



**Report and financial statements  
for the year ended 31 March 2024**



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## Board of Trustees

**Adrees Syed**

**Adrienne Policht** (Appointed 31st July 2024)

**Dr. Randal Smith** (Appointed 21st February 2024)

**Glyn Kyle MBE** (Resigned 31st May 2023)

**Imelda Redmond CBE – Chair**  
(Appointed 21st February 2024)

**Julia Casimo**

**Manjit Lall** (Resigned 21st February 2024)

**Mike Williams**

**Teresa Christina O'Connor**

**Zara King**

## Company Secretary

**Geetha Umaasuthan**  
(Resigned 24th November 2023)

**Giuseppina Ruscigno**  
(Appointed 7th March 2024)

## Chief Executive

**Mary-Ann Foxwell**

## Company number

**07687015**

## Charity number

**1144535**

## Registered office

**82 Russia Lane, London, E2 9LU**

## Independent Auditors

Knox Cropper LLP, 65-68 Leadenhall Street,  
London EC3A 2AD

## Bankers

Unity Trust, Congress House, 23-28 Great  
Russell Street, London WC1B 2UB

## Key Management Personnel

**CEO**

**Mary-Ann Foxwell**

**Director of Care & Service Development  
& Safeguarding Lead**

**Deborah Hayes**

**Director of Services**

**Larissa Howells**

**Director of Finance**

**Geetha Umaasuthan** (Resigned 24th November 2024)

**Modan Deb** (Appointed 29th January 2024)

The Trustees, who are also directors under company law, present their report and financial statements for the year ended 31 March 2024. The Trustees confirm that the financial statements comply with current statutory requirements, the Memorandum and Articles of Association and Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition'.

The objects of the charity as stated in the Memorandum and Articles of Association (24th June 2011) is as follows:

**To promote the following purposes for the benefit of the public and/or older people in and around East London namely:**  
*City, Tower Hamlets, Newham, Hackney, Waltham Forest, Havering, Redbridge and Barking and Dagenham*

- Advancing education;
- Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical);
- Promoting equality and diversity;
- Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantages; and
- Such other charitable purposes for the benefit of older people as the trustees may from time to time decide



# Welcome

## Welcome to Age UK East London's annual review and accounts for the year ending 31 March 2024.

It's my great pleasure to be introducing this report about our development and achievements during 2023-24, these 12 months were my first as Chief Executive of this organisation.

You'll find details of our delivery and impact later in this report. These are presented through service descriptions, service data and case studies and will hopefully give you a good insight into what we do, and how we do it.

Strategy development was a key focus for us during 2023-24. During the year we listened to the views of older people, consulted with partners, and reflected with staff and trustees on our future direction. Indeed, this document is designed to reflect our new Strategy, and it is sub-divided into our four strategic pillars.

During the year we also welcomed new members of senior staff and trustees to our team; Modan Deb joined us as Director of Finance and Operations, Emily Anderson as Head of Fundraising, Imelda Redmond as our new Chair of Trustees, and Randal Smith as a new board member. Imelda joined us in February 2024, she brings a wealth of experience and expertise which is already helping us immeasurably.



I'm very grateful to all our trustees who provided excellent support during the year, particularly Zara King who was interim chair between May and February but also Teresa O'Connor who has consistently given helpful Governance advice, our excellent treasurer Julia Casimo, and Mike Williams whose leadership of the new People Committee has been transformative. We were sad to say goodbye to Manjit Lall during 23-24 who stepped down from the board.

I'm proud of the foundations we have laid this year which will enable us to meet the challenges ahead. The need for our help has never been greater, and I'm very much looking forward to working with our excellent trustees and committed team to deliver the plans which have been so carefully developed this year.

Finally, I want to thank all our commissioners, funders and partners who continue to support and work with us to enable older people in East London to feel part of their community, and to be as happy and independent as they can be.

Mary-Ann Foxwell, CEO



# Our values



## Kind

We treat people with kindness, patience, generosity and care.

## Accountable

We do what we say we are going to do. We are reliable and trustworthy.

## Collaborative

We work as equal partners with beneficiaries.  
We work in partnership with other agencies to best meet the needs of older people.

## Flexible

We adapt according to the needs of our clients and community.  
We recognise the barriers many older people face and do our best to fit our services around them.

## Inclusive

We ensure that older people feel that Age UK East London is 'for them'.  
We make our services inclusive by taking positive action to ensure all our provision is welcoming and accessible.

# Our vision

We want East London to be a place where people age well, and where older people live happy, healthy and fulfilled lives.

**Older people in East London told us that they want to:**

## Be independent

Live safely and independently for as long as possible.

## Be connected

With their community, their friends and family and services.

## Be informed

Be supported to access entitlements that provides an income that allows them to feed themselves, heat their homes and socialise.

Be aware of the activities and opportunities that are available.

## Be heard

Have their experience recognised and their voices heard by service providers and policy-makers.

In order to deliver these ambitions Age UK East London needs to be a collaborative, professional and sustainable organisation.



## Our impact and key achievements 2023–24

**23,361** people supported during 2023-24

We helped to increase the income of older East Londoners by **£3,921,410**

**3,802** people were helped at home after being in hospital

**1,126** Lunch club attendances

# Be connected

Having opportunities to meet, be stimulated and find a sense of purpose is fundamental to caring for people's emotional wellbeing. Whether that be attending social activities in our centres, getting through to relevant services at the right time, meeting with a volunteer befriender, or being supported to make a videocall for the first time, connecting older people is central to everything we do.

Older people told us that connection was key for them in order to reduce loneliness and promote wellbeing.

Our community spaces are central in our mission to combat social isolation and ensure that older people experience the social connections we all need.

Caxton Hall enjoys a thriving community of regular attendees in Bow. Offering a daily lunch club, fantastic social events and the only stroke support group in the borough, our fantastic team at Caxton have built something very special amongst their members.



Our new home in Hackney, the newly renovated Marie Lloyd Centre, will transform the type and range of support we can provide to older Hackney residents.

Digital inclusion services help older people get connected with online services and geographically dispersed loved ones. By focusing on digital literacy, our clients are enabled to stay in touch with family who may live far away, chat to friends over email and participate in online communities.

For those who are housebound or want some company when they're getting out and about, our volunteer befrienders become trusted companions. **100%** of our clients surveyed said that they felt more optimistic about their future as a result of engaging in befriending whilst **98%** said they felt less isolated and closer to others through speaking to a befriender.

We connected



older people with befriending volunteers across Tower Hamlets.



attendances at more than 167 digital support sessions.



face-to-face sessions at Caxton Hall, with over 1,126 lunch club attendances.

By 2029 we will deliver befriending across our



## Case study

At first, Maria\* apprehensively attended weekly digital drop-in sessions held at Caxton Hall. She felt uncomfortable and didn't know what to ask because she was uncertain what she should learn.

Maria became interested in learning digital skills because the support services she was seeking were either on an online platform or required internet access and digital skills to navigate the system.

Maria became confident enough to enroll herself onto an eight-week digital skills course with Age UK East London that included topics such as Google search, downloading apps and setting up profiles. Throughout the course she started to become less fearful of "doing the wrong thing."

Maria continues to engage with digital support and is confident in using google, making WhatsApp calls and using email. Maria cites the use of WhatsApp with connecting with old friends who had moved overseas and finds this particularly rewarding. Maria is also saving money by using google to search for cheaper shopping deals online and compare prices. Finally, she doesn't mind if she misses a TV show because she knows she can catch up on her iPad.

