

**AGE**  
*Concern*

Shropshire  
Telford & Wrekin

SATURDAY



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# **REPORT OF THE TRUSTEES & FINANCIAL STATEMENTS**

## **YEAR ENDED 31 MARCH 2009**

### **MISSION STATEMENT**

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

Charity Number 1090445  
Company Number 4292896

Registered Office: 3 Mardol Gardens, Shrewsbury SY1 1PR

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## **1. CHAIRMAN'S STATEMENT**

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit the Annual Report and Financial Statements of Age Concern Shropshire Telford & Wrekin for the year ended 31 March 2009. The Trustees confirm that the Annual Report and 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).

As I write this, my third and final annual report before handing on to a new Chair later in the year, I take heart from the fact that despite the current economic climate our organisation goes from strength to strength.

This does not happen without good governance provided by a very active and hard working board of trustees. The board has not flinched from making the necessary and sometimes unpalatable decisions to ensure that the organisation continues to fulfil its mission. I am greatly indebted to each and every one of them and to our vice presidents (the elder statesmen and women of our organisation) for their knowledge, expertise, professionalism and unstinting commitment – it is heartening to know that the Charity is in such good and capable hands.

In these difficult times, acquiring funding is becoming ever more challenging, so one such decision was to contract a professional fundraiser and, although it is still early days, results so far are promising.

As in previous years you will read elsewhere in this report of the progress and achievements of our many and varied services, please do take a few minutes to read them. These short snapshots cannot possibly do justice to the hard work of dedicated staff and volunteers providing these services. Nevertheless, they convey a sense of the wide range of things we have on offer for the older people of Shropshire Telford & Wrekin.

I cannot praise too highly our very dedicated staff team and our very large volunteer force (now well over 600). Despite the continued pressure on funding they all continue to work very hard across Shropshire and Telford & Wrekin to achieve our mission to improve the quality of later life of older people. I firmly believe that they really do make a significant difference to the lives of every single one of the thousands of older people they reach.

As Chairman I have tried to attend as many volunteer events as possible and I have been struck by the professionalism and knowledge of our volunteers and their willingness to embrace new challenges and to take on board new ideas. Their dedication to their clients and our organisation is fantastic.

I would like to express the organisation's grateful thanks to our principal funders, Shropshire County Council (now Shropshire Council), the Borough of Telford & Wrekin, the PCTs and to the many other groups and individuals who contribute to our income. It goes without saying that without all of this funding we would not be able to reach and help so many older people.

What of the future? Budget pressures will continue to tax the minds of the board of trustees for the foreseeable future (and probably beyond!).

I said last year that I would like to think that we can build on the success of the Help at Home service in achieving ISO 9001 and acquire the same accreditation across the whole organisation. I can report that a small start has been made on this with a small team set up to drive this project with a target of achievement by the spring of 2011.

We will continue to play our part in the creation of the new Charity following the merger of Age Concern England and Help the Aged.

By the autumn, we expect to have completed the updating of all of our business documents (5-year Strategic Development Plan, 2-year Business Plan, Annual Action Plan, Business Risk Assessment and Income Generation Strategy). These will be accompanied by a timetable of future review and updating. These essential documents underpin everything we do. Moreover, they provide a clear focus for our work today, our work tomorrow and give our current view of the future direction of the organisation in the years to come.

However, nothing will be allowed to divert us from the achievement of our mission to improve the quality of later life of older people in Shropshire and Telford & Wrekin – ***this remains our overriding priority.***

*John Greenhalgh*  
*Chairman*

## **2. CHIEF EXECUTIVE'S MESSAGE**

This last year has been an extremely busy one for all of us at Age Concern Shropshire Telford and Wrekin. We have seen a significant increase in demand for our services, particularly for Information & Advice, Benefits and Advocacy. We believe this is due to the current financial climate, as well as the increasing older population.

We have also been on the move quite a bit over the last 12 months. Having relocated our Whitchurch office to the Manse in Doddington we unfortunately had to move again and are now settled into Unit 2 at the Heritage Centre in Whitchurch which is an excellent location for older people to reach us. We also had to relocate our south Shropshire office at short notice, due to flooding, and we are now in our new base at Stone House, Corve Street in Ludlow where we hope many older people will call and see us.

Due to the financial pressures we reported on last year we have reduced a number of posts in the past year. We have worked very hard to maintain all our services despite this, and I want to say a huge thank you to all 163 staff and over 700 volunteers who have made this possible.

Following the merger of the national Age Concern charity with Help the Aged we are waiting to see what the new name and identity of the new national charity will be. As a separate independent local charity the merger does not directly affect our services but we will need to decide in the coming year if we wish to adopt the new name and identity.

As well as our own changes and those of the national charity, it has been a year of great change within the local authority areas we work in and we are working to ensure we have good links with our council colleagues to raise older people's issues and concerns. In last years report I mentioned the Government's proposed Green Paper on social care; we are still waiting but believe it is due out very soon. We will be looking at this very closely to make sure older people are given the support they need when they need it.

I would like to take the opportunity to say a huge thank you to our outgoing Chair, John Greenhalgh, not only for all the hard work that he has put in for the charity during his time as Chair, but also for his support to me in my first years as Chief Executive, which was invaluable.

I hope you enjoy this report and that it gives you a feel for the scale of the work that our staff, Trustees and volunteers have undertaken in the last year.

Heather Osborne  
Chief Executive

### **3. OUR OBJECTS & ACTIVITIES**

Age Concern Shropshire Telford & Wrekin is a Charity registered with the Charities Commission; in addition since September 2001 the Organisation has been incorporated as a Company Limited by Guarantee. We are therefore governed by two key pieces of legislation, the Charities Act 2006 and the Companies Act 2006. The Companies Act which came into force in 2006 represents significant reform of UK company law and is being implemented in stages until October 2009.

The Charities Act is also being implemented in stages and from 1<sup>st</sup> April 2008 we are required to demonstrate that our activities are for the public benefit.

Charities are required to examine their aims and objects to ensure that they meet the Public Benefit requirement and that their activities demonstrate and can measure how they have done this.

The trustees are satisfied that within the constraints of our Memorandum and Articles of Association and limits of our finances we have fulfilled this obligation.

Our key object as set out in our Memorandum of Association 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'***

Our key activities in order to meet this object as set out in our Memorandum of Association are:

- 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 objects 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.*

#### **4. LAST YEAR'S OBJECTIVES**

As in previous years many of the issues and problems facing both older people and us as an organisation do not change and many of our objectives are ongoing. Last year our key objectives were to:

- Continue to use our networks to engage with older people and other older people's organisations to further develop our understanding of the needs of older people in Shropshire
- Continue to highlight our concerns about the need for funding and resources for older people via local and national campaigns
- Continue to find ways to reach isolated and excluded older people
- Identify the potential use of new technologies to support older people such as computers, Telly Talk and the internet, especially in rural areas
- Seek to secure longer term funding for our South Shropshire office and work towards our Bigger Picture Campaign target of 500 people supporting us with £5.00 a month
- Take action to address the shortfall in our core funding
- Seek to find enough volunteers to maintain our current levels of day care service provisions

- Roll ISO 9001 out across the rest of the organisation over the next couple of years
- Develop our Telford team including our new Forum Administration post.

### **What we have done**

We have continued to engage with older people in a variety of ways including service questionnaires, meetings and groups. We established a regular meeting of the Chairs of other Age Concerns and older people's organisations across the county. We also held a series of road shows across the county with day centre organisers to seek their views of future development. We make use of the regional and national Age Concern networks to identify issues affecting older people across the region.

