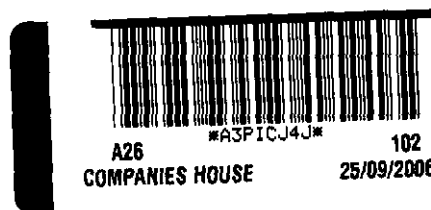


**AGE**  
*Concern*

Shropshire  
Telford & Wrekin

# REPORT OF THE TRUSTEES & FINANCIAL STATEMENTS

## 2005/2006



REGISTERED CHARITY NO. 1090445  
Registered Office: 3 Mardol Gardens, Shrewsbury SY1 1PR

# **CONTENTS**

1. CHAIRMAN'S STATEMENT
2. OVERVIEW & MISSION STATEMENT
3. OBJECTIVES & ACTIVITIES
4. STRUCTURE, GOVERNANCE & MANAGEMENT
5. ACHIEVEMENTS & PERFORMANCE
6. FUTURE YEAR'S OBJECTIVES
7. FINANCIAL REVIEW
8. AUDITOR'S REPORT
9. CONSOLIDATED FINANCIAL STATEMENTS

## 1. CHAIRMAN'S STATEMENT

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit the Annual Report & Financial Statements of Age Concern Shropshire Telford & Wrekin for the year ended 31 March 2006. The Trustees confirm that the Annual Report & Financial Statements of the charity comply with current statutory requirements, the requirements of the charity's governing document and the provision of the Statement of Recommended Practice (SORP) 'Accounting & Reporting by Charities' issued in March 2005.

I have pleasure in submitting this Report of the Trustees showing the many achievements of the charity over the last financial year. In presenting the report I would like to express sincere thanks to our principal funders Shropshire County Council & the Borough of Telford & Wrekin, to the many hundreds of volunteers who give freely of their time to help improve the lives of older people in their community and to my fellow Trustees for their unstinting support in governing this growing organisation.

*Pat McLaughlin*  
*Chairman*

## **MISSION STATEMENT**

**'To work with and for older people to  
improve the quality of later life.'**

## 2. OVERVIEW

Age Concern Shropshire Telford & Wrekin is a member of a federation of nearly 400 independent charities in England that share a commitment to making later life fulfilling, enjoyable and productive.

We campaign on issues that matter to older people and provide services that promote independence and emotional well-being.

Age Concern was launched in the county in November 1950 under the title of the Shropshire Old People's Welfare Committee. During its 56 year history the organisation has grown to become the major charity working with and for older people across Shropshire Telford & Wrekin.

### 3. OBJECTIVES & ACTIVITIES

The work of Age Concern Shropshire Telford & Wrekin spans many services and activities but principally can be divided into two main areas, campaigning and supporting the rights of older people and providing services and activities which will help older people retain their independence and enjoy life to the full.

- Day Centre places for 900 frail, housebound older people in 42 centres countywide were provided over the year
- Help at Home currently provide regular help for 950 older people with the everyday tasks of daily living
- Advocacy for older people providing support, representation of legal advice and a specialist service for older people with mental health problems
- A comprehensive information and advice service including support with benefits claims and tribunals and tax issues
- Campaigning to uphold the rights of older people
- Visiting Schemes and Neighbourhood Contact to prevent older people becoming socially excluded
- Pub Clubs currently in 42 venues around the county - 1,000 older people enjoying a meal with friends
- Social Rehabilitation as part of the North East Shropshire Rehabilitation Team
- Home from Hospital in South Shropshire
- Parish Links in 115 parishes—helping the information chain
- Health promotion, social and leisure activities for older people
- A holiday to Llandudno for 120 older people
- Facilitating the development of Senior Citizens Forums - a collective voice for older people
- Support to Senior Citizens Clubs and production of a regular newsletter
- A-Z of Services for Older People in Shropshire Telford & Wrekin and up-to-date information factsheets
- Insurance and financial services especially for older people

Later in this report you will be able to read in more detail about achievements in our activities during this financial year.

There are two overarching principles which are at the core of all our work and are worthy of note:

- **Ensuring that older people are central to our work and that the services and activities we provide are appropriate to and of such quality as to meet the needs of a growing older population.**

We recognise that older people want to be consulted about and fully involved in planning services to meet their needs and in any issues concerning them. We assist this process by providing opportunities for older people to be involved, listening to them and if necessary joining them in taking action.

- **Recognising and valuing the enormous contribution that volunteers make to our work**

Age Concern Shropshire Telford & Wrekin has over 600 active volunteers who give up their time to support our work with and for older people. They carry out a variety of tasks from organising, helping or driving for one of the Day Centres, visiting isolated older people in their homes, acting as an advocate or benefits volunteer, helping in the office with administrative work or assisting with all of the activities we offer. We also recognise the enormous contribution of those volunteers who serve as Trustees of Age Concern, those who take responsibility for governing the charity and ensuring that it meets its legal requirements under Company & Charity Law.

Without such volunteers Age Concern would not exist and their support is much valued.

#### **4. STRUCTURE, GOVERNANCE & MANAGEMENT**

Age Concern Shropshire Telford & Wrekin is registered as a Charitable Company Limited by guarantee and was set up by a Memorandum of Association, which establishes the objects and powers of the charitable company and is governed under its Articles of Association.

- 'To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Shropshire and the Unitary Authority of Telford & Wrekin'
- The Charity shall have the following powers exercisable in furtherance or otherwise, namely:
  - a) to encourage, promote and organise direct services appropriate to the needs of individual elderly people or groups of elderly people and if thought fit to make reasonable charges for any services provided hereunder.
  - b) to promote and organise co-operation in the achievement of the above object and to that end to support, join in with and co-operate with other charities, voluntary bodies, statutory authorities and other organisations operating in furtherance of the object or of similar charitable purposes and to exchange information and advice with them.
  - c) to establish, support, undertake or execute any charitable trusts, organisations or institutions formed for all or any of the objects.
  - d) to promote and carry out, or assist in promoting and carrying out, surveys,

investigations and research.

e) to provide food drink and refreshment as appropriate but only for persons participating in the activities of the Charity.

f) to arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes and training courses.

g) to publish books, pamphlets, reports, leaflets, journals, films, videos, tapes and other material.

h) to appoint and constitute such advisory committees as the Board of Trustees (hereafter referred to as 'the Board' and as further described in Article 1 of the Articles of Association) may think fit.

The Board consists of twelve elected Trustees together with, currently, one co-option, all of whom are individual members of Age Concern Shropshire Telford & Wrekin or nominated by a member organisation. Trustees are elected by the members at the Annual General Meeting for a period of three years and retire in rotation as specified by the Memorandum & Articles of Association. Officers of the Board consist of a President, Chairman, three Vice Chairmen and a Treasurer.

In addition to the above we have the honorary position of Life Vice President awarded in a non-voting capacity to past Presidents. Other non-voting representatives make up the Executive Committee namely an Honorary Legal Advisor, Shropshire County Council, Borough of Telford & Wrekin and Age Concern England.

The Board meets eight times each year. There are three formal sub committees: Resources, Review & Development and Services. Each committee is chaired by a Trustee who reports directly to the full Board of Trustees at bi-monthly meetings.

The membership consists of 67 individuals or organisations all with special interest in the quality of life of older people. There is no membership fee. Members guarantee to contribute an amount not exceeding £1 to the assets of the Company in the event of winding up.

Trustees of Age Concern Shropshire Telford & Wrekin come from a variety of backgrounds and bring varied relevant skills and experience to the Board. This includes understanding the needs of older people plus essential business and management experience. The Trustees have ultimate responsibility for directing the affairs of the Charity and ensuring that it is solvent, well run and delivering the charitable outcomes for which it has been established. Trustees serve Age Concern Shropshire Telford & Wrekin as volunteers and receive no payment for their work.

Trustees are responsible for carrying out Risk Assessment. It is the policy of Age Concern Shropshire Telford & Wrekin Trustees to review regularly all risks faced by the Charity. This is an on-going process which commenced with the Review & Development Sub Committee considering and identifying all potential risks. The risks were graded by impact and likelihood. Policies and systems are being established to mitigate or lessen any identified major risk. These are reviewed by Trustees on a regular basis.

As stated, Trustees are recruited and appointed to the Board by the members for their background, expertise and commitment. They all receive a basic initial induction which covers:

- The Responsibility of Charity Trustees
- The Work of the Charity

Further induction on the wider aspects of the organisation is offered on a regular basis to staff and Trustees. In addition, Trustees are invited to become members of the Community Council of Shropshire Charity Trustee Network which offers regular training on new legislation and its possible impact.

Day to day operational decisions are taken by the Chief Officer and the staff of the organisation, within the delegated authority conferred by the Board.

#### Trustees and Principal Officers 2005/2006

##### President Chair

Mr Roger Sykes  
Mrs Pat McLaughlin

##### Committee Trustees

Vice Chair  
Vice Chair  
Vice Chair  
Treasurer

Mrs Maureen Peters  
Mr John Greenhalgh  
Mrs Pam Goldring  
Mr John Hollick  
Mr Martin Brookes  
Mr David Clegg  
Mr Mike Davis  
Mrs Christine Greenhalgh  
Mr John Hall  
Mrs Margaret Lewis  
Mrs Margaret Beckett

Co-opted

The following Trustee served during the year 2005/2006 but was not a Board member when the report was signed:

Mr Ray Ward (Deceased)

Honorary Life Members

Mr Bob Toon  
Mrs Anne Pipkin

##### Principal Officers

Chief Officer  
Deputy Chief Officer  
Head of Finance & Administration

Mrs Tricia Maddox  
Mrs Lyn Briggs  
Mr Michael Magill

##### Professional Advisors

Bankers  
Auditors  
Solicitors

Barclays Bank plc, Castle Street, Shrewsbury  
Dyke Yaxley, Old Potts Way, Shrewsbury  
Wace Morgan, Belmont, Shrewsbury

## **5. ACHIEVEMENTS & PERFORMANCE**

### **Day Centres**

Age Concern Shropshire Telford & Wrekin has been setting up and supporting social Day Centres across Shropshire for many years. There are 42 centres in operation – 26 in Shropshire and 16 in Telford & Wrekin. Funding for the centres is provided by Shropshire County Council and the Borough of Telford & Wrekin. There are currently 672 members but around 900 people have been supported throughout the year. The largest centre is Craven Arms with 31 members; the smallest Cleobury Mortimer has 9 members. Nearly all Day Centres have waiting lists, currently in Shrewsbury alone 46 people are waiting for vacancies at the seven centres.