\*name has been changed to protect her identity

*"This stuff has changed my life, I now feel like one of the youngsters, thanks to Age UK East London."*

**Maria, Digital Inclusion Client**

# Be informed

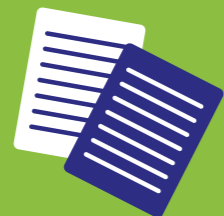
The boroughs in which we work in East London have the highest rates of pensioner poverty in the country. The cost-of-living crisis has driven demand for our information and advice service from people pushed into deep financial difficulty. Easy access to accredited, independent advice is fundamental to older people getting the information they need to increase their income and their quality of life.

Each year, Age UK East London's contact centre receives more than **16,500** telephone calls and **18,500** emails from older people and their carers. People contact us for information, advice and advocacy on a wide range of subjects. Many enquiries have their roots in money problems, such as rent arrears, and being unable to pay utility bills. These can take a significant toll on people's wellbeing as they cut back on socialising, food and heating to reduce expenses.

Through our advocacy work we give older people a stronger voice in circumstances where they are struggling to be heard. Working within advocacy principles, our staff seek positive results on issues such as health and social care and housing matters.

**2,503**

people supported with information and advice last year.



**809** clients had their income maximised by our advisors at an average additional income of

**£4,842**

In total we increased the income of our clients by **£3,921,410**

through ensuring that they are claiming everything they are entitled to in welfare, benefits, entitlements and grants.

Tower Hamlets Connect supported

**10,893** people in the past year.



**3,561** hours of advocacy work helped...

**240** residents have their voices heard, and rights upheld.

*"Instead of worrying, I would say to anyone – speak to Age UK East London. They helped us and they can help you too."*

Ben

## Case study

Ben and Ryan\* are in their early seventies. Ryan is living with HIV and has terminal lung cancer. Ben is Ryan's main carer and also a model train enthusiast. The couple are proud of their home and of managing their finances carefully over the years, but money was becoming tight and their savings were running low so they reached out through Age UK East London's advice helpline.

The advisor carried out an initial visit and benefit check for both clients. The advisor could see that they would qualify for Attendance Allowance and Council Tax Relief, and that Ben was becoming isolated. So the advisor filled in the benefit application forms, connected Ben with a local model train club, and referred Ryan to our telephone befriending service for weekly calls with a volunteer.

Ben and Ryan were awarded Attendance Allowance and 100% Council Tax Relief, worth **£8,738** annually.

Ryan told us: *"It gives me great peace of mind to know that Ben is well cared for. I know he will be able to manage in future."*

\*names have been changed to protect their identities

# Be independent

**A simple intervention can often enable people to remain living independently in their own homes. We help older people with small changes which make their home safe. We also help people with strength, balance and fitness to reduce the risk of trips and falls.**

We offer our Home From Hospital Service to older people in four local hospitals (Whipps Cross, Homerton University, The Royal London and Newham University Hospital). When older people are fit to be discharged but don't have a support network to adjust to homelife safely, we help make their home safe, take them home, and offer ongoing welfare visits.

We help prepare their home, arranging deep cleaning, making sure all the utilities are working and that they have food in the cupboards. Clients are visited regularly for 4-6 weeks after returning home.

Our handyperson team will help to prepare people's homes by fitting grab rails, stair rails and removing trip hazards, giving older people the confidence and the safety to use their whole home. They give extra security to those needing lock changes, and key safes, as well as helping people reduce their energy costs with efficiency aids such as light bulbs and draft excluders.

*"I feel much safer because of the measures taken by the Age UK East London handyperson...I'll sleep better this evening."*

**Maureen,  
Handyperson client**



Last year we supported

**3,802**

**people to safely return home from hospital.**



Our Handyperson team supported

**1,369**

**people to be safer and more independent in their homes last year.**

## Case study

Terry\* was referred to Age UK East London in July 2023 by an occupational therapist. He didn't have a support network that could help him to prepare his home for his discharge from hospital.

An Age UK East London handyperson visited twice, dismantling Terry's bed in the bedroom and removing his mattress and a large sofa.

The team returned to Terry's flat and worked with a kind neighbour to take delivery of a hospital bed, a pressure-relieving mattress, a riser recliner chair, two bed levers, and two key safes.

The handyperson returned to adjust the bed to fit the room better and install an extension lead, ensuring all necessary equipment was installed and Terry's flat was ready for his return to a well-prepared home environment.

\*name changed to protect identity

**5%**

**hospital readmission rate after using our Hospital From Home (compared to 15% national average).**

# Be heard

Last year we made older people's views central to the development of Age UK East London's new strategy. The need for this involvement was obvious; we are delivering services for older people and they are clearly the people with the experiences and views that matter most. We are committed to the continued involvement of older people and will work to amplify their views and voices to influence our delivery as well as our work with decision-makers.

We connected with the **150** older people who helped us to co-produce our strategy through the Older People's Reference Groups that we facilitate. We host an OPRG in each of our three boroughs.

These are regular forums where older people come together to learn about local provisions and make their voices heard in order to shape the services they need and use.

The OPRGs are also attended by healthcare professionals and support services. We invite representatives from services to every meeting to give talks and raise awareness. For example, NHS cancer screening services, Metropolitan Police representatives, or teams from TFL may attend to hear the views of older people in shaping future services and ensure that older people are aware of the services that are available to them.

# 1,423

attendances at the OPRGs last year.



# 150

older people involved in creating our new five-year strategy.

## Case study

The OPRG's have been going strong for many years and are vital in connecting the communities of older people in the boroughs and influencing decisions. Over this time we have achieved a great deal for these groups to be proud of.

In the City and Hackney, the OPRG have worked extensively with the council on projects such as Connect Hackney - Ageing Better, a programme that aims to reduce and prevent the social isolation of older people.

In Newham the group helped to introduce red trays at hospitals 'to help staff identify which patients need extra attention when eating, or need foods that have a modified texture' which has been invaluable in improving older people's experience in hospital.

In Tower Hamlets the group fought back against the council when they moved all parking permit requests to online only and withdrew the scratch card system that was in place to phone up for vouchers. This hugely affected older people in the borough and the activism of the OPRG induced the council to bring back the scratch cards, which was a huge win.

These are just a few of many past and ongoing achievements of these inspiring groups of older people.

**Grace Patient, OPRG Coordinator**

*'OPRG meetings are the only place I know where older people can come and get information, be heard.'*

**OPRG representative**

## Case study: Getting older people involved

The views of older people were at the centre of our strategy development. Over 150 attendees at our three Older People's Reference Groups (OPRGs) shared their views on:

- **What aging well looks like**
- **What older people need**
- **How Age UK East London can help**

The meetings were full of energy, with brilliant input and challenge and excellent feedback from participants, clearly pleased that their opinions mattered to us. Following this a smaller group of representatives from the forums undertook a more intensive piece of work, meeting fortnightly to examine the gathered feedback and comments.

The resulting thematic analysis identified the key issues raised in the consultation and from this the group constructed a series of recommendations – which they presented to the larger forums for refinement. The final recommendations form the bedrock of our strategy – one pillar of which is to ensure older people's voices are heard: by us as an organisation, but also by policy makers and institutions.

Fast forward six months and in the run-up to the July General Election, we hosted our first ever older people's hustings in Stratford Library where older people got to put their questions directly to the parliamentary candidates.