Our campaigning role is ongoing, in the past year we have been involved in the *Big Q* campaign and more recently the *Down But Not Out* national campaign to highlight the need for support for older people with mental health needs. We wrote to all the MPs to express our concerns about the proposed changes to pharmacy services at GP surgeries and also about Warm Front grants.

We have now been successful in obtaining some funding from Telford Primary Care Trust to develop links with and services for older people from Black & Ethnic Minority communities and for those with dementia. We also supported the Rainbow Film Festival and have circulated information produced by Age Concern England for older people from the lesbian and gay community.

As yet the take up of Telly Talk has not been great but we feel this will grow as people become more comfortable with the technology. We have expanded the number of IT training classes provided by Living Well to four and we have been successful in securing funding for a number of laptop computers and games consoles to take out to the day centres for older people to try.

In south Shropshire through our fundraising efforts and with support from Shropshire Primary Care Trust we are able to continue our services for the coming year. We have taken a number of actions to address our budget shortfall and bring the budget back into balance, including reducing posts.

Finding volunteers to support our day centres continues to be a challenge, however we have managed to keep all the day centres open except Hodnet - where we urgently need volunteers to support the day centre.

We have begun the necessary work to put ISO9001 in place and aim to achieve this by January 2011

The Telford Team is well established; we have secured additional funding to continue the Intergenerational Project, increase Living Well activities as well as the BME and dementia work mentioned above. The Senior Citizens Forum has decided to become independent and move to new premises at Lightmoor but we will continue to maintain strong links.

## 5. OUR ACHIEVEMENTS

### Volunteer Recruitment

Volunteers support almost every service that we provide.

**They are our greatest treasure and their work makes it possible for us to work better and to help more people.**

The task of finding new volunteers is constant. We have just one member of staff specifically tasked with recruiting volunteers – although all staff and existing volunteers actively encourage new volunteers.

Stands at 21 events around the county throughout the year, including Acton Reynald Hall, Walcot Walk and at our conference, produced 16 people interested in volunteering. The need for volunteers was publicised at 11 talks and on 7 unstaffed displays. We took part in a variety of events marking Volunteers Week and Age Concern Week

Throughout the year efforts have been made to find organisers for Albrighton, Hodnet, Greenacres, and Oswestry day centres, but with no success. Finding volunteers willing to take on the

commitment of organising a day centre is increasingly difficult. A number of new day centre helpers were however recruited.

We used press features, radio coverage, newspaper advertising and even delivered flyers door-to-door in Shrewsbury. Two new minibus drivers were recruited to assist Age Concern Shrewsbury, which provides transport for the day centres.

Befriending referrals for the Help at Home service continue to soar. It has proved very challenging to meet this demand. A major poster campaign carried out in August 2007 was repeated in October/November 2008, and again proved very successful – however recruitment is still not keeping up with demand.

### Main Achievements

In the 12 months to the end of March 2009, 298 people expressed an interest in volunteering. This is an increase of 16% over the previous 12 months. Of these 298, 2 have been refused, 45 have subsequently declined and 88 have failed to complete the application process; leaving 163 active volunteers (151 in post and 12 completing the application process).

### The 151 new volunteers recruited during the year are split between the different services –

Some volunteers have more than one role.

|   |    |
|---|----|
| Help at Home                            | 82 |
| Day Centres                             | 54 |
| Advocacy                                | 7  |
| Morning Call                            | 4  |
| Insurance                               | 3  |
| Home f Hospital                         | 3  |
| Office                                  | 2  |
| Benefits                                | 1  |
| Parish Link                             | 1  |
| North East Shropshire Intermediate Team | 1  |

During the first six months of the year volunteer interest was down 19% compared to the previous year.

The economic recession and the extremely successful poster campaign, turned things around with a 59% increase on last year's figures for the second half of the year.

### Main Aims for the Next 12 months

□ To try new ways and to repeat the tested approaches to maintain the growth in volunteer numbers.

□ To plan for the introduction of the Independent Safeguarding Authority and compulsory registration of all staff and volunteers after October 2011.



### **Help at Home Scheme**

Funded by Shropshire Council, the scheme continues to offer a service to help older people maintain their independence in their own home. Paid Home Support Workers help with domestic work such as cleaning, laundry, shopping and gardening.

Volunteer befrienders provide support which can include help with paperwork, outings or just enjoying a chat and a cup of tea.

Volunteers also provide a Telephone Buddy Service to call older people on a weekly basis to provide social contact and check on well-being.

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

**In the past 12 months a total 63,981 hours of paid help were provided for older people - this represents a 9% increase on the last year.**

In the same period, volunteer befriending visitors spent 8861 hours visiting an older person which represents a 12%

increase on last year. The paid service was limited by the lack of funding available to take on further staff to meet the demand.

A Benefits Officer, supported by volunteers is part of the scheme and is able to help older people secure benefits due to them.

**In the past 12 months  
£1,092,504 was  
raised in benefits**

### **Statistics**

In the year, 1140 older people have been part of the scheme; of these 966 have received a domestic service, 41 a gardening service and 133 a befriending volunteer.

During the year 301 referrals were taken on as new starters which represents a 49% increase on last year.

There are currently 120 people on the waiting list.

### **Main Achievements**

The scheme has grown significantly in the last 12 months whilst staying within the existing budget and resources. The number of office administrative staff has stayed at the same level.

The introduction of the Telephone Buddy scheme has been well received. The scheme now has 64 older people receiving the service.

The Help at Home scheme continues to maintain accreditation to the quality standard ISO9001: 2000 having successfully completed an external audit.

Feedback from Quality Questionnaires sent to Service Users demonstrates an overall satisfaction with the scheme.

### **What Service Users say about the service**

**'I am hoping more than anything to stay in my own home with Age Concern help'**

**'My Home Support Worker is exceptional - her visit is the best day of our week'**

### **Main Aims for the Next 12 months**

□ It is hoped to secure additional funding so we can help more people and reduce the waiting list.

□ ISO 9001:2000 accreditation will be maintained by a process of customer feedback and continual improvement.

### **Day Centres**

The 43 day centres supported across the county have had another busy and worthwhile year. The centres provide social support for frail, isolated older people. Many members live alone and find it almost impossible to get out without assistance. The age of members range from 60 to those in their 90s; the average age is in the late 80s.

Each Day Centre is run by a volunteer organiser and a team of volunteers and operates on one day of the week. The centres in Bridgnorth and Donnington meet twice a week but with different volunteers and members and the WRVS Centre in Ludlow also receives help and support.

Members are transported door to door in specially adapted minibuses with wheelchair lifts or by volunteer car drivers.

During the day members are served a two-course hot cooked meal and many different activities are provided including, scrabble, bingo and cards. Art and craft sessions and exercises such as Extend are popular. Members enjoy trips and meals out with almost all

centres arranging a Christmas lunch. Some centres even organise group holidays and almost all have regular guest speakers talking about a wide range of different topics.

### **Statistics**

The current membership is in excess of 650.

**Throughout the year 130 members have left for various reasons and we have received 300 referrals.**

The current waiting list for places is in total 120.

The Day Centres are funded by grants from Shropshire Council and Telford & Wrekin Council and other fundraising activity. The grants currently contribute to our costs of supporting the day centres in Shropshire and in Telford.

### **Main Achievements**

Christchurch Day Centre, Wellington has during the year moved to a new location and Porchfield Day Centre in Shrewsbury has had a very successful first year.

A questionnaire was issued to the Day Centre membership and the responses were extremely positive and supportive.

Recruiting volunteers for the Day Centres – and particularly volunteer organisers – continues to be a great challenge. It has been necessary to use staff time to ensure several Day Centres including Greenacres, Albrighton and Oswestry were able to continue to operate.