The aim of our Day Centres has not changed over the years, in that they are for frail older persons living in the community (more often than not living alone). The Day Centres are run by teams of dedicated Volunteers and ably supported by the Service Development Officers (in their respective areas), and by the Peripatetic day Centre Support Worker in the Shropshire Day Centres, (as the post is only funded by Shropshire County Council). Without the hard work and dedication of the Volunteers, it would be impossible to run these Centres. Probably the most important factor of the Day Centre is that for many of the members it is the one time in the week that they have social contact out side their own home, and a chance to enjoy a hot meal in company. As each and every member is different from one another, similarly, each Day Centre is unique with an individual character. All the Day Centres conduct a wide variety of activities these include crafts (painting, knitting, table decorations) a variety of games, (Scrabble, Cards, Dominoes, Bingo), quizzes and discussions. This year many of the Day Centres around the County have participated in an Art project run by the Peripatetic Support Worker, the theme for this project has been autumn and the final project is to be displayed in the Pride Hill Gallery at the end of September 2006. Extend exercise classes have been held at a number of the Centres and all members who have had the pleasure of these classes (even after initial misgivings) have enjoyed this form of gentle exercise.

During the spring and summer months trips and outings are organised. These may be to local garden centres, canal boat rides or places of interest. In addition many of the Day Centres organise meals out which are much enjoyed. At Christmas time a majority of the Day Centres have two Christmas meals, one supplied by their regular meal supplier and the other being a trip out to a local Restaurant, often their only social event of the Christmas season.

Day Centres form an essential element of the range of preventive services provided by Age Concern Shropshire Telford & Wrekin. They help older people to live independently in their own homes, retain their social contacts and remain part of their local community.

A much valued service.

### **Neighbourhood Visiting Scheme – Telford & Wrekin**

The Neighbourhood Visiting Scheme which is funded by Telford and Wrekin Borough Council is a scheme which tries to reduce loneliness and isolation for older people. For any age isolation and loneliness can be a major problem, and may lead to other problems such as loss of confidence and in severe cases mental illness. This is often more significant in older people. Not only do they have to deal with loneliness, isolation, a sense of loss and quite often bereavement as they grow older, there may well be a



reduction in mobility, and sensory impairment. These factors can and often do lead to depression and other related illnesses. One of the services we provide is the neighbourhood visiting scheme, where a volunteer will visit an older member of the community on a regular basis. Each Service user will want something different from the visit, some will just want to talk over a cup of tea, and others may want to go for a walk in their garden or further afield. Whatever they want the neighbourhood visiting scheme is one method of reducing loneliness and isolation helping to build up confidence and improving the quality of life for these individuals. Some of the referrals are for short periods, when members of the family are going on holiday and they want someone to have contact with an elderly relative, this is often just a phone call every other day or so. Over the past 12 months the scheme has seen a steady growth in both the number of older people being referred and the number of volunteers helping the scheme.

### Advocacy

The Advocacy Service is funded by Shropshire County Council and the Borough of Telford & Wrekin, the service is also supported from the reserves of Age Concern Shropshire Telford & Wrekin.

Between April 2005 and March 2006 the service has received 774 new cases. Whilst problems on a wide range of issues have been received, again much of staff time has been spent on Care Home issues.

We have taken 4 cases to the Health Ombudsman in an attempt to get Continuing Health Care Funding for an older person. All 4 cases were returned by the ombudsman to the Strategic Health Authority, stating the decision is 'unsafe', and asking for a further Independent Review Panel to be set up to examine the case again. Staff attended the first hearing in March and await the decision. It is understood that hearings for the other 3 cases will be held in June.

Last year we reported our involvement with the awarding of Blue Badges to older people in Shropshire. This issue was pursued throughout the year, and we are pleased that finally progress has been made. During the year several decisions have been made and are just awaiting confirmation by the Scrutiny Panel at the beginning of April. At the time of writing we are aware that the issues were agreed by panel without alteration.

Hence forward :-

- Badges will be awarded to :-
- Partially sighted people
- People over 70 years of age who receive Attendance Allowance
- People over 85 years of age

All decisions are at the Shropshire County Council's discretion

Other improvements:

- There is now a complaints procedure in place.
- Application Form reduced from 6 pages to 3 pages.

Our volunteers again are the stars of the service, without them we would not be able to help so many older people. Also thanks to Liz Holdsworth from Wace Morgan solicitors for her support, and Karen Ashton of Public Law Solicitors for listening to us and giving advice so we can progress with complicated cases.

Our small group of volunteers continue to visit Lime and Chestnut Wards at Shelton Hospital and Beech Ward at Whitchurch Hospital. During the time they have been visiting the respect they deserve is evident when speaking to staff. The PCT'S financial constraints have increased so that Management in the hospital is having to look more closely at all services, we hope that the service will be able to continue the good work.

Local solicitors continue to support our Legal Surgeries, and so older people can receive 15 minutes free legal advice.

### **Information**

During the last year more than 3000 people came to us with requests for information and advice. Of these more than 1,100 visited one of our offices whilst most of the others contacted us by telephone. We have seen a small increase in requests via E Mail. We receive enquiries about many varying topics, the most common requests beings for welfare benefits. But we also get many enquiries regarding such issues as funding for care homes, aids and adaptations and housing. In addition to the information that we can offer verbally we are also able to offer a wide range of fact sheets and information sheets covering information on issues from obtaining and paying for legal advice to help with heating. Our offices also hold a wide range of leaflets produced by both ourselves and other organisations. Our A-Z of services which is a guide to services available within the county is always in great demand. Age Concern Shropshire Telford and Wrekin hold the Community Legal Service Quality Mark for older people at the level of general help with casework.

### **Benefits**

Age Concern's Benefits Service has seen a very busy and successful year. We have worked on more than 900 cases and dealt with well over 1000 enquiries. We have raised in excess of one and a half million pounds in additional income for older people in the county. Every case that we take will require at least one visit to the client's home, more complex cases may require several visits before the matter is settled. We have an excellent team of 9 volunteers who help our clients to complete benefit claim forms, which usually take about two hours to complete. As well as helping with initial claims our benefits officers will also assist with reconsiderations and represent clients at appeals tribunals. They also visit clubs and day centres around the county giving talks highlighting the benefits available. We have two full time workers in our benefits department, our Information and Advice Manager whose post is funded from our reserves and a grant from Telford & Wrekin Council and a Benefits Officer who is funded as part of the Help at Home Scheme by Shropshire County Council and consequently does not do any work in the Telford area. Without our help many older people would not be claiming the benefits that they are entitled to. Some are unable to complete the application forms themselves, others are simply unaware that there are benefits that they are entitled to. Our clients are always very grateful, many tell us that their lives have improved out of all recognition by simply having enough money to live a little more comfortably.

### **Home from Hospital**

The Home from Hospital service which Age Concern operates in South Shropshire is now in its eighth and most positive year in respect of growth in both referrals and recruitment of volunteers. The service which was set up in 1998 was designed to provide none medical support for people over the age of 60 who had either been in hospital as an in-patient or having had some form of

contact with health professionals as an out-patient. However from March 2004 the service was extended to give support to individuals to prevent hospital admission.

To deliver and develop the service effectively, staff are employed; there are 2 coordinators who both work 20 hours per week, with 1½ hrs Admin support.

Volunteers, of which there are now 19, spearhead the home visiting and support the service user for up to a period of six weeks through low level tasks such as shopping for or with the service user, collecting prescriptions etc. All expenses incurred are reimbursed. There is a 2 year rolling training/awareness programme that has been developed through consultation with volunteers. All training sessions are delivered to instil confidence in the volunteer. Funding for the service is from the Primary Care Trust (PCT) which is reviewed each year to set fresh targets. 2004-2005 targets for referrals were set at 110. This was reached and in 2005-2006 actual referrals were 116.

The service always needs to recruit volunteers as well as supporting existing volunteers. We need to keep a fine balance between referrals and volunteers. Therefore, we need to ensure that promotion of the service is targeted to multidisciplinary teams as well as recruitment of volunteers in the various areas.

South Shropshire is the most rural district of one of the UK's most rural counties. The population of the district is 40,000 spread out over 397 square miles. Towns that make up the district are Ludlow, Craven Arms, Clun, Bishop's Castle, Cleobury Mortimer and Church Stretton. South Shropshire has a disproportionately high number of older people when compared to other areas in Shropshire and the country as a whole, so that getting services to such a vast area is a major challenge.

The coordinators applied for, and have received, funding from South Shropshire District Council's Opportunity Fund to enable the purchase of items that will benefit Service Users in the short term. These items are portable key safes, large wooden jigsaws, large adapted playing cards, memory joggers, portable CD players and new age/relaxation music. It is felt that such items will assist Service Users in their recovery and help to regain/maintain confidence and social interaction.