**Larissa Howells, Director of Services**



# Volunteer case study

**Our volunteers play a crucial role in supporting the communities we work in. Without their commitment, we wouldn't be able to have the impact that we do.**

**As many of our volunteers have told us, this is a mutually beneficial relationship, and the lives of our volunteers are enriched by the experiences and connections they have with their clients.**

**Volunteers take part in telephone or in person befriending, our one-to-one digital buddies programme or our digital drop-in sessions at Caxton Hall. They also assist in other ways such as offering advice or helping with office administration. Alex Kitson was awarded the Barry Blandford Volunteer of the Year Award and told us about his work as a befriender:**

My name is Alex Kitson, I have been a Tower Hamlets resident for over 10 years and a Londoner for 25 years. I work in business consulting and have spent a lot of my career working in the City of London. In my last job I could actually see where my Age UK client lives from my office! In my spare time I enjoy cycling, cooking, gardening and reading.

I have been volunteering with Age UK East London for over six years now and what appealed to me was that Age UK East London had an organised approach to volunteering with good support. I really like the welcoming and supportive setup the Age UK East London team have created for volunteers, with great comms, networking and training, peer supervision and support when you need it.

I am a befriending volunteer, regularly visiting a client at home. It's all about making quality time for a good chat – I have been visiting for over four years.

Where I live, much of the community is older, and I specifically wanted to do something frontline to help represent older people's needs and tackle loneliness and isolation.

I feel the biggest impact is being able to spend face-to-face time with clients focused exclusively on having a quality conversation with no other distractions. My current client has health challenges that make it hard to leave the house apart from medical appointments, and combined with so many services going virtual or phone based since the pandemic, I know she really values having regular face-to-face conversations at home.

For example, I visited my client the day before the general election and we talked for an hour and a half, mostly about politics, and then we talked on the phone briefly the next day to discuss the results together.

Volunteering with Age UK East London has helped me feel more connected to my neighbourhood and life in London. Thinking about my current client, she had a really extraordinary career in business all over the world so I love hearing her experiences and advice with I find inspiring and helpful in my own life.

**We worked with**

**74** **volunteers in the last year**

*"The best thing about volunteering as a befriender is knowing I am making a positive impact on someone's life and feeling fulfilled and connected with the person I visit."*

**Penny, Befriending Volunteer**



# Thank you to our funders and supporters

## A very big thank you to all our funding partners, who have helped us support older East Londoners over the last year:

- Age UK
- Age UK London
- Barts Health NHS Trust Whipps Cross Hospital
- Big Lottery Fund
- Cadent Foundation
- City Bridge Trust, the funding arm of the City of London Corporation's charity Bridge House Estates (1035628)
- City of London Corporation
- East End Citizens Advice Bureau
- East End Community Foundation
- Emanuel Hospital Foundation
- E.ON
- French Huguenot Church of London Charitable Trust
- Human Made Machine
- London Borough of Hackney
- London Borough of Havering
- London Borough of Newham
- London Borough of Tower Hamlets

- May and Stanley Smith Charitable Trust
- Mind in the City, Hackney and Waltham Forest
- NHS North East London ICB
- Ofcom
- Rethink Advocacy
- St Andrew Holborn Group of Charities
- Toynbee Hall
- Volunteer Centre Hackney
- Working Well Trust
- UK Power Networks

## We give special thanks to the individuals who kindly make regular donations, fundraise and have left bequests in their wills.

## We would like to thank all the companies that shared skills, put on events and sent us fantastic volunteers over the past year:

- Barclays Bank
- Bloomberg
- Cadent Foundation
- Mako
- Mary Ward Centre
- National Energy Action
- NatWest Bank
- Olympic Swimming Centre
- Philips 66

- Queen Mary University of London
- Renaissance RE
- Satigo
- St Hilda's East Community Centre
- Toynbee Hall
- University College London
- Working Well Trust

## We welcomed students from the following institutes and organisations on placement – thank you for all your hard work:

- London South Bank University
- New City College
- NHS East London Foundation Trust
- Island Advice Centre
- Choice in Hackney

## Thank you to the following organisations, which gave free tickets and SIM cards to older East Londoners:

- Barbican Centre
- British Museum
- Chelsea Physic Garden
- Historic Royal Palaces
- LIFT
- Royal Collection Trust
- Vodafone charities. connected

## Purpose and aim

Age UK East London aims to improve the health and wellbeing of all older people and their carers in East London by providing practical and emotional support in their home, in hospital and in the community.

## Objectives

- Encouraging choice, opportunity and independence for older people and to be there when help is most needed.
- Preventing social isolation and striving to combat loneliness.
- Providing safe, friendly, and inclusive services.
- Adapting older people's environments to suit their changing needs.
- Ensuring that older people are aware of, and have access to the benefits to which they are entitled.
- Championing volunteering and its benefits and reflecting the diversity of our communities.
- Working in partnership and cooperation with other organisations and working toward a steep change in attitudes, service planning and delivery of all services for older people.
- Embracing new technologies and strategies to improve the delivery of our services and to expand opportunities for income generation.
- Seeking out and representing the stated needs and wishes of all older people and carers in East London and working in partnership to ensure their voices are heard.
- Valuing equality and diversity and developing the skills and talents of our staff.
- Ensuring all our activities maximise the organisation's resources.

# Financial review

## Overview

We are pleased with our end of year position. Our income was **£3.5m** (2023: £3.3m) and we recorded a **£89k** (2023: £131k) unrestricted surplus.

Age UK East London made an overall operating surplus in 2024 of **£177,998** (2023: £125,776). This operating surplus arose from income of **£3,474,768** (2023: £3,331,950) less expenditure of **£3,296,771** (2023: £3,206,174). Excluding the restricted element of the operating surplus, the unrestricted year end result was a surplus of **£89,113** (2023: £131,845), Total funds at 31st March 2024 were **£1,555,007** (2023: £1,377,009) of which **£1,382,105** were unrestricted (2023: £1,292,992).

## Income

The charity received **98.4%** of its income from its charitable activities. Our largest source of income was local authority contracts, followed by hospital contracts then grants. Overall income increased by **4%** in the year.

## Expenditure

The charity's expenditure on charitable activities increased by **3%** in the year. **72%** of total expenditure relates to staff costs. Individual services accounted for **34%** of expenditure, and community services accounted for **66%** of expenditure.

## Subsidiary entities

The subsidiary entity was dormant in the period. The net assets at year end of the subsidiary entity was as follows:

– Age Concern Newham Trading Company Limited £2

Age Concern Hackney, Age Concern Newham and Age Concern Tower Hamlets were dissolved on 26th April 22.

## Fundraising

In the last financial year, we did not run any public facing fundraising campaigns. We do not outsource or use professional fundraisers and we have received no complaints. We remain a member of the Institute of Fundraising.

## Reserves

The Trustees are responsible for ensuring that the Charity maintains an appropriate level of reserves to meet future risks and provide working capital. The Trustees review the Charity's reserves policy annually and decide on the appropriate level required for the good governance of the Charity.

In considering the level of reserves to be retained by the charity, Trustees are mindful of the fact AUKEL has substantial fixed costs in terms of staff and premises, and a low diversity of income streams, together with low levels of guaranteed funding beyond one to three years. Additionally, AUKEL does not have a substantial asset base against which to borrow. These indications of higher financial risk have been borne in mind by the Trustees in setting AUKEL's reserves policy.