### **What members say about the service**

**'The Day Centre is a life saver'**

**'The volunteers work very hard and are always so kind and helpful'**

**'Some weeks I don't go out at all, except to go to the day centre'**

### **Main Aims for the next 12 months**

- ☐ To keep all current Day Centres open if at all possible.
- ☐ To work with Day Centre volunteers and members to plan the way ahead for the Day Centres and to ensure the centres are able to comply with new legislation, such as the introduction of the Independent Safeguarding Authority and major changes in the way social care is run and funded – such as *'Putting People First'*.

### **Information & Advice**

Providing quality information, free of charge, to all who ask is an essential part of our work.

People contact us in person or by phone at each of our four offices – in Shrewsbury, Ludlow, Telford and Whitchurch. We receive a small number of requests by e-mail or letter.

Each office has two designated Information & Advice workers. One worker, in our Telford office, has paid I&A hours, the others must manage their I&A work around other duties. I&A workers attend regular training and, for monitoring purposes, carefully record details of information provided.

We are able to supply a wealth of written materials, including our popular *A-Z of Services* booklets. We also offer a wide range of publications from Age Concern England and other organisations

We work closely with TOP (Tax Help for Older People).

### **Statistics**

**We received 3,426 enquiries last year, of which 350 were face to face interviews**

### **Main Achievements**

The number of enquiries for our Information Service continued to grow - even though our offices in Ludlow and Whitchurch moved this year, which inevitably lead to some disruption.

We continued to improve our systems and introduced modified sheets, so workers can log simple enquiries more quickly. We also worked hard to raise the profile of the service.

### **Main Aims for next 12 months - I&A and Benefits**

- ☐ We will take part in a pilot for a new sector led I&A Quality Mark, which aims to replace the CLS Quality Mark. This pilot will not just look at our systems but also at the quality of the advice we offer.
- ☐ Maintain the current level of both services

### **Benefits**

Our service can help older people in all parts of the county with their benefits enquiries.

We hold surgeries on a monthly basis in our area offices, and also run a surgery on the second Thursday of every month between 10am and 12 noon at the Age Concern Wrekin office at Meeting Point House, Telford Town Centre.

Most days a benefits officer is available to speak to clients over the telephone or face to face in our Shrewsbury office.

We are extremely lucky to have a team of nine excellent volunteers who are trained in the completion of benefits claim forms, particularly Attendance Allowance and Disability Living Allowance. Our volunteers visit clients at home and help them to fill in the forms.

**We have raised nearly £1.75 million in additional income for local older people this year.**

We can also assist with reconsiderations and representation at appeals tribunals. As an alternative office for the Pension Service, we can check our clients' documents and date forms for them on behalf of the Pension Service.

We are involved with the Telly Talk project within Shropshire.

### **Statistics:**

**1,715 enquiries. 804 of these required home visits, - some more than one visit.** We have a waiting list of approximately three to four weeks for home visits to complete claim forms.

### **Advocacy**

The service continues to be busy.

**We had 804 new cases in Shropshire and 197 in Telford & Wrekin this year.**

We have one volunteer who deals with Blue Badge cases. This year she has spoken to and visited just over 100 older people.

### **Main Achievements**

We continue to be concerned about Local Authority funding of care home places. We have had several cases where older relatives signed Third Party agreements, to supplement their loved ones care home fees, when they were not in a financial position to meet the commitment.

During the winter we had an increasing number of complaints about the grants given by the Warmfront /eaga partnership, to help older people on low incomes to obtain adequate heating systems. We have raised the issue with county M.P.s, (in particular we thank Philip Dunne for his support), and with Joan Ruddock (DEFRA). The grant has recently been increased so we hope the problems experienced this year will not happen again. We continue to challenge the way that

Intermediate Care is currently managed in Shropshire; if an older person needs support but not necessarily an acute hospital bed they are sometimes admitted to a care home for a few days. In these circumstances, this care should be free.

**We thank our dedicated volunteers for all their hard work, without them the service would come to a stand still.**

### ***Shelton Hospital***

This service still has 4 of the 5 original volunteers; their enthusiasm has not waned over 6 years! Two new volunteers have recently joined the team. Our volunteers know that any issues they raise will be listened to and considered by senior staff in the hospital.

### ***Legal Surgeries***

The solicitors who support the surgeries in Shrewsbury and Telford enabled us to help 60 people.

### **Main Aims for the next 12 months**

❑ The Advocacy Service is not fully funded and we have in recent months seen significant increase in demand. Our greatest challenge is to ensure that we are able to offer older people help without undue delay.

❑ We need to recruit and train additional volunteers to support the existing team

### **Pub Clubs**

This service – which now operates in both Local Authority areas – continues to flourish. There are 52 clubs currently running. Many clubs have enjoyed a steady increase in numbers during the year.

The organisers' day, gives volunteer Club Organisers a chance to meet. This year 17 clubs were represented and the day proved very popular. We continued to encourage the clubs to help with fundraising for Age Concern – and we are very grateful to those who raised money on our behalf.

For a variety of reasons we had two different co-ordinators in post during the year, but continued to ensure that a member of staff was always on hand to support the clubs.

### **Main Aims for the next 12 months**

❑ To provide continuity of support for the service by appointing a new Pub Club Co-ordinator.

❑ To look to establish 3 new clubs during the year.

### **Parish Links**

These volunteers beaver away quietly in the background helping us maintain contact with older people in the parishes of Shropshire.

**We continued to contact them regularly with information to distribute in their parish.**

They also help us to promote our fundraising events.

It was only possible this year to dedicate a little staff time to recruiting additional Links and the 4 Links who resigned during the year were not replaced.

We have however completed the work to establish an electronic register of Links.

### **Main aims for the next 12 months**

□ We will look at the feasibility of combining the role of Pub Club Co-ordinator with that of Parish Link Co-ordinator to provide a more cost effective, 'joined up' way of working.

□ We will renew our efforts to recruit additional volunteers.

### **Living Well**

Living Well activities over this period included; ballroom dancing; Salsa in Shrewsbury and Wellington; Reading

Groups at Shrewsbury Library and at the Lantern in Harlescott. There is also a Creative Writing Group, IT courses and Tai Chi classes all in Shrewsbury.

In November we supported a 'Get Online Taster Session' for the public at Shrewsbury Reference Library. This was very well attended and due to the amount of interest generated in IT introductory courses for older people we have, together with the Reference Library, planned a session of 4 week courses beginning in April 2009.

From October we have been busy preparing for and promoting the Afternoon of Entertainment which takes place in May.

We have also been preparing for and promoting this year's Literary Competition which, sponsored by the Shropshire Star, will be judged in September.

Our Extend activities, providing gentle exercise suitable for frailer older people, have been limited this year. We have new co-ordinator in post who has been undergoing Extend training.

**2,414 older people took part in Living Well Activities this year**

### **Main Achievements of last 12 months:**

The Co-ordinator and Admin Support were both new in post so planning *The Afternoon of Entertainment* - with an audience of 500 and over 100 performers to be staged at *The Place* at Oakengates - was a big challenge. The event took place just after the end of the year we are reporting on however....we can reveal that, with support from the rest of the Age Concern team on the day, Living Well staged a fantastic event.

Interest and numbers have continued to grow for all the courses we offer.

### **Main aims for the next 12 months:**

□ Continue to promote classes particularly our new yoga and dance classes and maintain numbers attending

□ Plan new activities possibly focussing on interests that would attract more men to join the groups.

□ Expanding existing, and developing new, Living Well activities in Telford.