The service receives many letters of thanks and recognition for the service that is provided free, this comment sums up the responses received from service users

"May I express my thanks to you all, you made such a difference at a time when I needed it and I am most grateful to you all" - Mrs W Clee Hill

### **Pub Lunch Clubs**

The Pub Lunch Club scheme aims to bring like-minded older people together in a community where little or no services currently exist. Through either direct enquirers expressing interest or from research identifying new communities who might be interested, work is carried out to introduce the idea and then bring people together to form a club which meets once a month at a suitable reputable venue of their collective choice (typically their local pub, restaurant or hotel) to enjoy a 2 course traditional meal with tea or coffee for a reduced price.

To date, this project has been sponsored solely by Shropshire County Council but we were successful in obtaining additional sponsorship from Telford & Wrekin Borough Council last year enabling expansion of the scheme to include the entire county.

There were 44 clubs across the Shropshire County Council area in September 2005. Unfortunately, 7 of those clubs closed over the next couple of months for various reasons; dispute amongst club members, decreased numbers of attendance, venue changing hands, dissatisfaction with quality of food and service provided by venue.

The current Pub Club co-ordinator joined the staff team at the Shrewsbury office in December 2005. Following her induction period, Ludlow plc was re-opened, and a new plc in Frankwell, Shrewsbury was started with 27 people in April. Initial work in High Ercall, Newport, and Stirchley has been successful with these first three Telford & Wrekin borough Pub Lunch Clubs (hereafter PLCs) opening in May and June bringing the current total of PLCs to 42 with well over 1,000 members.

As expansion of the scheme into the borough has been very well received financial review of initial funding from Telford & Wrekin Borough Council in June should hopefully prove successful. There are currently a total of 97 people pre-booked to enjoy the 1<sup>st</sup> three Telford & Wrekin borough plcs and coffee mornings shortly taking place in Coalbrookdale (for a Severn Gorge plc) and Snedshill will hopefully see 2 more plcs also starting up in the next month.

Publicity in the borough (local papers, radio, parish council & parish magazines, bus shelter notice boards, respite organisations, a new permanent weblink to our homepage from the Telford council website, mailshots with Age Concern, and Meals on Wheels) has also produced a total of 17 direct enquirers from elsewhere in the borough (Dawley, Donnington, Horsehay, Little Dawley, Little Wenlock, Leegomery, Muxton, Shawburch, Wellington) wishing to help set up PLCs in their communities.

Work is also underway in the communities of Belle Vue, Nesscliffe, Pontesbury and Radbrook with imminent future plans to target more remote rural communities in the North East of the county where no PLCs currently exist. The Co-ordinator is also visiting all the existing PLCs to introduce herself and keep close ties with the clubs to Age Concern. Publicity has been organised with local newspapers to celebrate several PLC's anniversary lunches to celebrate their success and raise the scheme's profile across the county. A newsletter and PLC volunteer co-ordinators open day is also being planned to further support and thank the volunteers for the work they do in keeping their plcs going so well.

#### **North East Shropshire Rehabilitation Team (NESrT)**

The Age Concern Co-ordinator is an established member of the North East Shropshire Rehabilitation Team, which is based at Whitchurch Hospital.

The post is funded by the PCT, whilst the NESrT itself is funded jointly by the Shropshire County Primary Care Trust and Shropshire County Council.

The team provides a multidisciplinary rehabilitation service for clients over the age of 18 and for Age Concern Service users, over the age of 65, living in the North East of the county. The Co-ordinator works with the team to achieve optimum success for the older person, which is to enable them, through an intensive six week programme of rehabilitation, to remain at home and lead as active and independent life as possible. The Co-ordinator is involved with the activities such as befriending, shopping, light house work, etc whilst working alongside the older person and encouraging them.

The current Age Concern Co-ordinator has been in the post since March 06. The total number of referrals received for year 05/06 is 49, (to date). There have been several periods of absence from previous Co-ordinators during this time, due to illness and change of staff. This has reflected in the number of referrals. The team as a whole has received 364 for the year 05/06. The number of referrals to the team has increased significantly over the last 12 months and this is continuing to rise. We see the post within the team

changing and expanding to meet the needs of the community and the demands placed upon NESrT.

### **Parish Links**

Parish Links are our eyes and ears at the grass roots in our very rural area. The scheme only covers Shropshire and is funded by Shropshire County Council with a small additional sum from the Older People's Advice & Knowledge project (£500 this financial year).

Age Concern employs a Parish Link Coordinator (7.5hrs pr week) and covers the cost of regular Parish Link mailings, telephone contact and travelling expenses incurred in recruiting and training actual or prospective volunteers.

We keep in regular contact with the Links by phone and letter and arrange gatherings around the county at roughly six monthly intervals, enabling the volunteers to meet each other and to hear about the latest news from Age Concern and to discuss other topics of interest.

Thus Age Concern keep regular contact with the Parish Links, who are spread throughout Shropshire and who in turn keep their local communities informed about Age Concern projects and how we can provide assistance to the elderly under a wide range of schemes.

Accurate quantification of how many benefit from the scheme is difficult, since once made aware by the Parish Links of the help available, people often then contact the office directly on specific matters and may, or may not, mention the Parish Link's involvement in the process.

To date the scheme has been established in 105 villages. During the coming year we expect to extend the service further and provide further opportunities to spread the word about the support we can offer.

### **Conference 2005**

Our Conference has become a highly respected and well-attended annual event.

This year our theme was tackling the social exclusion of older people and the keynote speaker was internationally renowned clinical psychologist, Dr Dorothy Rowe. Other speakers included Dr Thomas Scharf, Director of the Centre for Social Gerontology at Keele University.

We strive to keep the charge for delegate places at this event as low as we can, as we see this as part of our work to address important issues affecting older people and to inform and influence.

This year delegate places for the full day conference ( including lunch) cost £20 for Senior Citizens and £30 for others. One hundred and thirty-one delegates attended and the event covered its costs but did not make a profit.

### Holiday in Llandudno

In July 2005 an Age Concern team of volunteers escorted 120 older people to the Queens Hotel in Llandudno for a holiday by the sea. This holiday gives the opportunity for older people, who might not be able to go away without support, enjoy a week at the seaside.

The transport to and from Llandudno is provided by 3 coaches and one tail lift mini bus. Two coaches and the mini bus remain in Llandudno for the week to cater for day trips and outings. The cost of the holiday was £270 for dinner, bed and breakfast, all excursions and entertainment.

This is a joint venture with Shropshire County Council who handle the majority of the income and expenditure. Cheques in payment for the holiday are made payable to Shropshire County Council who are responsible for paying the hotel and transport expenses. Age Concern holds a small restricted budget for the receipt of any charitable donations towards the cost of the holiday, for making payments to assist older people in need of financial assistance and for the proper reimbursement of volunteer's expenses. Age Concern carries out all the publicity and organisation of the holiday

Many expressions of thanks were received from the older people who took part.

### People's War

We have spent 15 months helping the BBC to ensure that the hard to reach older people in the county could take part in the People's War project. This is a unique internet initiative from the BBC, which aims to enable people to share their stories of the Second World War with the rest of the nation and provide a personal account of Britain at war. In the summer of 2004 we were approached by the BBC asking for help so that older people, who are not familiar with computers or could not get to their local library to use public access points, could add their stories to the archive. We had until the end of 2005 to collect the stories and post them onto the website, when they would be archived for the future.

A team of 8 volunteers have visited groups of people in day centres or individuals in their own homes in response to requests to take part. They have gathered people's memories and then typed them onto the website. The contributors have received a paper copy of their story, and the offer to be taken to their local library to see where their contributions went, what the website looks like and to read memories of other people in Shropshire or further afield.

Our volunteers have added 171 contributions to the site (90% of them in the last 10 months), each of which often took a number of visits and many hours of work. It was not unusual for the older person to correct the draft copy of the story to make sure every detail was correct, or to subsequently remember other memories that they wanted added to their story. Although all the contributors are Shropshire residents, some of their stories relate to experiences outside of the county. They vary in length from a single paragraph to many pages, and cover experiences in the armed forces and life at home. With extra time it would have been possible to collect many more memories, but there had to be a cut off point at some stage in the project. Many volunteers also scanned the website for any responses to the stories, or read other stories on the site. This led to us facilitating a number of reunions among the older people.

Contributions to the site are now complete; the opportunity to record all the stories and

memories ended on 31 January after a month's extension to meet demand. However, the website [www.bbc.co.uk/ww2](http://www.bbc.co.uk/ww2) will remain available as a research facility for the foreseeable future.

### Involving Older People

The main purpose of the Involving Older People Officer in supporting the Telford & Wrekin Senior Citizens' Forum is to:

1. Empower older people in Telford & Wrekin to have a strong voice on issues which affect their daily lives
2. To enable older people to effectively influence the planning process and delivery of services
3. To actively promote a positive attitude to ageing.

These objectives are achieved by:

- Supporting a 20-strong Management Committee in organising Public Forum Meetings on issues which are relevant to older people. Topics covered have included the future of local healthcare provision and pensions and benefits. These events are attended by information providers and decision makers as well as Forum members, which average 150 members per event. On each occasion members are given the opportunity to have a voice and all queries receive a written response.
- Inviting relevant decision makers to public meetings which ensures that older people have the opportunity to influence the delivery of services. Key speakers have included Tom Taylor, Chief Executive of NHS Hospitals Trust, Richard Webb, Corporate Director of Adult Social Care and Keith Austin, Leader of the Telford & Wrekin Borough Council. Members of the Forum's sub-committees on Health, Transport and the Environment also attend relevant groups, which consult on issues which affect older people e.g. Bus Users Group and Home Improvement Agency Partnership Group.
- Supporting a dedicated news team (comprising 4 Management Members) in compiling a quarterly newsletter which is distributed by post to 960 current members and then by Forum circulation to an additional 1040 prospective older people through doctors surgeries, libraries, social services and older peoples' community groups. This is an effective means of notifying older people of issues and events which affect their daily lives as well as encouraging participation and involvement.
- Participating in the organisation of the Telford & Wrekin Older Peoples' Conference. At least 150 members of the Forum will be involved in the consultation process in the planning and delivery of services for older people.
- Issuing a steady flow of positive publicity relating to the skill-base and work of the Senior Citizens' Forum which actively promotes a positive attitude to ageing. Recently the Forum's involvement in compiling a Leisure directory for older people in the Telford & Wrekin area was well represented in the Telford Journal and Shropshire Star.