Reserves are defined by the Charity Commission as unrestricted funds expendable at the discretion of the Trustees in furtherance of the Charity's objects.

The Trustees reserves policy has been agreed in accordance with the Charity Commission Guidance. The reserves policy is set to ensure that the charity is operating with sufficient unrestricted free reserves to avoid financial difficulties and has been set at a minimum level of 3 months of budgeted future operating costs.

Our current budgeted operating costs are **£3.74m** which would mean we need to maintain **£935,000** as reserves. Our general reserves

at 31st March 2024 were **£1,132,910**. The unrestricted free reserves at 31st March 2024 were **£1,090,701** (**£1,132,910** – **£42,209** (fixed assets)) so we are compliant with the policy.

The board has recognised that fundraising opportunities may be limited and challenging in the future. Recognising this, the board has designated funds of **£189,974** in the year to invest in individual and community services development projects and premises improvements. This will increase the efficiency of our operations and improve our ability to meet the increasing needs of an elderly population still feeling the effects of the cost of living crisis.

## Future plans and principal risks

Over the coming period we will continue to modernise the organisation; equipping it to deliver our strategic goals by becoming more collaborative, more professional and more sustainable. We're ambitious for the future and are determined to meet the increasing needs of older people in East London. Our strategy sets out our vision and delivery goals, we will determinedly work to provide these services that older people need.

The Trustee Board systematically reviews risks faced by the charity. Every quarter the senior management team produces an updated risk register for the Finance Sub Committee's indepth consideration. The risk register includes a detailed mitigation plan for every red or amber risk, and reports on progress against the plan

to both the Board and the Finance sub committee. The principle risks as we look forward relate to uncertainty relating to our large-scale contracts as the ongoing squeeze on public finances impacts on how services are commissioned (value, contract length and delivery expectations), and on the needs of our local population. Demand for our services remain high and it's often difficult both for our team to meet demand, and to resolve the issues brought to our services. Over the coming months we will invest further in our organisational infrastructure; our premises, management systems, resources and processes – with the aim of improving our efficiency, helping us collaborate better, and giving us better tools to support staff in their challenging roles. We're keen to develop new and stronger partnerships, and to build on the expertise we have in service delivery – continuing to develop and deliver impactful services for older people in East London.

## Structure, governance, and management

Age UK East London (AUKEL) was created as a charity in November 2011 and established as a company in June 2011. The charities of Age Concern Hackney, Age Concern Newham and Age Concern Tower Hamlets were linked by a Uniting Direction via common trusteeship issued in December 2011.

We were accepted in September 2012 as a Brand Partner of Age UK, the national charity formed by a merger of Age Concern England and Help the Aged.

## Governing Document

The Charity's operations are governed by its memorandum and articles of association (M&AA) dated 29 June 2011. The constituent charities adopted identical M&AA during December 2011.

## Organisational structure

At the start of the year Age UK East London was the parent charity of three subsidiary charities, and a trading subsidiary (all dormant): Age Concern Hackney; Age Concern Newham; Age Concern Tower Hamlets; and Age Concern Newham Trading Ltd.

The three subsidiary charities were dissolved on 26/04/2022.

## Statement of responsibilities of the trustees

The trustees (who are also directors of charitable company for the purposes of company law) are responsible for preparing the trustees' annual 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 which 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 judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the 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 charitable company and hence for

taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2024 was 13 (2023: 12). The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Statement as to disclosure to our auditors In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The report of the Trustees has been prepared in accordance with the special provisions relating to companies' regime within part 15 of The Companies Act 2016.

The trustees' annual report has been approved by the trustees on 30th October 2024 and signed on their behalf by:

 **Imelda Redmon**  
Trustee, Chair



# Independent Auditor's Report to the members of Age UK East London

## Opinion

We have audited the financial statements of Age UK East London (the 'charitable company') for the year ended 31 March 2024 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 charitable company's affairs as at 31 March 2024 and of 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 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 charitable company 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

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

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 themselves. 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.

## Opinion 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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

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

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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 in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report

## Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company'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 company or to cease operations, or have no realistic alternative but to do so.

## Auditor's 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- The charitable company is required to comply with both company law and charity law and based on our knowledge of its activities, we identified that the legal requirement to accurately account for restricted funds was of key significance.
- We gained an understanding of how the charitable company complied with its legal and regulatory framework, including the requirement to properly account for restricted funds, through discussions with management and a review of the documented policies, procedures and controls.
- The audit team, which is experienced in the audit of charities, considered the charitable company's susceptibility to material misstatement and how fraud may occur.

Our considerations included the risk of management override.

- Our approach was to check that all restricted income was properly identified and separately accounted for and to ensure that only valid and appropriate expenditure was charged to restricted funds. This included reviewing journal adjustments and unusual transactions.

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.

### Use of our report

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 charitable company'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 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.

*Simon Goodridge*

#### Simon Goodridge

Senior Statutory Auditor  
for and on behalf of Knox Cropper LLP  
65 Leadenhall Street  
London EC3A 2AD

30th October 2024



# Statement of financial activities

(incorporating an income and expenditure account)

For the year ended 31st March 2024

	Note	2024		2023
		Unrestricted £	Restricted £	Total £
<b>Income from:</b>				Total
Donations and legacies	3	12,713	66,960	79,673
Charitable activities:	4			
– Individual Services		1,029,158	7,857	1,037,015
– Community Services		1,784,920	472,510	2,257,430
– Central Support		45,167		45,167
Investment income		1,437	-	1,437
Other income		54,047	-	54,047
<b>Total income</b>		<b>2,927,442</b>	<b>547,327</b>	<b>3,474,769</b>
<b>Expenditure on:</b>				
Charitable activities:	5			
– Individual Services		1,125,204	7,857	1,133,061
– Community Services		1,713,124	431,114	2,144,238
– Community Services		-	19,471	19,471
<b>Total expenditure</b>		<b>2,838,328</b>	<b>458,442</b>	<b>3,296,770</b>
<b>Net income for the year</b>	6	<b>89,114</b>	<b>88,885</b>	<b>177,999</b>
Transfers between funds	15	-	-	-
Net movement in funds		89,114	88,885	177,999
<b>Reconciliation of funds:</b>				
Total funds brought forward		1,292,992	84,017	1,377,009
<b>Total funds carried forward</b>		<b>1,382,106</b>	<b>172,902</b>	<b>1,555,008</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.

# Balance sheet

As at 31st March 2024

	Note	2024 £	2024 £	2023 £	2023 £
<b>Fixed assets:</b>					
Tangible assets	9		42,207		13,706
Investment in shares	10		2		2
			<b>42,209</b>		<b>13,708</b>
<b>Current assets:</b>					
Debtors	11	594,754		407,273	
Cash at bank and in hand		1,284,607		1,340,661	
		<b>1,879,361</b>		<b>1,747,934</b>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	12	366,562		384,633	
<b>Net current assets</b>			<b>1,512,799</b>		<b>1,363,301</b>
<b>Total assets less current liabilities</b>			<b>1,555,008</b>		<b>1,377,009</b>
<b>Total net assets</b>	14		<b>1,555,008</b>		<b>1,377,009</b>
<b>Funds</b>	15				
Restricted funds			172,902		84,017
Unrestricted funds:					
– Designated funds		249,196		194,000	
– General funds		1,132,910		1,098,992	
<b>Total unrestricted funds</b>			<b>1,382,106</b>		<b>1,292,992</b>
<b>Total funds</b>			<b>1,555,008</b>		<b>1,377,009</b>

The financial statements have been approved and authorised for issue by the trustees on 30th October 2024 and signed on their behalf by:

 Julia Casimo, Trustee

 Imelda Redmond, Trustee

Company registration no. 07687015

The attached notes form part of the financial statements.