### **Morning Call Club**

The Club, which has been funded since April 2007 by Opportunities for Volunteering, provides a telephone befriending service for older people living in south Shropshire. Club members receive a regular call from a volunteer or in some cases from another club member. The calls help to breakdown loneliness and isolation.

The project has slowly gained members but sadly also lost some members too – through death or going into care.

In December 2008 one of the project's co-ordinator's retired and it was decided not to replace that member of staff as the project's funding was due to end in March 09. This, meant we had just 12 hours staff time per week to develop and oversee the scheme.

**During the year we picked up 15 new referrals and had 32 members.**

### **Main aims for the next 12 months**

□ Funders have allowed us to extend the project until the end of June 09 to use up funding saved by having only one member of staff supporting the

scheme for the last 6 months

□ Working with the Help at Home Scheme we are currently organising a hand over that will enable Morning Call Club members and volunteers to become part of the Telephone Buddy Scheme from June 2009.

### **Home from Hospital**

This service provides short-term assistance for those over 60 and living in south Shropshire, for a period of up to six weeks, either on returning home after hospital treatment, or to prevent inappropriate hospital admission.

Support offered, through our team of volunteers, includes delivering shopping to hospital ready for discharge, companionship, short walks or a visit to town, shopping and paying bills, collecting pensions and prescriptions and providing information on other Age Concern services. The service user is also contacted each week by phone by the scheme co-ordinator for a chat and an update on their current situation. We also operate a loan service of safety

equipment and other items

The service, now in its 11<sup>th</sup> year, has two paid co-ordinators who each work 20 hours per week. Four new volunteers joined during the year, so the service now has 24 volunteers in total.

The service is free to all. It is funded by Shropshire Primary Care Trust who set a target of 110 referrals during the year.

**This year the service handled 108 referrals.**

**37% of our referrals came from hospital wards.**

The service was promoted at presentations using our laptop and projector and we developed links with the editors of parish magazines and newsletters in south Shropshire. We contacted and distributed posters to all the GP surgeries.

### **Main aims for the next 12 months**

□ Increase referrals – and hit our target  
□ Extend our current monitoring to research with service users, volunteers and others such as GPs and social workers ways of further extending and improving the service.

### **Nexus**

We received funding from *Nexus* as part of the Rural Regeneration Zone to trial the development of 'Grey Matters' in some of the rural areas of the south of the county.

The aim of the project was to tackle loneliness and isolation in rural areas by providing activity or interest related groups.

Ideas included games, Scrabble or book clubs, card groups or history projects - whatever interest the older people chose.

The Nexus funding allowed us to trial this approach in the Bishops castle area where two groups were established a Games Club and a Historical Research Group. Both groups met during the year, however due to low numbers the History group disbanded and the Games Club continued until the end of the project.

### **Main aims for the next 12 months**

□ To seek the views of those who attended. Do they wish to continue with the group/s?

□ To identify and recruit volunteers to run and organise the groups

### **North East Shropshire Interdisciplinary Team (NESIT)**

As this scheme continues to expand, the Age Concern Co-ordinator (who works 24 hours per week) has seen a significant increase in workload this year.

The post is funded by the Primary Care Trust.

**Referrals were up from 103 last year to 126 this.**

The team brings together a range of medical and social support and now helps those with long term or terminal illnesses as well as those undergoing rehabilitation.

The co-ordinator visits service users once a week or fortnightly depending on need.

The Age Concern Co-ordinator has become an integral part of the team – helping service users directly with things like shopping, confidence building or befriending or indirectly by sourcing support such as Blue Badges, and pendant alarms and by ensuring service users are aware of the full range of support available.

A first volunteer has been recruited to provide additional

befriending support for the scheme

### **Main aims for the next 12 months**

□ To recruit and support a small team of volunteers.

□ As part of the NESIT team, to move to the new base in Market Drayton.

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

Within the ever increasing population of older people, the need for company and friendship never alters.

Poor health often means a person is unable to go out and about as they once did.

Regular visits from a volunteer visitor are eagerly looked forward to. The chance to have a chat and enjoy a cup of tea with a new friend raises spirits and these friendships strengthen from year to year. For a lot of older people their volunteer visitor is the only person they see on a social basis.

**85 referrals were received during the year and 47 new voluntary visitors were allocated**

The number of referrals received is about the same as last year but it has been more difficult to place

older people with a volunteer visitor. Recruiting enough new volunteers remains a challenge.

**All volunteers who join the visiting scheme are fully vetted.**

The process starts with the completion of an application form. We then take up two references and complete identity confirmation and a Criminal Records Bureau Check.

We work hard to ensure this process is very straightforward for the volunteer.

Waiting lists are now a regular feature of the home visiting scheme. Six older people were on the waiting list at the end of the year.

#### **Main aims for the next 12 months**

□ To work to ensure that as many older people as possible, who would like the companionship provided by a volunteer visitor, receive that support – with the least possible delay.

**'Loneliness is the most terrible poverty'**

*Mother Theresa of Calcutta*

#### **Neighbourhood Contact – Telford & Wrekin**

Two part-time workers (18.5 hrs each per week) cover different areas within the Borough, but work closely together. Their role is to help break down isolation and loneliness.

New leaflets have been designed, produced and distributed and we are in the process of obtaining funding to get a quantity of the leaflets translated in to Punjabi and Urdu.

#### **North & Rural**

Initial links were made in rural areas with church groups, existing clubs and other organisations. Strong links have been made and continue in Wellington including drop-in sessions at Belmont Hall on a monthly basis and Telford & Wrekin Pensioners Group on regular occasions

Links have also been made with other organisations, services and partnerships including Millbrook Day Centre, the Paul Brown Unit, British Red Cross and Social Services.

Our worker has attended training courses and built relationships with the current dementia and mental health services across the borough, as we have secured some

funding to develop dementia services within Telford.

#### **South & BME**

We have established links with the Sikh and Muslim communities ensuring they are aware of Age Concern services. We have worked in partnership with other statutory and voluntary agencies and drop in clinics both at Hadley and Regent Street, Wellington have been successful.

We have facilitated projects at Barclay Gardens and with Woodside Asian Women's Group. We have also provided direct support to BME clients working in partnership with other agencies.

A successful presentation on our work was given at an event organised by Age Concern England.

#### **Main aims for the next 12 months**

□ Continue to network and build links in all areas.

□ Develop dementia services within Age Concern

□ Reach out to more isolated older people.

□ To continue to establish links with other Black and Minority Ethnic communities



### **Information Line – Telford & Wrekin**

The new information booklet was due to be updated in January 2009. Work updating the booklet has now been completed and it is hoped to have it printed and distributed by late June/early July 2009.

**15,000 copies of the  
2007/2008 booklet  
were distributed.**

The Information Line with the dedicated telephone number is manned three mornings a week and continues to be very busy.

### **Statistics**

**From Jan 2008 to Dec  
2008 the service  
received 932  
requests for  
information .**

We attended, a number of events during the year - including Forum meetings, falls awareness days, community meals days and an information event arranged by the Community Safety Partnership. Talks were given to a range of older people's groups and the Day Hospital (PRH)

### **Main aims for the next 12 months.**

☐ Distribution of the new 2009/10 Information booklet.

☐ To make as many people as possible aware of the services, information and help that Age Concern can provide.

☐ To attend I & A events to distribute information to older people.

### **Involving Older People – Telford & Wrekin**

The work of the Forum in enabling older people to have a say and to be heard by those who make decisions affecting the lives of older people in the Borough has grown rapidly – and this year was again very busy.

The Forum is managed by a 19-strong Management Committee of older volunteers and supported by a part-time Age Concern Involving Older People officer and an administrative assistant.