Other key tasks to the position of the Involving Older People Officer include;

- Ensuring members have access to training. Recently the Vice Chair accompanied the Officer to an Involving Older People Conference in Bristol. Two other members attended a training day on creative problem solving and volunteering on 24<sup>th</sup> April.
- Looking at opportunities for reaching isolated older people through regional media, perhaps through a Senior Citizens' Column in the Telford Journal
- Applying for grants and fundraising. The Forum has recently been successful in its application for £1000 from The Community Foundation for Shropshire and Telford.

### Leisure Activities/Living Well

The Living Well Project is funded by the Big Lottery Fund, and has been running for three years. This funding has enabled Age Concern to create, promote and deliver leisure activities, including; Tai Chi in Telford and Shrewsbury, intergenerational art projects in Telford and Shrewsbury which also included art exhibitions, EXTEND (gentle armchair exercises) classes in Age Concern Day Centres and community classes, reading groups in Ludlow and Shrewsbury and more recently dance classes in Shrewsbury.

The benefits to participants are numerous and work on many different levels including, physical fitness, keeping the mind active but also there is a fun and social element too. Many of the people attending the classes have formed great friendships and meet after class, indeed, members have often remarked 'how much they look forward to their class and how it makes their week and what a good opportunity it is to catch up with their new friends'.

So far we have reached in excess of 1,000 people throughout Shropshire Telford & Wrekin both through classes taught but also through public demonstrations and exhibitions.

Looking towards the future, we would like to expand on the classes we have on offer, and add to these. We would like to do further work on intergenerational art projects in different areas, dance classes in other areas and also possibly looking at yoga classes and walking for health.

### Neighbourhood Contact Scheme

#### Aims

The work of the Neighbourhood Contact Scheme, funded by the Borough of Telford & Wrekin, is to reach older people who may feel isolated or lonely and devise innovative ways of helping them. Working closely with the local community, our aim is to increase independence, prevent isolation and increase social opportunities for older people. Above all, we enable people to make their own choices on issues affecting their lives.

#### How these aims have been achieved

The past three years have been successful in-

- Raising awareness of statutory authorities to the reasons for social isolation and the gaps in services;



- Signposting isolated older people to agencies and facilities within the borough, including our own, where they can find support and advice, thus enabling them to remain independent;
- Supporting older people in first ventures, thus building confidence for them to remain in touch with their community;
- Introducing them to social outlets, encouraging them to learn new skills, or taking on a volunteering role, to increase self-worth and build friendships.

#### Working with groups

A large number of groups have been supported over the last three years. In all contact is kept with roughly 500 older people through groups. This is excluding luncheon and bingo clubs organised by sheltered housing scheme managers.

#### Black & Minority Elders (BME) Sector

During the past year, help has been provided with the setting up of two new BME groups, both based on the model used to set up the Sikh Ladies Temple Group which has now been operating for two years – in all, addressing the needs of approximately fifty + ethnic men and women through education and social interaction both between themselves and agencies within the community. These BME groups are a valuable resource through which the needs of this sector can be evaluated. So far, issues identified have been

- Difficulty in accessing agencies/services, particularly benefits, due to language difficulties/illiteracy/ cultural differences/discrimination.
- Suitable affordable transport. (They have been made aware of the recent change to free public transport).

#### Specialised groups

Other specialised groups have been supported including isolated carers, people with sensory impairment. A gypsy community has been visited where many have a communication problem due to illiteracy.

#### Referrals

Referrals number 71 during the period between April 2005/6, from the three designated areas of N Telford. Issues addressed during last year include health & mobility, safety in the home, community safety, depression, agoraphobia, illiteracy, racial abuse, bereavement, divorce, loneliness, loss of grandchildren on divorce, debt, homelessness, elder abuse, terminal cancer, sensory impairment, malnutrition, neighbour and family feuds, and carers' issues.

With current funding for the scheme being carried on in April 2006 for a further three years, we plan to carry on the developed work of the Neighbourhood Contact Scheme bearing in mind the lessons and successes we have experienced since its inception.

#### Help at Home

The Help at Home Scheme, funded by Shropshire County Council, was set up in 2002 to help older people maintain their independence in their own home. The Scheme has two main elements. The paid element employs Home Support Workers (HSW) to help with domestic work such as cleaning, laundry, shopping and gardening. The voluntary element recruits volunteers to provide befriending support which can include help with paperwork or shopping or just enjoying a chat and a cup of tea.

The Scheme is normally available to people needing support who are over the age of 65, living in the County of Shropshire (but not Telford & Wrekin) and not in receipt of personal care.

The Scheme uses a care management computer programme to plan and monitor the day to day operation. Information gathered using this programme is utilised to produce a half yearly report to Trustees and Shropshire County Council. Managers and Trustees meet quarterly to form an Advisory Group to discuss progress and any policy changes.

A quality monitoring questionnaire is sent out every six months to all older people who use the service. Questions include general satisfaction, relationship with HSW, benefits to the individual, time keeping, office contact and opportunity to make written comments. The questions are varied to address specific issues of interest such as demand for a handyman service, how useful the scheme is in enabling the older person to stay in their own home and maintain their independence.

During the last twelve months the growth of the paid element of the scheme has been restricted to enable it to stay in budget. There was a carry over into the financial year 1<sup>st</sup> April 2004 to 31<sup>st</sup> March 2005 which was spent during that year.

In order to maintain the numbers of Service Users at a level that could be supported by the budget for 1<sup>st</sup> April 2005 to 31 March 2006 the waiting list was frozen between April and November 2005. A further £30,000 was allocated to the budget in November which enabled some further growth of the paid element of the scheme.

The voluntary element has continued to grow thanks to a determined effort to recruit more volunteers.

The Summary of Activity attached shows the growth of the scheme over the period. The growth in volunteer hours can be seen as 23%; the total of 7173 hours represents 13% of the paid element, making a significant contribution to the befriending and social contact aims of the scheme. The growth of only 3% in the paid element reflects the freezing of the waiting list which is confirmed by the 30% reduction in the referrals for the period. Regular refresher training sessions are held for Volunteers and HSWs. These sessions also address topical issues and use the opportunity to elicit feedback to identify any problems, areas for improvement and topics for future training.

Reviews of HSW, Volunteers and Service Users take place on a one to one basis to highlight individual issues and update information.

The latest quality questionnaire returned in March 2006 had a 79% response rate with 81% rating the standard of service very good, 18% good, and less than 1% fair or bad. In general the response to all of the questions, where a view was expressed, was 98% positive or greater. In response to a question on what effect the scheme had in enabling the older person to maintain their independence 67% said a major effect, 32% said some effect with less than 1% saying little or no effect. Some of the comments received in the questionnaire are given below.

A Newsletter is sent to HSW and Volunteers to provide regular updates and information on the scheme every quarter. A separate Newsletter is also sent to Service Users.

In a joint initiative with Shropshire Fire & Rescue Services and the Shropshire County Council the Help at Home Scheme carries out Fire Risk Assessments (FRA). These FRAs are carried out by specially trained HSWs in older people's homes. The aim being to increase fire awareness, provide advice on fire prevention and fit smoke alarms as required. In the period 376 FRAs have been carried out.

### Questionnaire Responses

It makes me feel I am coping and at last beginning to see the light at the end of the tunnel also it is nice to talk a problem out or have another opinion. Finally they become a friend you can trust. That is priceless.

My helper is my friend she helps me sort out my life. I have no-one else I can rely on. Without her I would be lost.

It makes you feel that you do matter, you feel cared for and confident.

The Help@Home scheme has a very positive effect on my quality of life and morale.

Helps me to live

It makes me feel more independent and taken away the fear I had that I would not be able to continue to live in my own home.

### Volunteer Recruitment

Volunteers support almost every service that we provide. The task of finding new volunteers is ongoing to ensure that we are able to carry on helping older people across the county. The volunteer recruitment programme (which excludes Telford & Wrekin) has included press releases, radio broadcasts, contact with parish councils, churches, clubs, doctors and schools, advertisements in community newsletters, posters in shops and businesses, displays in libraries, shopping centres and other locations, drop-in sessions, pre-retirement presentations and talks to various groups. Events such as Volunteer Week, Age Concern Week, Senior Safety Days and Health Fairs have also publicised the need for volunteers.

At the beginning of the year, with referrals for the home support element of the Help at Home scheme frozen, growth of the befriending visitor service became more important. During the first six months efforts were concentrated on securing extra volunteers to cater for the referrals for befrienders. Displays at libraries and other locations were redesigned to focus on the work of the befrienders and the need for more volunteers.

During the autumn efforts were directed towards filling existing and future vacancies at day centres throughout Shropshire. Working with the Whitchurch office, posters and flyers were produced appealing for a new team for the St Martins day centre, which were distributed around the village, and a stand set up at Stan's Supermarket. This resulted in the recruitment of an organiser and four volunteers for the day centre.