# Statement of Cash Flows

For the year ended 31st March 2024

Note	2024 £	2024 £	2023 £	2023 £
<b>Net cash provided by operating activities</b>	16	(9,875)		157,906
Cash flows from investing activities:				
– Interest from investments	1,437		409	
– Purchase of fixed assets	(47,616)		(3,749)	
<b>Cash (used in) investing activities</b>		(46,179)		(3,340)
<b>Change in cash and cash equivalents in the year</b>		(56,054)		154,566
Cash and cash equivalents at the beginning of the year		1,340,661		1,186,095
<b>Cash and cash equivalents at the end of the year</b>		<b>1,284,607</b>		<b>1,340,661</b>

## Analysis of net debt

	At 1 April 2023 £	Cash flow £	At 31 March 2024 £
<b>Cash at bank and in hand</b>	1,340,661	(56,054)	<b>1,284,607</b>
<b>Total</b>	<b>1,340,661</b>	<b>(56,054)</b>	<b>1,284,607</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 1 Accounting policies

General information:

**Company number:** 07687015

**Charity number:** 1144535

Registered in England and Wales

**Registered Office:** 82 Russia Lane, London E2 9LU

Limited by Guarantee

### a) Basis of preparation

The financial statements have been prepared in accordance with the Companies Act 2006.

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

### b) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. Key judgements that the charitable company has made which have a significant effect on the accounts. 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 provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made,

or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

### 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:



# Notes to the financial statements

For the year ended 31st March 2024

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

## h) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the company's charitable programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 5.

## 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 £1,000. 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:

<b>Leasehold property</b>	straight line over the lease period	on cost
<b>Furniture and office equipment</b>	25%	on cost
<b>Computer equipment</b>	33.33%	on cost
<b>Building Improvements</b>	25%	on cost
<b>Motor Vehicles</b>	33.33%	on cost

## 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.

## m) 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.

## n) 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.

## o) Pensions

The company operates a defined contribution pension scheme on behalf of its employees. Contributions are charged to the Statement of Financial Activities in the period in which they are payable.

## p) Critical accounting judgements and estimates and key sources of estimation uncertainty

In the application of these accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources.

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Although these estimates are based on management's best knowledge of the amount, events or actions, actual results may ultimately differ from those estimates. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision

# Notes to the financial statements

For the year ended 31st March 2024

and future periods if the revision affects current and future periods. The trustees consider the following items to be areas subject to estimation and judgement:

## Depreciation:

The useful economic lives of tangible fixed assets are based on management's judgement and experience. When management identifies that actual useful economic lives differ materially from the estimates used to calculate depreciation, that charge is adjusted retrospectively. Although tangible fixed assets are significant, variances between actual and estimated useful economic lives will not have a material impact on the operating results. Historically, no changes have been required.

## Legacies:

Accruing for income derived from legacies where complicated issues surrounding the measurement of the group's entitlement to income existed at the year-end. There have been no legacy recognition or measurement requirements this year.

In the view of the Trustees, no assumptions concerning the future or estimation uncertainty affecting assets or liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

These accounting policies have been applied consistently in dealing with items which are considered material in relation to the Charity's financial statements.



# Notes to the financial statements

For the year ended 31st March 2024

## 2. Detailed comparatives for the statement of financial activities

	2024 Unrestricted £	2024 Restricted £	2024 Total £
<b>Income from:</b>			
Donations and legacies	2,920	-	<b>2,920</b>
Charitable activities:			
- Individual Services	910,306	13,319	<b>923,625</b>
- Community Services	1,631,847	752,820	<b>2,384,667</b>
- Central support		10,329	<b>10,329</b>
Investment income	409	-	<b>409</b>
Other income	10,000	-	<b>10,000</b>
<b>Total income</b>	<b>2,555,482</b>	<b>776,468</b>	<b>3,331,950</b>
<b>Expenditure on:</b>			
Raising funds			
Charitable activities:			
- Individual Services	1,039,066	14,576	<b>1,053,642</b>
- Community Services	1,384,571	767,961	<b>2,152,532</b>
Other	-	-	-
<b>Total expenditure</b>	<b>2,423,637</b>	<b>782,537</b>	<b>3,206,174</b>
<b>Net income for the year</b>	<b>131,845</b>	<b>(6,069)</b>	<b>125,776</b>
Transfers between funds	-	-	-
Net movement in funds	131,845	(6,069)	<b>125,776</b>
Total funds brought forward	1,161,147	90,086	<b>1,251,233</b>
<b>Total funds carried forward</b>	<b>1,292,992</b>	<b>84,017</b>	<b>1,377,009</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 3. Income from donations and legacies

Current year	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Donations	12,713	39,904	<b>52,617</b>	2,920
Gift in kind	-	-	-	-
Legacies	-	27,056	<b>27,056</b>	-
	<b>12,713</b>	<b>66,960</b>	<b>79,673</b>	<b>2,920</b>

Prior year	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Donations	2,920	-	<b>2,920</b>	43,673
Gift in kind	-	-	-	-
Legacies	-	-	-	-
	<b>2,920</b>	<b>-</b>	<b>2,920</b>	<b>43,673</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 4 Income from charitable activities

Individual Services	Unrestricted £	Restricted £	2024 Total £	2023 Total £
City & Hackney Homerton Home & Settle	257,578		<b>257,578</b>	322,285
Newham Home & Settle	111,991		<b>111,991</b>	111,781
Whipps Cross Home & Settle	120,000		<b>120,000</b>	122,706
Royal London Take Home and Settle	193,763		<b>193,763</b>	161,208
Macmillan Cancer pathways	-		-	49,430
Food grants	-		-	-
Covid 19 funds	-		-	-
LBTH				
- Carers Relief Service	-		-	2,608
- Home Help	36,958		<b>36,958</b>	35,512
- Handy Person's Service	-		-	-
- Last years of life	-		-	-
LB Havering, Havering at Home Service/Handyperson	190,326		<b>190,326</b>	115,088
E.ON Handyperson	-	7,857	<b>7,857</b>	3,007
Energy Redress	-		-	-
UKPN Home Energy Checks	118,542	-	<b>118,542</b>	
<b>Total for Individual Services</b>	<b>1,029,158</b>	<b>7,857</b>	<b>1,037,015</b>	<b>923,625</b>

**Community services** include the following restricted funds: £9,375 from the Emmanuel Hospital Foundation/Age UK for our advice programme, £9,380 from Ofcom for continuation of digital skills and awareness sessions, £43,000 from Vodafone Limited/Age UK for Vodafone Digital Champions Programme, and £37,280 from City Bridge Trust, the funding arm of the City of London Corporation's charity, Bridge House Estates for advice in Newham.

