2,222
	<u>13,669</u>	<u>43,817</u>	<u>4,403</u>		<u>61,889</u>

AGE UK REDBRIDGE, BARKING AND HAVERING LTD

Notes to the financial statements (continued) for the year ended 31 March 2017

17 Governance costs	2017	2016
	£	£
Staff & volunteers	15,922	18,939
Office	8,943	9,277
Professional fees	8,270	5,550
Other	1,451	687
Total (unrestricted)	<u>34,586</u>	<u>34,453</u>

18 Related party transactions

There have been no related party transactions during the year, which require disclosure.

19 Reconciliation of cash flow from operating activities to income

Net Income / (Expenditure) For The Year	127,678	(22,859)
Change in debtors	(17,383)	40,845
Change in creditors	(124,520)	256,588
Depreciation	4,582	8,728
Net cash provided by (used in) operating activities	<u>(9,643)</u>	<u>283,302</u>

The change in creditors excludes £9,036 in respect of fixed asset creditors.

20 Subsequent events

On 23 May 2017, a legacy of £66,355 was received from the estate of Michael Savage.