Plans were made for a major recruitment campaign during January to increase the number of befriending visitors and other volunteers. The Leading Lights campaign was launched in early January and asked a selection of local celebrities to volunteer a few hours of their time and set an example as leading lights in their community. The campaign ran through

until the end of February, during which time 16 prominent people attended a day centre or accompanied a befriending visitor as part of their volunteering example. A successful Open Day was held at the end of January, when anyone who wished to find out about volunteering was invited to drop into the offices to meet staff, look at displays, watch a video and talk to existing volunteers. Taster sessions were offered, where anyone thinking about volunteering could try one of the many opportunities available without any future obligation. Extensive press coverage of the Leading Lights campaign has been achieved, which has highlighted the need for volunteers and raised the profile of volunteering and the work of Age Concern.

In the 12 months to the end of March 2006 140 people have expressed an interest in becoming a volunteer and have been sent an application form. Their area of interest is shown below:

Help at Home	57	Office	4
Day Centres	55	Advocacy	3
Parish Link	12	People's War	1
Insurance	6	General	12
Benefits	4		

Of these 140, 1 has been refused, 13 have subsequently declined and 42 have failed to complete the application process, leaving 84 active volunteers (66 in post and 18 completing the application process).

The 86 new volunteers recruited during the year are split between the different services as follows:

Day Centres	36	49%	Advocacy	2	3%
Help at Home	19	26%	Insurance	1	1%
Parish Link	12	16%	Office	1	1%
Benefits	3	4%	People's War	1	1%

There are now over 600 volunteers, who give anything from a couple of hours a month to two days each week, helping to provide services to more than 1,800 people each week. Volunteers come from a wide range of ages and backgrounds, but they all find the experience rewarding and many make a new circle of friends. People who become Age Concern volunteers can come from any age group and do so for a number of reasons, as the following two examples demonstrate. Mrs D has recently retired to Shropshire from The Wirral having worked in customer relations within the retail trade. She wanted to get involved with the local community and make use of her customer service skills, and came to Age Concern in response to our appeal for volunteers for the St Martins Day Centre where she now helps. Miss S is just eighteen and still at Ludlow College, but she has been involved with older people through her membership of the Royal British Legion. She became aware of our need for volunteers through an article in the local newspaper, and taking on the role of a Help at Home befriending visitor is giving her a good foundation for a nursing career which she hopes to pursue.

#### **Public Relations & Income Generation**

The work raising the profile of Age Concern continues apace. There has been extensive coverage of Age Concern in the Shropshire newspapers and on local radio, with even one appearance on local television. For the year beginning in April 2005 there have been over

200 articles published and due to difficulties in getting copies of all such articles, the actual figure will undoubtedly be higher. The newsletter Pass It On and the Annual Review have been revamped, as has the website. All are now more colourful and attractive, with the greater use of digital photographs of our work. Amongst the most successful events of the year to highlight our work took place in Age Concern Week at the end of September. A vintage Rolls Royce toured the county with the message: 'We value vintage cars, why not vintage people?'. To coincide with the event, Mayors around the county issued invitations to our service users for 'tea in the parlour'.

Successful fundraising events were dotted throughout the year. The Family Fun Day at Sansaw in May saw great publicity and excellent financial returns of approximately £2000. Clubs, groups and businesses have been remembering us, with a sizeable cheque for £1000, for example, coming from Morris & Co. Tesco chose Age Concern as its charity of the year and there were successful tin collections in all the Tesco stores in the county over one weekend in June, raising over £3000. The full amount of money raised by store activities through the year has yet to be declared. The return of a regular Shrewsbury street collection occurred in April. Overseas challenges organised by ACE have had an excellent pickup within the county and sponsored local walkers, benefiting ourselves as well as ACE, have trekked China and Peru. Money received from legacy bequests is good. However, the promotion of our need for legacies is ongoing and we are optimistic that sound work today will result in an increase in legacies benefiting us in the future. Finally, a boost to bringing business on board has appeared in the person of the Marketing Director of Heritage Glass (an Age Positive employer in the area), who has joined us as Joint Chair of the Income Generation Committee.

### Trading

Trading is self funding with the commission from insurance and other sales producing a surplus of £6,049.35 which was used to assist in our service provision for older people.

Many thanks must go to our volunteers without whose help these results would not have been possible.

In the financial year, we saw 967 customers face-to-face with insurance and other sales. Additionally, we handled numerous telephone enquiries.

The coming year will no doubt present new challenges as the job becomes more and more professional. We are confident we will continue to help many people who would otherwise struggle to obtain appropriate insurance in a manner convenient to them.

## **6. FUTURE YEAR'S OBJECTIVES**

We will:

- Ensure the organisation is ready to meet the anticipated demographic growth in the number and needs of older people. In particular, to work towards a successful outcome in the Age Concern federation Quality Counts audit in the autumn of 2006 and to work to the aims of our Income Generation Strategy to increase our unrestricted income in order to develop services.

- Maintain the balance between the provision of quality services for older people and our ability to act as an independent advocate.
- Continue to provide our existing services and to listen to the views of older people in identifying new areas of service.
- Review and if necessary expand the range of service provision to better meet the needs of a diverse older population.
- Seek funding to continue the Living Well programme of activities. Current funding from the Big Lottery ceases in August 2006.
- Continue with the recruitment of Parish Links to comply with the requirements of the OAK funding.
- Expand the number of Pub Clubs across the whole of the county in line with funding agreements.
- Continue, within available resources, to grow the Help at Home Service for older people.
- Work in varied and entrepreneurial ways to attract more volunteers to support our existing and future services.

The organisation is financially soundly based and the level of unrestricted reserves has allowed Trustees to set a deficit budget in 2006/07 of -£41,700 for our core activities.

The expenditure on restricted fund activity will, as in previous years, be broadly in line with anticipated incoming reserves supplemented where appropriate from balances specifically earmarked for the activities. This will, however, not be the case for our Advocacy Service for which Trustees have recognised a need for some additional funding from general reserves to maintain current activity levels.

## AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

### Legal and administrative information

#### STATUS

The Organisation is a charitable company limited by guarantee, incorporated on 24<sup>th</sup> September 2001 and registered as a charity on 6<sup>th</sup> February 2002.

The Company was established under Memorandum of Association, which established the objects and powers of the Charitable Company and is governed under its Articles of Association.

The object for which the Charity is established is: -

To promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the county of Shropshire and the unitary authority of Telford & Wrekin (hereinafter called "the area of benefit").

All assets and liabilities of Age Concern Shropshire Telford and Wrekin were transferred from Age Concern Shropshire Telford and the Wrekin (a registered charity, number 504286) on 1<sup>st</sup> April 2002.

#### TRUSTEES

Roger Sykes (President)  
Patricia Mary McLaughlin (Chair)  
Maureen Edna Peters (Vice Chair)  
John Richard Greenhalgh (Vice Chair)  
Pam Goldring (Vice Chair)  
John Hollick (Treasurer)  
Martin Brookes  
David Clegg

Michael Nevill Davis  
Christine Greenhalgh  
John Hall  
Margaret Lewis  
Margaret Beckett (Co-opted)

The following Trustee served during the year 2005/06 but was not a Board Member when the report was signed:  
Ray Ward (Deceased)

Honorary Life Members  
Robert Toon  
Anne Pipkin

#### COMPANY SECRETARY

Mrs Patricia Jean Maddox

#### PRINCIPAL OFFICE

3 Mardol Gardens, Shrewsbury, Shropshire, SY1. 1PR.  
Telephone 01743 233123  
Fax 01743 248848

#### AUDITORS

Dyke Yaxley Limited, Chartered Accountants, 1 Brassey Road, Old Potts Way, Shrewsbury, Shropshire, SY3. 7FA.

**SOLICITORS**

Wace Morgan, 2 Belmont, Shrewsbury, Shropshire, SY1 1TD.

**BANKERS**

Barclays Bank, 44/46 Castle Street, Shrewsbury, Shropshire, SY1 2BU.



## AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

### TRUSTEES' REPORT FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2006.

#### FINANCIAL SUMMARY

The Trustees are pleased to present their report together with the Financial Statements of the Charity for the year ended 31<sup>st</sup> March 2006.

Legal and administrative information set out on pages 22 and 23 forms part of this report. The Financial Statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (2005).

These Reports and Financial Statements are the fourth prepared for The Charity "Age Concern Shropshire Telford and Wrekin" (a Charitable Company Limited by Guarantee). The Charity was previously known as Age Concern Shropshire Telford and the Wrekin (Charity number 504286). All assets and liabilities were transferred from the old charity on 1<sup>st</sup> April 2002.

The Trustees are of the opinion that these accounts clearly show the continued support we receive from statutory authorities, trusts, grant making organisations and from the general public. These accounts also illustrate the manner and extent to which that overall support and funding is utilised to benefit and care for the elderly population within the geographical county of Shropshire.

The Trustees are pleased to report that Age Concern Shropshire Telford and Wrekin has been able to improve its healthy financial position with what they consider to be prudent reserves. These reserves will help to safeguard the future of the Charity, bearing in mind our continued reliance on grants from Shropshire and Telford & Wrekin Councils, for the provision of our core services and several of our projects.

The Trustees, being aware of the need to raise funding from new sources, have sought to increase public awareness of Age Concern Shropshire Telford and Wrekin and thereby attract new funding in both the short and long terms. Work continues to encourage contributions under Gift Aid and legacies, and whilst the results of much of this work will not be seen in the immediate future the total legacies received during the year have been sustained at the high level of the previous year.

During the financial year Unrestricted Reserves increased by £97,419.56 to £402,488.36.

Investment income increased by £2,727.32 to £26,869.05 by investing, on deposit, any capital which was not considered likely to be called upon in the short term.

The investments of the Charity showed a gain of £27,525.28 during the year, which reflected the much improved state of the Stock Market over the year.

Charitable Activity expenditure increased to £1,380,796.11 during the year, once again reflecting both increased cost of core service provision and continued success in attracting project funding, including the Help @ Home project, and thus enabling us to sustain services for elderly people within the county.