# Notes to the financial statements

For the year ended 31st March 2024

## 4 Income from charitable activities (cont.)

Community Services	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Toynbee Hall – Link Age Plus	128,238	-	128,238	128,238
Century Court	45,388	-	45,388	48,394
Digital Programme	7,600	69,495	77,095	121,459
City Connections	270,791	10,000	280,791	243,631
Empower Project	-		-	10,770
LBTH Caxton	3,515	43,015	46,530	117,317
Mental Health Connector	23,154	-	23,154	19,010
City & Hackney OPRG (Older People's Reference Group)	34,943	1,470	36,413	42,678
Newham OPRG	23,000	-	23,000	23,000
Tower Hamlets OPRG	37,578	17,938	55,516	58,620
Connect Newham	179,533	-	179,533	199,698
LB Tower Hamlet Befriending Service	10,417	36,811	47,228	73,105
LB Hackney	3,520	130,000	133,520	7,617
Hackney Information & Advise	20	119,179	119,199	194,748
RBS project Newham information & advise	20	44,601	44,621	57,000
LB Tower Hamlet Information & Advise	1,017,203		1,017,203	1,024,307
E.ON Benefits check			-	15,075
<b>Total for Community Services</b>	<b>1,784,920</b>	<b>472,510</b>	<b>2,257,430</b>	<b>2,384,667</b>
Central Support	Unrestricted £	Restricted £	2023 Total £	2022 Total £
LB Tower Hamlet rent grant	(10,329)	-	<b>(10,329)</b>	10,329
Other income	55,496	-	55,496	-
<b>Total for Central support</b>	<b>45,167</b>	<b>-</b>	<b>45,167</b>	<b>10,329</b>
<b>Total income from charitable activities</b>	<b>2,859,245</b>	<b>480,367</b>	<b>3,339,612</b>	<b>3,318,621</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 4 Income from charitable activities (cont. – prior year comparatives)

Individual Services			2023	2022
	Unrestricted £	Restricted £	Total £	Total £
City & Hackney Homerton Home & Settle	314,629	7,656	<b>322,285</b>	299,934
Newham Home & Settle	111,781		<b>111,781</b>	127,510
Whipps Cross Home & Settle	120,050	2,656	<b>122,706</b>	153,648
Royal London Take Home and Settle	161,208		<b>161,208</b>	138,529
McMillan Cancer Pathways	49,430		<b>49,430</b>	51,267
Food grants	-		-	28,000
Covid19 grants	-		-	1,143
LBTH				
- Carers Relief Service	2,608		<b>2,608</b>	
- Home Help	35,512		<b>35,512</b>	33,086
- Handy Person's Service			-	43,945
- Last years of life			-	91,500
LB Havering, Havering at Home Service/Handyperson	115,088		<b>115,088</b>	90,945
Newham Handyperson Service			-	
EON Handyperson		3,007	<b>3,007</b>	18,990
Energy Redress			-	17,480
<b>Total for Individual Services</b>	<b>910,306</b>	<b>13,319</b>	<b>923,625</b>	<b>1,095,977</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 4 Income from charitable activities (cont. – prior year comparatives)

Community Services			2023 Total	2022 Total
	Unrestricted £	Restricted £	Total £	Total £
Toynbee Hall – Link Age Plus	128,238	-	<b>128,238</b>	137,416
Century Court	45,861	2,533	<b>48,394</b>	53,117
Digital Programme	12,806	108,653	<b>121,459</b>	103,716
City Connections	238,887	4,744	<b>243,631</b>	216,415
Empower Project	-	10,770	<b>10,770</b>	23,294
LB Tower Hamlet Caxton	5,247	112,070	<b>117,317</b>	110,010
Mental Health Connector	19,010	-	<b>19,010</b>	30,900
City & Hackney OPRG (Older People's Reference Group)	31,948	10,730	<b>42,678</b>	34,524
Newham OPRG	23,000	-	<b>23,000</b>	23,081
Tower Hamlets OPRG	40,078	18,542	<b>58,620</b>	60,875
Connect Newham	126,883	72,815	<b>199,698</b>	199,726
LB Tower Hamlet Befriending Service	-	73,105	<b>73,105</b>	71,640
LB Hackney	7,617	-	<b>7,617</b>	13,488
Hackney Information & Advice		194,748	<b>194,748</b>	129,450
RBS project Newham information & advise		57,000	<b>57,000</b>	36,500
LB Tower Hamlet Information & Advise	952,272	72,035	<b>1,024,307</b>	581,076
E.ON Benefits check		15,075	<b>15,075</b>	32,302
<b>Total for Community Services</b>	<b>1,631,847</b>	<b>752,820</b>	<b>2,384,667</b>	<b>1,857,530</b>
Central Support	Unrestricted £	Restricted £	2023 Total £	2022 Total £
LB Tower Hamlet rent grant	-	10,329	<b>10,329</b>	-
Other income	-	-	-	-
<b>Total for Central support</b>	<b>-</b>	<b>10,329</b>	<b>10,329</b>	<b>-</b>
<b>Total income from charitable activities</b>	<b>2,542,153</b>	<b>776,468</b>	<b>3,318,621</b>	<b>2,953,507</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 5 Analysis of expenditure

	Basis of allocation	Charitable activities					Total	Total
		Individual Services	Community Services	Central Support	Support costs	Governance costs	2024	2023
		£	£	£	£	£	£	
Staff costs	Direct	726,265	1,152,394		496,093	<b>2,374,752</b>	2,324,656	
Activities and events	Direct	74,712	66,019			<b>140,731</b>	162,793	
Consultants and professional fees	Direct	152	324		60,330	<b>60,806</b>	98,030	
Volunteers costs	Direct	-	-	1,591		<b>1,591</b>	-	
Subcontractors costs	Direct	-	398,815	17,880		<b>416,695</b>	394,954	
Premises	Space	-	-		126,473	<b>126,473</b>	109,434	
General office costs	Staff time	-	-		35,919	<b>35,919</b>	25,633	
Communication and computers	Usage	-	-		96,320	<b>96,320</b>	48,067	
Other support costs	Usage	-	-		22,136	<b>22,136</b>	26,353	
Audit	Direct	-	-		13,265	<b>13,265</b>	12,635	
Governance and trustees	Staff time	-	-		8,082	<b>8,082</b>	3,619	
		801,129	1,617,552	19,471	837,271	21,347	<b>3,296,770</b>	3,206,174
Support costs		323,678	513,593		(837,271)	-	-	-
Governance costs		323,678	513,593		(837,271)	-	-	-
<b>Total expenditure</b>	<b>2024</b>	<b>1,133,061</b>	<b>2,144,238</b>	<b>19,471</b>	<b>-</b>	<b>-</b>	<b>3,296,770</b>	<b>3,206,174</b>
Total expenditure	2023	1,053,642	2,152,532	-	-	-	<b>3,206,174</b>	

Of the total expenditure, £2,838,928 was unrestricted (prior year: £2,423,637) and **£458,442** was restricted (prior year: £782,537).