The Forum organises quarterly public meetings, issues a quarterly newsletter and has a website.

### **Statistics**

**The Forum now has  
1,500 members.**

**200 members on  
average attend its  
open meetings.**

It also supports individuals with information and advice

through Action Groups and hosts 'Awareness Days' to enable older people to access information on specific topics.

It is regularly consulted on issues affecting older people. It also works to involve 'hard to reach' older people and those from minority groups.

### **Main achievements of the last 12 months**

As the Forum develops and expands, the workload on the management committee continues to grow. This year it was possible to secure recurring, core funding from the Primary Care Trust and the Local Authority which will enable the Forum to consider its future from a secure foundation.

The Forum completed a research project into the experiences of local dementia sufferers and their carers and this was linked to consultation on the National Dementia Strategy.

### **Main aims for the next 12 months**

☐ To promote the Forum and to increase membership

☐ To seek opportunities to campaign for older people locally and nationally

### **Intergenerational Project**

The main aim of the project is to bring together older and younger people to undertake activities and projects which promote understanding and respect between generations.

Activities to date have included community projects, art, craft, history, cooking, gardening, dance, drama, etc.

This year we succeeded in securing additional funding from the Telford & Wrekin PCT to extend the project for a further year - until 2011.

### **Statistics**

**We worked with over 220 children and older people during the year and recruited a further 3 mentoring volunteers**

### **Main achievements**

Over this year we have developed our links with local schools. As a result we have had a number of successful projects bringing together local schools and day centres. We have also developed strong links with Dawley Regeneration team who have been very supportive of our work.

Some of the groups we worked with during the

year included: Hadley Ladies Craft Group, Dawley Regeneration Team, Arthritis Support Group, Park Lane Community Centre, Malinslee Day Centre and the Phoenix School.

### **Main aims of next 12 months:**

- ❑ To run a publicity campaign and to continue networking.
- ❑ To recruit and train more volunteers and mentor volunteers
- ❑ To work to bring to fruition 'projects in pipeline'.

### **Conference**

The theme for this year's event was attitudes to ageing and their impact in health and social care. Our title was *Shades of Grey*.

The event was staged at the Prostar Stadium in Shrewsbury and attracted 166 delegates.

Speakers included Prof Wilf McSherry (Professor in Dignity and Care for Older People for the Shrewsbury and Telford Hospital NHS Trust and Staffordshire University.) Other speakers included Angela Kitching, from Age Concern nationally who gave a fascinating insight into attitudes to ageing in Japan and Stephen Burke, Chief Executive of Counsel

and Care who did a presentation on the charity's new report looking for a new vision for the well-being of older people and their carers.

### **Llandudno Holiday**

Once again the Llandudno holiday took place in July, and this year fortune smiled on us, with possibly the best week's weather of the summer. Over 120 older people joined us and had a marvellous time. Many holiday makers were quite frail and without this holiday would not have been able to enjoy a break by the sea.

The Queen's Hotel which is conveniently situated opposite the promenade in Llandudno looked after us wonderfully. The staff as always were very helpful and the food was excellent. This year we provided information for the holiday makers on local entertainment and many took the opportunity to go to some of the shows and activities in and around Llandudno. Many more chose to join us for the nightly entertainment in the hotel or to come on one of the many trips and outings we organise during the day.

Once again a huge thank you has to go to our volunteers who run the whole event, not

only during the week's holiday but in the year before - planning, fundraising and organising. Without them it would not happen.

#### **Public Relations and Income Generation**

During the early part of the year the PR & IG officer concentrated on submitting applications for grant funding. Some success was achieved with grants from South Shropshire Opportunity Fund, Ludlow Area Local Area and NEXUS.

Fundraising events were organised at Acton Reynald in north Shropshire and at Walcot Hall in the south of the county.

Events were staged to support the fund to maintain a South Shropshire office and to fund the development officer post and administrative support. Many of these events were organised by the south Shropshire staff who have worked tirelessly for the cause.

The web site was maintained and updated.

The PR post was on a short term contract which trustees decided the organisation could not afford to renew.

The application for funding grants was placed with a consultant - and continues to achieve a steady stream of significant funding.

We are seeking funding and ways to continue our PR work, which is essential to the organisation.

#### **Trading**

This trading year has produced record commission of almost £37,000.

We continue to offer regulated insurance products and non regulated products such as Aid Call, Energy Services and the Lottery

During the year our insurance arranger resigned and trustees decided not to fill the post at present. Despite this income from insurance has continued to grow.

The insurance desk is manned either by our trading manager or one of his volunteers.

The insurance volunteer team copes with training and regulation to FSA standard. We are extremely grateful to them and were delighted this year to welcome two new members to the team - one is now trained, the other still undergoing training.

# **AGE** *Concern*

All our services  
rely on volunteers  
and are supported  
by fundraising,  
donations and  
legacies

Could you support  
the work of  
Age Concern  
Shropshire Telford  
& Wrekin?

Can you spare some  
time to volunteer?  
or

Will you help us  
with a donation?

You can make a  
difference.

For details phone  
01743 233121

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

In the coming year our biggest challenge will undoubtedly be to try to meet the increasing demand for our services as highlighted elsewhere in this report. The older population of Shropshire is increasing and in addition older people are feeling the pressure of these difficult financial times.

Clearly the current financial climate is difficult for everyone, including organisations like us which rely on donations and fundraising to support our services. Last year we employed an external fundraiser to assist us with our fundraising efforts and we will be focussing our energies to increase our fundraising to try to meet the increasing needs of older people.

Over the coming year there are a number of developments outside the organisation both nationally and locally which will have a significant impact on us as a result of developing policy which relates to older people. These are:

### **□ Putting People First/Personalisation.**

This is a major area of developing government policy which will radically change the way that adult social care is planned, assessed and provided. The potential impact for older people in the way that they receive services and for our organisation in the way it is funded is significant. The deadline for the implementation of Putting People First by local councils is 2011. It is essential that we are as up to date as possible with any developments proposed by the councils as a result of PPF, that we consult with and advise older people about these and that we are aware of any potential changes to the way our services are funded as a result of PPF developments.

### **□ Independent Safeguarding Authority**

The ISA is a new organisation which has come into being as a result of the changes to legislation regarding the safeguarding of vulnerable adults and children. It sets out new regulation and requirement for the vetting and barring of staff and volunteers who work with vulnerable adults and children. As a result of this legislation we will have to change our CRB procedures to meet the new legal requirement which will come into enforcement by November 2010. There will then be a roll out period of five years to register all staff and volunteers on the new ISA register.

### **□ Merger between Age Concern England and Help the Aged**

The two national charities ACE and HtA merged into one new charity on the 1<sup>st</sup> April 2009. Over the following year they will work on developing a new name and brand identity for the new charity and propose to have completed this by the end of 2009. As a local charity we will decide if we wish to adopt the new name by early 2010 and if so implement the new name change in 2010. In order to do this we need to consult with our members and day centres, and ensure key stakeholders, staff and volunteers are fully informed, consulted and involved. We also need to identify the potential costs of this to the organisation.

### **□ Services**

Service development and improvement is an ongoing priority for the organisation and there are many areas of ongoing service development identified in our annual action plan. Our Business Plan identifies the key areas of service development which have to

be undertaken over the next two years as priority. These include; expansion of Living Well and Information and Advice services, increasing day centre volunteering, implementing ISO 9001 across all services and expanding Advocacy services to meet demand.

#### **□ Premises**

Both our South and North Shropshire offices moved in early 2009. In addition the lease for our Shrewsbury office expires in 2010 and needs to be renegotiated. Wherever possible we wish to identify premises which are at minimal cost, whilst being accessible.