All Restricted Funds are held as current assets in the form of short-term deposits and are readily available to meet the commitments of the projects for which they are earmarked.

During the year the office in Telford moved from Meeting Point House to Access House in Halesfield offering improved accommodation to Telford based staff. The office in Shrewsbury was also extended by the lease of the second floor above the existing Mardol office and the opportunity taken to significantly improve the information technology services with the replacement of several stand-alone computers with an integrated computer network linking all the offices. This was seen as an appropriate investment of additional legacy funding and will equip the organisation to take advantage of improved communications and access to information.

Trustees are of the opinion that they have an obligation to ensure the continuation of our core services for which we have Service Level Agreements with both Shropshire and Telford and Wrekin Councils. These services are partly funded by the two councils, supplemented by income from donations, fundraising and trading activities.

### TRUSTEES RESPONSIBILITIES

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 as at the Balance Sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing these Financial Statements, the Trustees should follow best practice and:-

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the Financial Statements; and
- Prepare the Financial Statements on an ongoing concern basis unless it is inappropriate to presume that the Charity will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charitable Company and to enable them to ensure that the Financial Statements comply with the Companies Act 1985. 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.

### Statement of Disclosure

- (a) So far as the Trustees are aware, there is no relevant audit information of which the charity's auditors are unaware, and
- (b) 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 charity's auditors are aware of that information.

For the first time the accounts identify the £9,661.91 cost associated with the governance of the organisation described earlier in this report in section 4.

### RISK MANAGEMENT

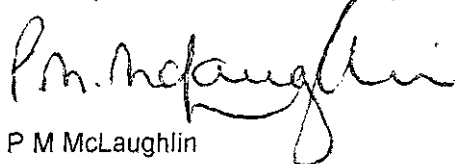
The Trustees have assessed the major risks to which the Charitable Company is exposed, in particular those related to the finances of the Charity and are satisfied that systems are in place to mitigate our exposure to the major risks. The Trustees have also examined other operational and business risks, which the Company faces and confirm that they have established systems to mitigate the significant risks. Our Trustee's Sub-Committees regularly review these procedures to ensure that they still meet the needs of the Charity. The planned levels of activity for the immediate future can be funded from guaranteed funding and available reserves. Trustees have designated £225,500 of unrestricted funds to cover 6 months core service costs, provide a redundancy reserve and to meet current lease obligations and believe this offers a prudent approach to cover any uncertainties over future funding levels.

### AUDITORS

A resolution will be proposed at the Annual General Meeting that Dyke Yaxley be re-appointed as auditors for the ensuing year.

This report has been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

Approved by the Trustees on 11<sup>th</sup> July 2006 and signed on their behalf by:



Mrs P M McLaughlin  
Chairman

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF  
AGE CONCERN SHROPSHIRE TELFORD AND WREKIN**

---

We have audited the Financial Statements of Age Concern Shropshire Telford and Wrekin for the year ended 31 March 2006 set out on pages 27 to 37. These financial statements have been prepared under the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities (effective January 2005).

This report is made solely to the company's members, as a body, in accordance with section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might be able to state to the company's members those matters we are required to state to them in the 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 company and the company's members, as a body, for this report or for the opinions we have formed.

**Respective responsibilities of the trustees and auditors**

As described in the statement of Trustees' Responsibilities on page 24 the company's Trustees (who are also the directors of Age Concern Shropshire Telford and Wrekin for the purposes of company law) are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the trustees' report is not consistent with the financial statements, if the company has not kept proper accounting records or if we have not received all the information and explanations we require for our audit, or if information specified by law regarding Trustees' remuneration and other transactions is not disclosed.

We read the trustees' report and consider the implications for our report if we become aware of any apparent misstatement within it.

**Basis of audit opinion**

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

**Opinion**

In our opinion the financial statements:

- give a true and fair view in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the company's affairs as at 31 March 2006 and of its incoming resources and application of resources for the year then ended ;
- the information given in the trustees' report is consistent with the financial statements; and
- have been properly prepared in accordance with the Companies Act 1985.

*Dyke Yaxley Limited*

**DYKE YAXLEY LIMITED  
CHARTERED ACCOUNTANTS AND  
REGISTERED AUDITORS**

23<sup>rd</sup> August 2006.

**1 BRASSEY ROAD  
OLD POTTS WAY  
SHREWSBURY**

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2006

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2006 £	Total 2005 £
<u>Incoming Resources</u>					
<u>Incoming resources from generated funds</u>					
<u>Voluntary income</u>					
Statutory Authority Grants	(16)	230,660.56		230,660.56	209,020.00
Donations and Gifts		23,343.14		23,343.14	19,423.34
Legacies		148,693.07		148,693.07	147,918.11
<u>Activities for generating funds</u>					
Sale of Goods		2,900.55		2,900.55	3,249.26
Fundraising and Events		5,109.29		5,109.29	9,521.09
Trading Commission and Grant		23,537.24		23,537.24	23,524.54
Other Commissions and Income		6,393.00		6,393.00	7,010.00
Investment income	(14)	26,869.05		26,869.05	24,141.73
<u>Incoming resources from charitable activities</u>					
Project Grants	(9)		815,674.49	815,674.49	725,131.68
Client Fees (Help @ Home)			191,094.16	191,094.16	163,548.48
<u>Total Incoming Resources</u>		467,505.90	1,006,768.65	1,474,274.55	1,332,488.23
<u>Resources expended</u>					
<u>Costs of generating funds</u>					
Costs of generating voluntary income		26,108.08		26,108.08	21,376.92
Fundraising trading: costs of goods sold		1,819.79		1,819.79	2,183.24
Fundraising trading: costs of Trading		17,487.89		17,487.89	13,265.24
Charitable activities	(2)	335,269.13	1,045,526.98	1,380,796.11	1,221,398.12
Governance costs	(4)	9,661.91		9,661.91	0.00
Other resources expended					
Net Management and Admin costs	(3)			0.00	10,105.23
<u>Total resources expended</u>	(4)	390,346.80	1,045,526.98	1,435,873.78	1,268,328.75
<u>Transfers</u>					
Gross transfers between funds	(9)	-7,264.82	7,264.82	0.00	0.00
<u>Net incoming resources before other recognised gains and losses</u>		69,894.28	-31,493.51	38,400.77	64,159.48
<u>Other recognised gains/losses</u>					
Gains /losses on investment assets	(6)	27,525.28		27,525.28	9,185.29
<u>Net movement in funds</u>		97,419.56	-31,493.51	65,926.05	73,344.77
<u>Reconciliation of Funds</u>					
Total funds brought forward		305,068.80	294,338.43	599,407.23	526,062.46
Total funds carried forward		402,488.36	262,844.92	665,333.28	599,407.23

The notes on pages 29 to 37 form part of these accounts.

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

BALANCE SHEET AS AT 31 MARCH 2006

<u>FIXED ASSETS</u>	NOTES	£	2006 £	£	2005 £
Tangible Assets	(5)		36,067.40		5,103.21
Investments	(6)		208,286.05		130,760.77
			<u>244,353.45</u>		<u>135,863.98</u>
 <u>CURRENT ASSETS</u>					
Stock		474.63		1,075.93	
Prepayments		11,002.50		10,623.05	
Debtors	(7)	7,521.83		12,592.74	
Short Term Deposits		473,771.36		513,138.41	
Cash at Bank and in Hand		819.69		810.33	
		<u>493,590.01</u>		<u>538,240.46</u>	
<u>CREDITORS</u> Amounts Falling Due Within One Year	(8)	<u>72,610.18</u>		<u>74,697.21</u>	
<u>NET CURRENT ASSETS</u>	(10)		420,979.83		463,543.25
<u>NET ASSETS</u>			<u>665,333.28</u>		<u>599,407.23</u>

REPRESENTED BY:-

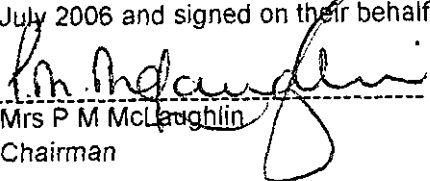
FUNDS

Designated Funds		225,500.00	202,500.00
Unrestricted Funds		176,988.36	102,568.80
<u>Total Unrestricted Funds</u>	(13)	<u>402,488.36</u>	<u>305,068.80</u>
Restricted Funds	(9)	262,844.92	294,338.43
<u>Total Funds</u>		<u>665,333.28</u>	<u>599,407.23</u>

These accounts are prepared in accordance with the special provisions of Part VII of the Companies Act 1985 related to small companies and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2005).

The notes on pages 29 to 37 form part of these accounts.

The Financial Statements on pages 27 to 37 were approved by the Board of Trustees on 11 July 2006 and signed on their behalf by :-

  
 Mrs P M McLaughlin  
 Chairman

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2006.

1. ACCOUNTING POLICIES

- a The Financial Statements have been prepared under the historical cost convention, as modified by the inclusion of fixed asset investments at market value, and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2005), the Companies Act 1985 and follow the recommendations in Accounting and Reporting by Charities: Statement of Recommended Practice (Revised 2005)
- b Voluntary income is received by way of donations, legacies and gifts and is included in full in the Statement of Financial Activities when received.
- c Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are received.
- d Restricted funds are to be used for specified purposes as laid down by the donor. Expenditure, which meets these criteria, is identified to the fund.
- e Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose and are available as general funds.
- f Designated funds are unrestricted funds earmarked by the trustees for particular purposes.
- g Staff costs are allocated to activities on the basis of time spent on those activities.
- h Support Costs of the charity relate to the costs of running the charity and include any costs which cannot be specifically identified to another expenditure classification. These have been allocated to the relevant activity they support on a per capita basis.
- i Costs of generating funds includes the employee costs of the Public Relations and Income Generation Officer and the Trading Services Officer as well as the direct costs of staging events, volunteers expenses, purchase of goods for sale and an allocation of overheads.
- j Governance costs are specifically identified for the first time and include the costs of governance arrangements which relate to the general running of the charity as opposed to the direct management functions inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure which allows the charity to operate and to generate the information required for public accountability. They include the strategic planning processes that contribute to future development of the charity.
- k Depreciation is provided on a straight-line basis on all tangible fixed assets at rates calculated to write off the cost of each asset over its estimated useful life. The estimated useful lives are:

Furniture and Fittings	3 years
Office Equipment	3 years
- l Investments held as fixed assets are re-valued at mid-market value at the balance sheet date and the gain or loss taken to the Statement of Financial Activities.