# Notes to the financial statements

For the year ended 31st March 2024

## 5 Analysis of expenditure (- prior year comparatives)

	Basis of allocation	Charitable activities				Total
		Individual Services	Community Services	Support costs	Governance costs	2023
		£	£	£	£	£
Staff costs	Direct	726,627	1,161,979	436,050		<b>2,324,656</b>
Activities and events	Direct	44,311	118,482	-		<b>162,793</b>
Consultants and professional fees	Direct	-	25,003	73,027		<b>98,030</b>
Volunteers costs	Direct	-	-	-		-
Subcontractors costs	Direct		394,954			<b>394,954</b>
Premises	Space	-	-	109,434		<b>109,434</b>
General office and finance staff cost	Staff time	-	-	25,633		<b>25,633</b>
Communication and computers	Usage	-	-	48,067		<b>48,067</b>
Other support costs	Usage	-	-	26,353		<b>26,353</b>
Audit	Direct	-	-	-	12,635	<b>12,635</b>
Staff and trustees	Staff time	-	-	-	3,619	<b>3,619</b>
		770,938	1,700,418	718,564	16,254	<b>3,206,174</b>
Support costs		276,450	442,114	(718,564)		-
Governance costs		6,254	10,000	-	(16,254)	-
<b>Total expenditure</b>	<b>2023</b>	<b>1,053,642</b>	<b>2,152,532</b>	<b>-</b>	<b>-</b>	<b>3,206,174</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 6 Net income / (expenditure) for the year

This is stated after charging / (crediting)	2024 £	2023 £
Operating lease rentals:		
– Property	57,953	80,922
– Other equipment	5,331	6,379
Depreciation	19,115	23,354
Auditor's remuneration:		
– Audit fees – excluding VAT	13,265	12,365

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

Staff costs were as follows:	2024 £	2023 £
Salaries and wages	1,966,837	1,720,853
Social security costs	185,875	159,417
Pension cost – defined contribution	93,064	64,497
Temporary staff cost	96,141	322,534
Redundancy and termination costs	689	28,064
Other employee support costs	32,146	29,291
	<b>2,374,752</b>	<b>2,324,656</b>

One employee on the payroll received remuneration in excess of £60,000 per year

	2024 No.	2023 No.
£60,000 – £69,999	2	1
£70,000 – 79,999	0	0
£80,000 – 89,999	1	0

**Key management personnel** - payroll costs were **£298,144** in 2023–24 and **£278,000** in 2022–23. They consist of the Chief Executive, Director of Finance & Operations, Director of Services and Director of Home and Care.

### Staff numbers

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

	2024 No.	2023 No.
Charitable activities	64	66
Support	9	8
	<b>73</b>	<b>74</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 8 Taxation

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

## 9 Tangible fixed assets

	Motor Vehicles £	Office equipment £	Computer equipment £	Leasehold property £	Total £
<b>Cost</b>					
At the start of the year	45,646	83,050	38,385	2,428	<b>169,509</b>
Additions in year		9,851	37,765	-	<b>47,616</b>
Disposals in year		(83,050)			<b>(83,050)</b>
At the end of the year	45,646	9,851	76,150	2,428	<b>134,076</b>
<b>Depreciation</b>					
At the start of the year	39,861	83,050	31,157	1,735	<b>155,803</b>
Charge for the year	5,784	1,747	11,237	347	<b>19,115</b>
Eliminated on disposal	0	(83,050)	-	0	<b>(83,050)</b>
At the end of the year	45,645	1,747	42,394	2,082	<b>91,868</b>
<b>Net book value at the end of the year</b>	<b>1</b>	<b>8,104</b>	<b>33,755</b>	<b>346</b>	<b>42,206</b>
At the start of the year	5,785	-	7,228	693	13,706

All of the above assets are used for charitable purposes.

# Notes to the financial statements

For the year ended 31st March 2024

## 10 Subsidiary Companies

The charity's subsidiary entities were all dormant in the current and the prior years. On this basis group accounts have not been prepared.

The following charitable company subsidiaries were all dissolved on 26 April 2022.

	Company no. (E&W)	Registered office
Age Concern Hackney	03346199	22 Dalston Lane, London E8 3A2
Age Concern Tower Hamlets	03157634	82 Russia Lane, London, E2 9LU
Age Concern Newham	02467663	655 Barking Road, London E13 9EX

The following subsidiary company continued to be dormant and had total shareholders funds of £2.

	Company no. (E&W)	Registered office
Age Concern Newham Trading Company Limited	02911949	655 Barking Road, London E13 9EX

**Deferred income:** income received by the charity in relation to the next financial year.

## 11 Debtors

	2024 £	2023 £
Trade debtors	<b>455,011</b>	304,106
Other debtors	<b>5,264</b>	808
Prepayments	<b>47,657</b>	49,382
Accrued income	<b>86,822</b>	52,977
	<b>594,754</b>	407,273

## 12 Creditors: amounts falling due within one year

Creditors	2024 £	2023 £
Trade creditors	<b>71,755</b>	90,493
Taxation and social security	<b>44,375</b>	31,818
Other creditors	<b>29,696</b>	10,700
Equipment lease	-	-
Accruals	<b>190,044</b>	172,682
Deferred income (see below)	<b>30,692</b>	78,940
	<b>366,562</b>	384,633

Deferred income	2024 £	2023 £
Balance at the beginning of the year	<b>78,940</b>	123,850
Amount released to income in the year	<b>(78,940)</b>	(123,850)
Amount deferred in the year	<b>30,692</b>	78,940
<b>Balance at the end of the year</b>	<b>30,692</b>	78,940

# Notes to the financial statements

For the year ended 31st March 2024

## 13 Pension scheme

Pension costs represent contributions paid to a defined contribution scheme as detailed in note 1.

## 14 Analysis of net assets between funds

Current Year	General unrestricted £	Designated £	Restricted £	2024 Total funds £	2023 Total funds £
Tangible fixed assets	42,207	-	-	<b>42,207</b>	13,706
Investments	2	-	-	<b>2</b>	2
Net current assets	1,090,701	249,196	172,902	<b>1,512,799</b>	1,363,301
<b>Net assets at the end of the year</b>	<b>1,132,910</b>	<b>249,196</b>	<b>172,902</b>	<b>1,555,008</b>	<b>1,377,009</b>

Prior Year	General unrestricted £	Designated £	Restricted £	2023 Total funds £
Tangible fixed assets	13,706	-	-	<b>13,706</b>
Investments	2	-	-	<b>2</b>
Net current assets	1,085,286	194,000	84,017	<b>1,363,301</b>
<b>Net assets at the end of the year</b>	<b>1,098,994</b>	<b>194,000</b>	<b>84,017</b>	<b>1,377,009</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 15 Movements in funds

2024	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Individual Services:</b>					
- City & Hackney Homerton Home & Settle					-
- Whipps Cross Home & Settle					-
- Food grants	22,512				<b>22,512</b>
- EON Handy person service		7,857	7,857		-
	<b>22,512</b>	<b>7,857</b>	<b>7,857</b>	-	<b>22,512</b>
<b>Community Services:</b>					
- Century Court					-
- Digital Programme	35,107	69,495	41,767		<b>62,835</b>
- City Connections		10,000	10,000		-
- LB Tower Hamlet Caxton	26,398	43,015	69,413		-
- City & Hackney OPRG		1,470	1,470		-
- Connect Newham		17,938	17,938		-
- LBTH Befriending Service		36,811	36,756		<b>55</b>
- Hackney Information & Advice		130,000	124,128		<b>5,872</b>
- Newham information & Advice		119,180	85,041		<b>34,138</b>
- LBTH Information & Advice		44,601	44,601		-
	<b>61,505</b>	<b>472,510</b>	<b>431,114</b>	-	<b>102,901</b>
<b>Central support</b>	-	66,960	19,471		<b>47,489</b>
<b>Total restricted funds</b>	<b>84,017</b>	<b>547,327</b>	<b>458,442</b>	-	<b>172,902</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 15 Movements in funds (cont.)