#### **□ Promotion, Publicity and Campaigning**

Since the loss of the PR and Income generation post this is a key area of pressure within the organisation and in the absence of a staff member to undertake this work we need to identify ways in which we can continue to promote and publicise our services. In addition we need to take into consideration the changes as a result of both the Merger and Putting People First, as they could both result in us requiring to put considerable time into promotion, publicity and information.

#### **□ People**

The development of staff, trustee and volunteer support and training is crucial to the ongoing development of the organisation. Following a gap, we are putting back in place the Bigger Picture programme and will roll this out to new volunteers as well as staff. Over the past year we have built on and developed our induction process but now need to further develop our training plan for staff and trustees. We also need to consider succession planning for trustees and staff.

#### **□ Information Technology**

Developments in IT provide significant opportunities for the organisation both in supporting older people to make best use of developing IT and in enabling us as an organisation to work more effectively and efficiently. However as an organisation we recognise that we have training needs to enable us to make best use of IT and that we also need to seek funding to improve, update and expand our IT capacity. We need to prepare to support older people during Digital Switchover.

#### **□ Finance**

One of the major issues that will affect our finance services is the pending retirement of our current Head of Finance and the settling into post of our new HoF. In addition our Treasurer has indicated for some time that he would like to stand down and wishes to do so by our AGM in 2010. We therefore need to induct our new Head of Finance and seek to recruit a new Treasurer. We will also be implementing a finance system update in 2009. Finally, the three key areas of Putting People First, Independent Safeguarding and merger all have cost implications for the organisation, which will have to be identified and planned for.

## **7. GOVERNANCE & MANAGEMENT**

The Board consists of twelve elected trustees together with, currently, one co-option. 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. Co-optees are voted on by the Trustees Board throughout the year.

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 70 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 expertise. The trustees have ultimate responsibility for directing the affairs of the Charity and ensuring that it is solvent, well run, delivering public benefit and meeting 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.

### **Risk assessment**

Trustees are responsible for carrying out Risk Assessments. 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 commences with the Review & Development Sub Committee considering and identifying all potential risks. The risks are graded by impact and likelihood. Policies and systems have been 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 Executive and the staff of the organisation, within the delegated authority conferred by the Board.

## **Trustees and Principal Officers 2008/2009**

### **President** **Chair**

Mrs Pat McLaughlin  
Mr John Greenhalgh

### **Committee** **Trustees**

Vice Chair  
Vice Chair  
Vice Chair  
Treasurer

Mrs Maureen Peters  
Mrs Margaret Beckett  
Mr David Clegg  
Mr John Hollick  
Mr Martin Brookes MBE (resigned 10.3.09)  
Mr Mike Davis  
Mrs Pam Goldring  
Mrs Margaret Lewis  
Mr Peter Nixon

### **Co-opted**

Mrs Jane Coward

### **Vice Presidents**

Mr Bob Toon  
Mrs Anne Pipkin  
Mr Roger Sykes  
Mrs Christine Greenhalgh

### **Principal Officers**

Chief Executive  
Head of Finance & Admin

Ms Heather Osborne  
Mr Michael Magill

### **Professional Advisors**

Bankers  
Auditors  
Solicitors

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

**AGE CONCERN SHROPSHIRE TELFORD AND WREKIN**  
**TRUSTEES' REPORT FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2009.**

**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 2009.

Legal and administrative information set out on pages 21 and 22 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 seventh 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 retain 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 were not expected to be seen in the immediate future a substantial legacy has been received during the year.

During the financial year Unrestricted Reserves increased by £33,113 to £340,910.

Investment income reduced by £5,124 to £26,865, on deposit investment of capital, which was not considered likely to be called upon in the short term. This reflected the market conditions in the second half of the year when short-term interest rates fell to below 1%.

The investments of the Charity showed a loss of £58,723 during the year, which reflected the downward movement in the Stock Market over the year.

Charitable Activity expenditure increased to £1,574,636 during the year, once again reflecting both increased cost of core service provision and continued success in attracting project funding 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.

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.

## RISK MANAGEMENT

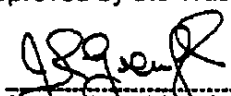
The Trustees have assessed the major risks to which the Charitable Company is exposed, in particular those related to the finances of the Charity and are satisfied that systems are in place to mitigate our exposure to the major risks. The Trustees have also examined other operational and business risks, which the Company faces and confirm that they have established systems to mitigate the significant risks. Our Trustees' 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 £239,000 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 5th August 2009 and signed on their behalf by:

  
Mr John Richard Greenhalgh  
Chairman

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

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We have audited the Financial Statements of Age Concern Shropshire Telford and Wrekin for the year ended 31 March 2009 set out on pages 26 to 35. 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 2007).

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**

The responsibilities of the trustees (who are also the directors of Age Concern Shropshire Telford and Wrekin for the purposes of company law) for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees Responsibilities.

The Trustees have elected for the financial statements not to be audited in accordance with the Companies Act 1985. Accordingly we have been appointed as auditors under section 43 of the Charities Act 1993 and report in accordance with the regulations made under section 44 of that Act.

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 information given in the Trustees' Annual Report is not consistent with those 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.

We read the Trustees' Report and consider the implications for our report if we become aware of any apparent misstatements 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 charity'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 affairs of the charity as at 31 March 2009, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- the information in the Trustees Report is consistent with the financial statements, and
- the financial statements have been properly prepared in accordance with the Companies Act 1985.

*Dyke Yaxley Limited*

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

14<sup>th</sup> August 2009.

**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 2009

|  | Notes | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total 2009<br>£ | Total 2008<br>£ |
|--|-------|----------------------------|--------------------------|-----------------|-----------------|
| <u>Incoming Resources</u>  |       |                            |                          |                 |                 |
| <u>Incoming resources from generated funds</u>                         |       |                            |                          |                 |                 |
| <u>Voluntary income</u>  |       |                            |                          |                 |                 |
| Statutory Authority Grants   | (16)  | 259,336                    |                          | 259,336         | 242,853         |
| Donations and Gifts  |       | 34,410                     | 33,994                   | 68,404          | 25,872          |
| Legacies   |       | 104,429                    | 94,430                   | 198,859         |                 |
| <u>Activities for generating funds</u>                                 |       |                            |                          |                 |                 |
| Sale of Goods  |       | 2,632                      |                          | 2,632           | 2,400           |
| Fundraising and Events   |       | 10,196                     |                          | 10,196          | 13,982          |
| Trading Commission and Grant   |       | 36,932                     |                          | 36,932          | 31,414          |
| Other Commissions and Income   |       | 11,083                     | 7,710                    | 18,793          | 20,815          |
| Investment income  | (14)  | 26,865                     |                          | 26,865          | 31,989          |
| <u>Incoming resources from charitable activities</u>                   |       |                            |                          |                 |                 |
| Project Grants   |       |                            | 942,803                  | 942,803         | 921,670         |
| Client Fees (Help @ Home)  |       |                            | 255,083                  | 255,083         | 220,916         |
| <u>Total Incoming Resources</u>  |       | 485,883                    | 1,334,020                | 1,819,903       | 1,511,891       |
| <u>Resources expended</u>  |       |                            |                          |                 |                 |
| <u>Costs of generating funds</u>                                       |       |                            |                          |                 |                 |
| Costs of generating voluntary income                                   |       | 23,624                     |                          | 23,624          | 32,772          |
| Fundraising trading: costs of goods sold                               |       | 1,389                      |                          | 1,389           | 1,871           |
| Fundraising trading: costs of Trading                                  |       | 23,214                     |                          | 23,214          | 34,795          |
| Charitable activities  | (2)   | 333,425                    | 1,241,211                | 1,574,636       | 1,475,718       |
| Governance costs   | (4)   | 12,395                     |                          | 12,395          | 10,569          |
| Other resources expended   |       |                            |                          |                 |                 |
| Net Management and Admin costs   | (3)   |                            |                          |                 |                 |
| <u>Total resources expended</u>  | (4)   | 394,047                    | 1,241,211                | 1,835,258       | 1,555,525       |
| Transfers  |       |                            |                          |                 |                 |
| Gross transfers between funds  | (9)   |                            |                          |                 |                 |
| <u>Net incoming resources before other recognised gains and losses</u> |       | 91,836                     | 92,809                   | 184,645         | (43,634)        |
| <u>Other recognised gains/losses</u>                                   |       |                            |                          |                 |                 |
| Gains /losses on investment assets                                     | (6)   | (58,723)                   |                          | (58,723)        | (18,873)        |
| <u>Net movement in funds</u>   |       | 33,113                     | 92,809                   | 125,922         | (62,507)        |
| <u>Reconciliation of Funds</u>   |       |                            |                          |                 |                 |
| Total funds brought forward  |       | 307,797                    | 252,285                  | 560,082         | 622,589         |
| Total funds carried forward  |       | 340,910                    | 345,094                  | 686,004         | 560,082         |