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2006 CONTINUED

2 PROVISION OF DIRECT SERVICES

	<u>Unrestricted</u>	<u>Restricted</u>	<u>2006 Total</u>	<u>2005 Total</u>
	<u>£</u>	<u>£</u>	<u>£</u>	<u>£</u>
Neighbourhood Care Expenses	2,152.80	-	2,152.80	2,635.93
Day Centre Transport	38,138.61	-	38,138.61	33,888.92
Day Centre Grants	24,352.52	-	24,352.52	22,258.59
Day Centre Training	79.46	-	79.46	388.19
Publications and Information	1,461.92	-	1,461.92	754.00
Staff Costs	201,131.36	802,180.86	1,003,312.22	914,588.31
Staff Travel	12,991.96	66,483.78	79,475.74	69,140.43
Premises	15,630.48	31,589.65	47,220.13	40,726.81
Insurance	514.85	2,610.49	3,125.34	2,152.85
Printing Postage and Telephone	8,461.83	33,482.66	41,944.49	38,869.59
Repairs and Renewals	4,592.70	11,440.78	16,033.48	1,618.05
IT Equipment Maintenance	568.87	1,417.11	1,985.98	
Depreciation	4,019.96	12,634.72	16,654.68	8,367.65
Miscellaneous Costs	170.64	1,816.16	1,986.80	1,404.24
Subscriptions	1,405.00	40.00	1,445.00	1,017.00
Newsletter Costs	468.00	-	468.00	474.40
Project Volunteers Expenses	0.00	22,365.10	22,365.10	18,567.17
Volunteers Training	0.00	213.10	213.10	675.93
Administration recharge	19,123.85	41,652.91	60,776.76	48,340.00
Publicity	0.00	875.77	875.77	644.01
Recruitment	4.32	3,522.96	3,527.28	2,513.71
Cost of Tai Chi Classes	-	2,029.00	2,029.00	1,653.99
Cost of Tai Chi / Extend Telford	-	1,282.00	1,282.00	550.00
Reading Writing & Art Classes	-	398.89	398.89	
Home Support Worker Equipment	-	1,550.96	1,550.96	2,182.72
Fire Prevention Workers Equipment	-	431.98	431.98	750.25
Legal and Professional Fees	-	2,030.39	2,030.39	1,331.28
Payroll fees Help @ Home	-	4,466.71	4,466.71	4,274.10
Accreditation (CRB Checks)	-	1,011.00	1,011.00	1,630.00
	<u>335,269.13</u>	<u>1,045,526.98</u>	<u>1,380,796.11</u>	<u>1,221,398.12</u>

### 3 MANAGEMENT AND ADMINISTRATION

In previous years estimated support costs have been charged against individual projects with the balance charged to unrestricted funds. For the year ended 31 March 2006, in accordance with the requirements of the revised Statement of Recommended Practice 2005, all support costs have been fully allocated across all of the organisations activities on a consistent basis, prorata to employee hours spent on the activity.

	<u>Unrestricted</u>	<u>Restricted</u>	<u>2006 Total</u>	<u>2005 Total</u>
	£	£	£	£
Administrative Staff Costs	17,519.46	33,114.82	50,634.28	48,763.93
Staff Travel	47.34	89.48	136.82	56.30
Payroll Fees	320.16	605.16	925.32	741.20
Legal and Professional Fees	241.90	457.22	699.12	0.00
Audit Fees		-	0.00	2,350.00
Premises Costs	1,207.18	2,281.77	3,488.95	2,041.93
Printing Postage and Telephone	793.29	1,499.47	2,292.76	1,376.41
Repairs and Renewals	646.52	1,222.03	1,868.55	179.78
IT Equipment Maintenance	80.08	151.37	231.45	0.00
Depreciation	927.27	1,752.70	2,679.97	83.24
Recruitment	71.36	134.89	206.25	1,378.90
Licences and Fees	22.49	42.51	65.00	50.00
Costs Trustees Meetings etc.		-	0.00	1,039.81
Insurance	72.48	136.99	209.47	113.31
Miscellaneous Staff Costs	19.06	36.02	55.08	35.25
Donations and Gratuities	38.50	72.77	111.27	235.17
	<u>22,007.08</u>	<u>41,597.21</u>	<u>63,604.29</u>	<u>58,445.23</u>



AGE CONCERN SHROPSHIRE TELFORD AND WREKIN								
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2006								
4. TOTAL RESOURCES EXPENDED								
	Advocacy Service	Ludlow Hospital Discharge Project	T & W Benefits Advice Project	Voluntary Fundraising Events	Trading Services	Direct Charitable Services	2005/2006 Total	2004/2005 Total
Gross Salary	31,772.16	16,211.69	3,940.21	113,962.12	9,533.33	166,746.02	982,170.31	898,519.87
Employers NIC	1,954.85	849.40		821.49	402.28	11,211.27	44,259.11	37,492.47
Employers Pension	3,524.76	1,303.68		2,136.24	1,445.94	21,912.32	57,709.79	48,171.28
Training Costs	125.00	65.60		360.50		1,261.75	3,293.21	4,288.40
Staff Costs (note 12)	37,376.77	18,230.37	3,940.21	117,280.35	11,381.55	201,131.36	1,087,432.42	988,472.02
Staff Travel	545.74	412.17		218.26	181.00	12,991.96	80,061.67	69,840.24
Neighbourhood Care Expenses						2,152.80	2,152.80	2,635.93
Day Care Transport						38,138.61	38,138.61	33,888.92
Day Centre Grants						24,352.52	24,352.52	22,258.59
Day Centre Training						79.46	79.46	388.19
Publications and Information						1,461.92	1,461.92	754.00
Premises Costs	2,550.40		114.37	1,142.58	754.92	15,630.48	52,682.07	42,768.74
Insurance	153.12			68.60	45.32	514.85	3,453.26	2,266.16
Printing Postage and Telephone	2,587.79	5,888.58	42.00	753.78	844.57	8,461.83	45,885.21	40,416.10
Repairs and Renewals	1,365.90			611.92	404.31	4,592.70	18,958.69	1,797.83
IT Equipment Maintenance	189.19			75.80	50.08	568.87	2,348.32	1,061.04
Depreciation	262.03	395.96		669.99	670.00	4,019.96	20,674.64	8,450.89
Miscellaneous Costs	35.88			16.07	10.62	170.64	2,069.63	1,459.18
Subscriptions						1,405.00	1,445.00	1,017.00
Volunteers Expenses		194.08			1,686.16		24,051.26	20,618.18
Volunteers Training	48.60	112.49					213.10	813.87
Publicity				62.48	59.43		997.68	644.01
Staff Recruitment						4.32	3,733.53	3,892.81
Newsletter Costs						468.00	468.00	474.40
NS Tai Chi/Extend Classes							2,029.00	1,853.99
Telford Tai Chi							1,282.00	550.00
Reading Writing & Art Classes							398.89	
Home Support Workers Equipment							1,550.96	2,182.72
Fire Prevention Workers Equipment							431.98	750.25
Payroll Fees							5,392.03	5,015.30
Legal and Professional Fees							2,729.51	1,331.28
Audit Fees							2,585.00	2,350.00
Licences and Fees				17.50	275.00		357.50	67.50
Costs of Trustees Meetings (Note 11)							2,026.91	1,039.81
Donations and Gratuities							111.27	235.17
Cost of Goods for Sale				1,819.79			1,819.79	2,183.24
Cost of Fundraising and Events				3,488.15			3,488.15	5,421.61
Accreditation (C.R.B. Checks)							1,011.00	1,630.00
	45,095.42	25,233.65	4,096.58	2,262,225.27	16,362.96	316,145.28	1,435,873.78	1,268,328.75
Transfer Administration recharge	3,800.45	2,523.50		1,702.60	1,124.93	19,123.85	0.00	48,340.00
	48,895.87	27,757.15	4,096.58	2,279,227.87	17,487.89	335,269.13	1,435,873.78	1,316,668.75

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2006 CONTINUED

5 TANGIBLE FIXED ASSETS

	Office Equipment £	Furniture and Fixtures £	Total £
<u>Cost</u>			
Cost as at April 2005	35,901.72	8,197.43	44,099.15
Additions in Year	47,292.13	4,346.70	51,638.83
As at 31 March 2005	83,193.85	12,544.13	95,737.98
<u>Depreciation</u>			
Depreciation as at 1 April 2005	31,327.79	7,668.15	38,995.94
Depreciation for Year	18,890.90	1,783.74	20,674.64
As at 31 March 2006	50,218.69	9,451.89	59,670.58
<u>Net Book Value at 31 March 2006</u>	<u>32,975.16</u>	<u>3,092.24</u>	<u>36,067.40</u>
<u>Net Book Value at 31 March 2005</u>	<u>4,573.93</u>	<u>529.28</u>	<u>5,103.21</u>

6 FIXED ASSET INVESTMENTS

Quoted Investments:-	<u>2006</u> £	<u>2005</u> £
Market Value at 1 April 2005	130,760.77	121,575.48
Purchases during year	50,000.00	
Net Gain on Revaluation at 31 March 2006	27,525.28	9,185.29
<u>Market Value as at 31 March 2006</u>	<u>208,286.05</u>	<u>130,760.77</u>
Investments at cost	194,000.00	144,000.00