2024	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Unrestricted funds – Designated funds:</b>					
- MLC refurbishment	94,000	-	44,971	-40,000	<b>9,029</b>
- IT project	100,000	-	49,807		<b>50,193</b>
- Community Services	-			77,974	<b>77,974</b>
- Premises improvement	-			22,000	<b>22,000</b>
- Home and care	-			70,000	<b>70,000</b>
- New strategy work	-			20,000	<b>20,000</b>
<b>Total designated funds</b>	<b>194,000</b>	-	<b>94,778</b>	<b>149,974</b>	<b>249,196</b>
<b>General funds</b>	<b>1,098,992</b>	<b>2,927,442</b>	<b>2,743,550</b>	<b>(149,974)</b>	<b>1,132,910</b>
<b>Total unrestricted funds</b>	<b>1,292,992</b>	<b>2,927,442</b>	<b>2,838,328</b>	-	<b>1,382,106</b>
<b>Total funds</b>	<b>1,377,009</b>	<b>3,474,769</b>	<b>3,296,770</b>	-	<b>1,555,008</b>



# Notes to the financial statements

For the year ended 31st March 2024

## 15 Purposes of restricted funds:

Individual Services	
City & Hackney Homerton Home & Settle	To assist elderly people from Homerton Hospital to home and provide practical and emotional support in the following weeks.
Whipps Cross Home & Settle	To assist elderly people from Whipps Cross Hospital to home and provide practical and emotional support in the following weeks.
Food grants	Provision to cook or purchase and distribute food the elderly people in need.
EON Handy person service	Providing handypersons service
Community Services	
Century Court	Community Hub Service located at Century Court with Supported Housing
Digital Programme	Provide help and assistance to elderly digitally connect and also provide digital equipment
City Connections	Link people to health and wellbeing services in the square mile.
LB Tower Hamlet Caxton	Provide a lunch club, various activities social and recreational and physical activities. Information talks as well.
City & Hackney OPRG	To provide an older people reference group to the residents of Hackney
Connect Newham	Visits to Newham older people to help. offer check-in calls and outings.
LB Tower Hamlet Befriending Service	Visits to Tower Hamlet older people to help. offer check-in calls and outings.
Hackney Information & Advice	Providing information and advice for the elderly people in Hackney
Newham Information & Advice	Providing information and advice for the elderly people in Newham
LB Tower Hamlet Information & Advice	Providing information and advice for the elderly people in Tower Hamlet.

**Community services** Represents a fund to cover potential costs of restructure delivery of older people activities across east London. This has been transferred to the general reserve as our Reserve policy is not based on the cost of closure.

**Premises improvement** This fund is to be utilised to cover the costs of improving the existing offices

**New strategy work** To contribute towards cost of delivering the new strategy

**Development** Funds to improve staff to cope with the growth and invest in providing food to the elderly. Funds have been reallocated to the general reserve due to the unavailability of the project

**Home and care** Funds to cover cost of restructure Home Help services

**MLC Refurbishment** Funds to refurbish the leased Marie Lloyds centre property that is recently acquired.

**IT Project** Funds to invest in the IT infrastructure of the charity.

Funds were allocated to complete the planned outcomes of the Newham Befriending and Digital Programme.

# Notes to the financial statements

For the year ended 31st March 2024

## 15 Movements in funds (cont. – prior year comparison)

Restricted funds	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Individual Services:</b>					
– City & Hackney Homerton Home & Settle		7,656	7,656		-
– Whipps Cross Home & Settle		2,656	2,656		-
– Food Grants	23,769	-	1,257		<b>22,512</b>
– EON Handy person service		3,007	3,007		-
	<b>23,769</b>	<b>13,319</b>	<b>14,576</b>	-	<b>22,512</b>
<b>Community Services:</b>					
– Century Court		2,533	2,533		-
– Digital Programme		108,653	73,546		<b>35,107</b>
– City Connections		4,744	4,744		-
– Empower Project		10,770	10,770		-
– LBTH Caxton	33,226	112,070	118,898		<b>26,398</b>
– City & Hackney ORPG		10,730	10,730		-
– Tower Hamlets ORPG		18,542	18,542		-
– Connect Newham		72,815	72,815		-
– LBTH Befriending Service		73,105	73,105		-
– Hackney Information & Advice		194,748	194,748		-
– Newham Information & advice	33,091	57,000	90,091		-
– LBTH Information & Advice		72,035	72,035		-
– E.ON Benefits check		15,075	15,075		-
– Tower Hamlet Rent support		10,329	10,329		-
	<b>66,317</b>	<b>763,149</b>	<b>767,961</b>	-	<b>61,505</b>
<b>Total restricted funds</b>	<b>90,086</b>	<b>776,468</b>	<b>782,537</b>	-	<b>84,017</b>

# Notes to the financial statements

For the year ended 31st March 2024

## 15 Movements in funds (cont. – prior year comparison)

Unrestricted funds:	At the start of the year £	Income £	Expenditure £	Gains & Transfers £	At the end of the year £
<b>Designated funds:</b>					
– Newham Befriending	40,000	-	40,000	-	-
– Digital Programme	30,775	-	30,775	-	-
– Development	70,000	-	10,630	(59,370)	-
– ML Refurbishment	15,000	-	-	79,000	94,000
– Impact Project	60,000	-	4,500	(55,500)	-
– ICT development	-	-	-	100,000	100,000
– Property Consultancy	10,000	-	10,000	-	-
<b>Total restricted funds</b>	<b>225,775</b>	<b>-</b>	<b>95,905</b>	<b>64,130</b>	<b>194,000</b>
<b>General funds</b>	<b>935,372</b>	<b>2,555,482</b>	<b>2,327,732</b>	<b>(64,130)</b>	<b>1,098,992</b>
<b>Total unrestricted funds</b>	<b>1,161,147</b>	<b>2,555,482</b>	<b>2,423,637</b>	<b>-</b>	<b>1,292,992</b>
<b>Total funds</b>	<b>1,251,233</b>	<b>3,331,950</b>	<b>3,206,174</b>	<b>-</b>	<b>1,377,009</b>

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

	2024 £	2023 £
<b>Net income for the reporting period (as per the statement of financial activities)</b>	<b>177,999</b>	125,776
Depreciation	19,115	23,354
Interest, rent and dividends from investments	(1,437)	(409)
(Increase)/ decrease in debtors	(187,481)	115,154
Increase in creditors	(18,071)	(105,969)
<b>Net cash provided by operating activities</b>	<b>(9,875)</b>	157,906

# Notes to the financial statements

For the year ended 31st March 2024

## 17 Operating Lease Commitments

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

	Property		Equipment	
	2024 £	2023 £	2024 £	2023 £
<b>Less than 1 year</b>	<b>95,130</b>	55,967	<b>34,981</b>	6,561
1–5 years	<b>191,503</b>	136,340	<b>60,286</b>	4,048
	<b>286,633</b>	192,307	<b>95,267</b>	10,609

The charge in the year to the Statement of Financial Activities is **£110,173** (2023: £58,645).

The Barking Road lease is held in the name of Age Concern Newham, but is paid by Age UK East London.

## 18 Pensions

The charity operates a defined contribution pension scheme	2024 £	2023 £
Amounts paid in the year	<b>93,064</b>	64,497
Amounts outstanding at the year end, included in creditors	-	-

## 19 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.

## 20 Related party transactions

For the whole of the year, the charity was under the control of the Directors and Trustees listed on page 1.

In the year one trustee was reimbursed expenses totalling **£29** (2023: £50).

There were no other related parties to be disclosed.

**Age UK East London**

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Charity number: 1144535