The notes on pages 28 to 35 form part of these accounts.

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

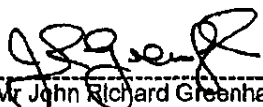
BALANCE SHEET AS AT 31 MARCH 2009

| <u>FIXED ASSETS</u>                                     | NOTES | £              | 2009<br>£      | £              | 2008<br>£      |
|---|-------|----------------|----------------|----------------|----------------|
| Tangible Assets   | (5)   |                | 3,795          |                | 10,288         |
| Investments   | (6)   |                | 190,794        |                | 249,517        |
|   |       |                | <u>194,589</u> |                | <u>259,805</u> |
| <br><u>CURRENT ASSETS</u>                               |       |                |                |                |                |
| Stock   |       | 283            |                | 195            |                |
| Prepayments   |       | 18,473         |                | 13,101         |                |
| Debtors   | (7)   | 8,829          |                | 8,359          |                |
| Short Term Deposits                                     |       | 564,555        |                | 358,454        |                |
| Cash at Bank and in Hand                                |       | 791            |                | 993            |                |
|   |       | <u>592,931</u> |                | <u>381,102</u> |                |
| <u>CREDITORS</u> Amounts Falling Due<br>Within One Year | (8)   | <u>101,516</u> |                | <u>80,825</u>  |                |
| <u>NET CURRENT ASSETS</u>                               | (10)  |                | <u>491,415</u> |                | <u>300,277</u> |
| <u>NET ASSETS</u>                                       |       |                | <u>686,004</u> |                | <u>660,082</u> |
| <br><u>REPRESENTED BY:-</u>                             |       |                |                |                |                |
| <u>FUNDS</u>  |       |                |                |                |                |
| Designated Funds  |       |                | 239,000        |                | 238,000        |
| Unrestricted Funds                                      |       |                | 101,910        |                | 69,797         |
| <u>Total Unrestricted Funds</u>                         | (13)  |                | <u>340,910</u> |                | <u>307,797</u> |
| Restricted Funds  | (9)   |                | 345,094        |                | 252,285        |
| <u>Total Funds</u>                                      |       |                | <u>686,004</u> |                | <u>660,082</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 2007).

The notes on pages 28 to 35 form part of these accounts.

The Financial Statements on pages 28 to 35 were approved by the Board of Trustees on 5th August 2009 and signed on their behalf by :-

  
 Mr John Richard Greenhalgh  
 Chairman

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2009.

### 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 2007), 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 Officers as well as the direct costs of staging events, volunteers expenses, purchase of goods for sale and an allocation of overheads.
- j Governance costs 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 2009 CONTINUED**

**2 PROVISION OF DIRECT SERVICES**

|                                | <u>Unrestricted</u> | <u>Restricted</u> | <u>2009 Total</u> | <u>2008 Total</u> |
|--------------------------------|---------------------|-------------------|-------------------|-------------------|
|                                | <u>£</u>            | <u>£</u>          | <u>£</u>          | <u>£</u>          |
| Neighbourhood Care Expenses    | 3,416               |                   | 3,416             | 2,578             |
| Day Centre Transport           | 38,974              |                   | 38,974            | 35,935            |
| Day Centre Grants              | 20,775              |                   | 20,775            | 24,050            |
| Day Centre Training            | 2,031               |                   | 2,031             | 1,035             |
| Publications and Information   | 395                 | 220               | 615               | 1,071             |
| Staff Costs                    | 209,283             | 988,095           | 1,175,378         | 1,072,895         |
| Staff Travel                   | 11,658              | 85,169            | 96,827            | 88,618            |
| Premises                       | 17,388              | 39,020            | 56,408            | 57,706            |
| Insurance                      | 309                 | 1,671             | 1,980             | 2,583             |
| Printing Postage and Telephone | 7,853               | 38,774            | 46,627            | 38,124            |
| Repairs and Renewals           | 766                 | 2,340             | 3,106             | 3,895             |
| IT Equipment Maintenance       | 389                 | 571               | 960               | 6,245             |
| Depreciation                   | 793                 | 6,438             | 7,231             | 20,886            |
| Miscellaneous Costs            | 96                  | 1,492             | 1,588             | 1,467             |
| Subscriptions                  | 2,319               |                   | 2,319             | 1,906             |
| Project Volunteers Expenses    |                     | 32,719            | 32,719            | 29,165            |
| Volunteers Training            |                     | 1,402             | 1,402             | 1,068             |
| Administration recharge        | 16,849              | 43,435            | 60,284            | 65,879            |
| Publicity                      |                     | 3,531             | 3,531             | 2,066             |
| Recruitment                    |                     | 1,193             | 1,193             | 2,015             |
| Cost of Tai Chi Classes        |                     | 6,405             | 6,405             | 5,074             |
| Reading Writing & Art Classes  |                     | 114               | 114               | 1,274             |
| Home Support Worker Equipment  |                     | 2,913             | 2,913             | 2,964             |
| Legal and Professional Fees    |                     | 767               | 767               | 1,490             |
| Payroll fees Help @ Home       |                     | 4,557             | 4,557             | 4,524             |
| Licences and Fees              | 117                 | 303               | 420               | 1,960             |
| Donations and Gratuities       | 14                  | 37                | 51                | 165               |
| Accreditation (CRB Checks)     |                     | 2,045             | 2,045             | 1,080             |
|                                | <b>333,425</b>      | <b>1,241,211</b>  | <b>1,574,636</b>  | <b>1,475,718</b>  |

**3 MANAGEMENT AND ADMINISTRATION**

In previous years estimated support costs have been charged against individual projects with the balance charged to unrestricted funds. Since the year ended 31st March 2007, 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, pro-rata to employee hours spent on the activity.