7 DEBTORS

	<u>2006</u> £	<u>2005</u> £
Help @ Home Client Fees Outstanding 31 March 2006	1,854.49	4,218.68
Other Debtors	5,667.34	8,374.06
Prepayments	11,002.50	10,623.05
	<u>18,524.33</u>	<u>23,215.79</u>

8 CREDITORS (Amounts Falling Due Within One Year)

	<u>2006</u> £	<u>2005</u> £
Staff Costs	12,670.96	11,438.05
Other Creditors and Accruals	59,939.22	63,259.16
	<u>72,610.18</u>	<u>74,697.21</u>

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2006 CONTINUED

9 RESTRICTED FUNDS

<u>Fund</u>	<u>Balance at</u> <u>01.04.05</u> £	<u>Incoming</u> <u>Resources</u> £	<u>Outgoing</u> <u>Resources</u> £	<u>Transfers</u> £	<u>Balance</u> <u>31.03.06</u> £
South Shropshire Fund	17,961.59	0	0	0	17,961.59
Advocacy Service	0.00	42,491.98	48,895.87	6,403.89	0.00
Ludlow Hospital Discharge Project	32,327.30	34,000.00	27,712.15	0.00	38,615.15
Benefits Advice Project	2,401.72	5,000.00	4,096.58	0.00	3,305.14
Volunteers in Place Project	40,144.49	24,009.40	22,870.11	0.00	41,283.78
Pub Club Project (Shropshire)	1,768.63	2,355.50	2,275.94	0.00	1,848.19
NESrT Project	5,212.59	15,492.67	9,798.52	0.00	10,906.74
Neighbourhood Contact (Telford)	15,375.04	21,537.38	21,014.52	0.00	15,897.90
Ludlow Office Project	29,027.28	0.00	29,888.21	860.93	0.00
Llandudno Holidays	631.01	4,016.00	1,515.63	0.00	3,131.38
New Shropshire Pub Club Project	30,743.37	914.00	6,554.68	0.00	25,102.69
Primary Care Trust Advocacy	8,287.77	2,979.00	480.45	0.00	10,786.32
Help @ Home Project	73,359.96	803,391.72	817,834.75	0.00	58,916.93
Tai Chi / Extend Project (Telford)	2,047.08		0.00	0.00	2,047.08
Living Well Project	4,032.47	18,081.00	19,258.58	0.00	2,854.89
Involving Older People (Telford)	5,539.51	20,000.00	14,206.25	0.00	11,333.26
Ironbridge Fund	24,215.60	0.00	9,599.91	0.00	14,615.69
Fire Prevention	1,263.02	10,000.00	9,366.57	0.00	1,896.45
Telford Information Line	0.00	2,500.00	158.26	0.00	2,341.74
	<u>294,338.43</u>	<u>1,006,768.65</u>	<u>1,045,526.98</u>	<u>7,264.82</u>	<u>262,844.92</u>

10 ANALYSIS OF NET ASSETS BETWEEN FUNDS

<u>Restricted Funds</u>	<u>Tangible Fixed</u> <u>Assets</u> £	<u>Quoted</u> <u>Investments</u> £	<u>Net Current</u> <u>Assets</u> £	<u>Total</u> £
South Shropshire Fund	-	-	17,961.59	17,961.59
Advocacy Service	524.05	-	-524.05	0.00
Ludlow Hospital Discharge Project	791.91	-	37,823.24	38,615.15
Benefits Advice Project	-	-	3,305.14	3,305.14
Volunteers in Place Project	-	-	41,283.78	41,283.78
Pub Club Project (Shropshire)	-	-	1,848.19	1,848.19
NESrT Project	-	-	10,906.74	10,906.74
Neighbourhood Contact (Telford)	-	-	15,897.90	15,897.90
Ludlow Office Project	1,307.49	-	-1,307.49	0.00
Llandudno Holidays	-	-	3,131.38	3,131.38
New Shropshire Pub Club Project	-	-	25,102.69	25,102.69
Primary Care Trust Advocacy	-	-	10,786.32	10,786.32
Help @ Home Project	9,854.74	-	49,062.19	58,916.93
Tai Chi / Extend Project (Telford)	-	-	2,047.08	2,047.08
Living Well Project	511.68	-	2,343.21	2,854.89
Involving Older People (Telford)	1,211.62	-	10,121.64	11,333.26
Ironbridge Fund	-	-	14,615.69	14,615.69
Fire Prevention	-	-	1,896.45	1,896.45
Telford Information Line	-	-	2,341.74	2,341.74
	<u>14,201.49</u>	<u>-</u>	<u>248,643.43</u>	<u>262,844.92</u>
<u>Unrestricted Funds</u>	<u>21,865.91</u>	<u>208,286.05</u>	<u>172,336.40</u>	<u>402,488.36</u>
	<u>36,067.40</u>	<u>208,286.05</u>	<u>420,979.83</u>	<u>665,333.28</u>

# AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2006 CONTINUED

### 11 TRUSTEES REMUNERATION AND EXPENSES

The Trustees are not remunerated, a total of £128.20 was reimbursed to Mrs P M McLaughlin during the year for directly incurred travel expenses.

### 12 STAFF

The number of full time equivalent employees (including casual and part time staff) at the year end was made up as follows:-

	<u>2006</u>	<u>2005</u>
Chief Officer	1	1
Administration Staff	2	2
Core Service Staff	8	8
Fundraising Manager	1	1
Trading Manager	1	1
Project Staff	18	17
Home Support Workers	29	34
Fire Assessment Workers	1	1
	<u>61</u>	<u>65</u>

<u>Staff Costs</u>	<u>2006</u>	<u>2005</u>
	<u>£</u>	<u>£</u>
Salaries and Wages	982,170.31	898,519.87
Social Security Costs	44,259.11	37,492.47
Employers Pension Costs	57,709.79	48,171.28
Training Etc.	3,293.21	4,288.40
	<u>1,087,432.42</u>	<u>988,472.02</u>

No member of staff received in excess of £50,000 in emoluments during the year.

### 13 UNRESTRICTED FUNDS - DESIGNATED BY TRUSTEES

The Trustees have designated funds as follows:-	<u>2006</u>	<u>2005</u>
	<u>£</u>	<u>£</u>
6 Months Core Service Costs	165,000.00	145,000.00
Redundancy Reserve	50,000.00	50,000.00
Lease Obligation Reserve*	10,500.00	7,500.00
Designated Funds	<u>225,500.00</u>	<u>202,500.00</u>
Undesignated Funds	176,988.36	102,568.80
Total Unrestricted Funds	<u>402,488.36</u>	<u>305,068.80</u>

\*The Trustees have designated funds for repairs/redecorations which may be required under the terms of the leases held on property.

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2006 CONTINUED

14	<u>INVESTMENT INCOME</u>	2006 £	2005 £
	Dividends and Interest on Listed Investments	5,747.12	5,262.46
	Interest on Cash Deposits	21,121.93	18,879.27
		<u>26,869.05</u>	<u>24,141.73</u>

INVESTMENT POLICY

The Trustees have considered the most appropriate policy for investing funds and have found that specialised Unit Trusts, designed for the charity sector, meet the requirements to generate both income and give potential for capital growth.

The Trustees being members of the Resources Sub-Committee review investments in conjunction with the Treasurer on a bi-monthly basis. Their recommendations are then discussed and acted upon by the full Board of Trustees. Professional advice is sought as and when the Trustees feel it is required.

15 LEGAL STATUS OF CHARITY

The Charity is a Company Limited by Guarantee and has no Share Capital. The liability of each member, in the event of winding up, is limited to £1.

16 STATUTORY AUTHORITY GRANTS

The following sums were received by way of grants during the year from statutory bodies towards the cost of providing our three main core services within the geographical county of Shropshire.

(Day Centres, Neighbourhood Care and Leisure Activities)

	2006 £	2005 £
Shropshire County Council	158,478.00	139,011.68
Borough of Telford and Wrekin	72,182.56	70,008.32
	<u>230,660.56</u>	<u>209,020.00</u>

Trustees have agreed to provide levels of service in excess of that funded from the grants received and the charity is contributing towards the provision of these services from other unrestricted income.

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2006 CONTINUED

16 STATUTORY AUTHORITY GRANTS CONTINUED

The cost of providing these services for the year ended 31 March 2006 in each of the local authority areas was as follows:-

	Shropshire	Telford & Wrekin	Totals 2006	Totals 2005
	£	£	£	£
Salaries and Travel Costs	140,572.20	80,729.48	221,301.68	199,531.56
Staff Training and Recruitment	911.57	354.50	1,266.07	1,862.73
Premises	11,308.30	4,397.67	15,705.97	22,419.29
Equipment and Repairs	6,643.42	2,583.55	9,226.97	2,630.26
Audit Fees	1,861.20	723.80	2,585.00	2,350.00
Payroll Fees	200.54	77.98	278.52	741.30
Postage	1,454.01	565.45	2,019.46	3,564.50
Telephone	1,881.51	731.69	2,613.20	4,979.06
Printing and Stationery	2,703.68	1,051.42	3,755.10	5,220.58
Publications and Information	1,052.58	409.34	1,461.92	720.10
Insurance	373.96	145.42	519.38	1,133.08
Day Centre Grants	16,196.90	8,235.08	24,431.98	22,596.68
Day Centre Transport	22,593.14	15,545.47	38,138.61	33,888.92
Neighbourhood Care	224.37	1,928.43	2,152.80	2,635.93
	<u>207,977.38</u>	<u>117,479.28</u>	<u>325,456.66</u>	<u>301,638.06</u>