|                                | <u>Unrestricted</u> | <u>Restricted</u> | <u>2009 Total</u> | <u>2008 Total</u> |
|--------------------------------|---------------------|-------------------|-------------------|-------------------|
|                                | <u>£</u>            | <u>£</u>          | <u>£</u>          | <u>£</u>          |
| Administrative Staff Costs     | 13,065              | 36,479            | 49,544            | 52,938            |
| Staff Travel                   | 14                  | 39                | 53                | 24                |
| Payroll Fees                   | 235                 | 658               | 893               | 999               |
| Legal and Professional Fees    | 349                 | 976               | 1,325             | 1,452             |
| Premises Costs                 | 1,388               | 3,875             | 5,263             | 6,860             |
| Printing Postage and Telephone | 651                 | 1,817             | 2,468             | 3,054             |
| Repairs and Renewals           | 51                  | 142               | 193               | 367               |
| IT Equipment Maintenance       | 22                  | 61                | 83                | 466               |
| Depreciation                   | 890                 | 2,486             | 3,376             | 3,757             |
| Recruitment                    | 148                 | 414               | 562               | 29                |
| Licences and Fees              | 8                   | 22                | 30                | 6                 |
| Insurance                      | 21                  | 57                | 78                | 139               |
| Miscellaneous Staff Costs      | 6                   | 18                | 24                | 41                |
| Donations and Gratuities       | 1                   | 3                 | 4                 | 10                |
|                                | <b>16,849</b>       | <b>47,047</b>     | <b>63,896</b>     | <b>70,142</b>     |

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN  
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2009

| USE CONCERN SHROPSHIRE, TELFORD AND WREKIN             |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
|--|------------------|----------------------------------|-----------------------|----------------|-------------------------|---------------|--------|-----------------------|----------------------------|---------------------------|--------------------------|----------------------------------|-------------------|---------------------------|-------------------------|--------------|---------------------------|-------------------|------------------------|------------|------------------------|------------------|----------------------------|------------------|------------------|
| NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2009 |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| 4. TOTAL RESOURCES EXPENDED                            |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
|  | Advocacy Service | Ludlow Hospital Discharge Advice | T & W Benefits Advice | Volunteer Care | Shropshire Primary Care | Ludlow Office | MESR   | Neighbourhood Contact | Pub Clubs Telford & Wrekin | Pub Clubs New Living Well | Telford Information Line | Involving Other People (Telford) | Landscape Holiday | Help @ Home Project Total | Fire Prevention Project | News Project | Intergenerational Project | Morning Call Shop | S/Management and Admin | Governance | Fundraising and Events | Trading Services | Direct Charitable Services | 2008/2009 Totals | 2007/2008 Totals |
| Gross Salary   | 32,609           | 18,800                           | 5,534                 | 8,496          | 3,623                   | 13,571        | 10,808 | 13,076                | 2,298                      | 4,596                     | 14,397                   | 12,771                           |                   | 732,146                   | 173                     | 601          | 8,529                     | 10,640            | 42,534                 | 4,660      | 8,754                  | 12,928           | 171,989                    | 1,133,413        | 1,050,085        |
| Employers NIC  | 2,061            | 788                              | 318                   | 745            | 229                     | 902           | 688    | 508                   | 107                        | 214                       | 738                      | 877                              |                   | 21,517                    | 5                       | 125          | 389                       | 153               | 2,941                  | 424        | 413                    | 639              | 12,161                     | 46,422           | 45,900           |
| Employers Pension                                      | 4,697            | 2,240                            | 935                   | 850            | 522                     | 2,773         |        | 72                    |                            | 2,604                     | 2,604                    | 119                              |                   | 24,559                    |                         | 189          | 720                       | 388               | 4,060                  | 211        | 1,537                  | 2,499            | 24,737                     | 73,411           | 75,818           |
| Training Costs   | 50               |                                  |                       |                |                         |               |        | 43                    |                            | 500                       |                          |                                  |                   | 2,146                     |                         |              | 147                       |                   | 9                      | 1          |                        | 7                | 515                        | 3,419            | 2,023            |
| Staff Costs (note 12)                                  | 39,417           | 21,838                           | 6,787                 | 10,091         | 4,374                   | 16,846        | 11,496 | 13,699                | 2,405                      | 4,810                     | 18,239                   | 13,567                           |                   | 780,427                   | 178                     | 925          | 8,865                     | 11,911            | 49,544                 | 5,296      | 10,704                 | 18,073           | 208,283                    | 1,256,995        | 1,173,866        |
| Staff Travel   | 381              | 566                              | 482                   | 1,146          |                         | 873           | 872    | 1,035                 | 159                        | 318                       | 185                      | 248                              |                   | 77,649                    | 53                      |              | 887                       | 185               | 53                     | 130        |                        | 387              | 11,668                     | 97,377           | 86,547           |
| Neighbourhood Care Expenses                            |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Day Care Transport                                     |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Day Centre Grants                                      |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Publications and Information                           |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Premises Costs   | 4,848            | 4,038                            |                       | 1,910          |                         | 3,302         |        | 2,582                 | 441                        | 881                       | 1,910                    | 4,017                            |                   | 12,578                    |                         | 480          | 1,338                     |                   | 5,263                  | 419        | 2,057                  | 2,439            | 17,386                     | 66,387           | 69,418           |
| Insurance  | 72               | 45                               |                       | 28             |                         | 42            | 26     | 40                    | 7                          | 13                        | 28                       | 33                               |                   | 1,291                     |                         |              | 20                        | 26                | 78                     | 6          | 30                     | 36               | 309                        | 2,120            | 2,819            |
| Printing Postage and Telephone                         | 2,455            | 811                              | 49                    | 1,230          | 65                      | 2,285         |        | 149                   | 225                        | 451                       | 937                      | 468                              |                   | 19,702                    |                         | 48           | 611                       | 746               | 2,468                  | 186        | 985                    | 1,757            | 7,853                      | 52,014           | 44,219           |
| Repairs and Renewals                                   | 178              | 366                              |                       | 70             |                         | 284           | 65     | 100                   | 16                         | 32                        | 70                       | 81                               |                   | 1,043                     |                         |              | 49                        | 65                | 193                    | 15         | 76                     | 90               | 766                        | 3,479            | 4,521            |
| IT Equipment Maintenance                               | 77               | 46                               |                       | 30             |                         | 45            | 28     | 43                    | 7                          | 14                        | 30                       | 35                               |                   | 165                       |                         |              | 21                        | 28                | 83                     | 7          | 33                     | 39               | 389                        | 1,122            | 7,039            |
| Depreciation   |                  | 268                              |                       |                |                         | 72            |        |                       | 17                         | 34                        | 135                      |                                  |                   | 5,063                     |                         |              | 28                        | 803               | 3,378                  | 181        |                        |                  | 793                        | 10,788           | 26,586           |
| Miscellaneous Costs                                    | 22               | 14                               |                       | 9              |                         | 13            | 8      | 12                    | 2                          | 4                         | 29                       | 10                               |                   | 468                       |                         |              | 6                         | 8                 | 24                     | 2          | 9                      | 38               | 96                         | 1,660            | 1,587            |
| Subscriptions  |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Volunteers Expenses                                    | 362              |                                  |                       | 5,665          | 578                     | 5             |        |                       | 70                         | 140                       |                          |                                  |                   | 25,056                    |                         |              |                           | 25                |                        |            |                        |                  | 2,319                      | 32,718           | 28,165           |
| Volunteers Training                                    | 369              | 100                              |                       | 489            | 11                      |               |        |                       | 21                         |                           | 198                      |                                  |                   | 442                       |                         |              | 80                        |                   |                        |            | 10                     | 401              |                            | 1,402            | 1,068            |
| Publicity  | 400              |                                  |                       | 408            | 292                     |               |        |                       |                            |                           |                          |                                  |                   | 2,152                     |                         |              | 198                       |                   |                        |            |                        |                  |                            | 3,941            | 2,590            |
| Staff Recruitment                                      |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   | 106                       |                         |              | 198                       |                   | 582                    | 63         |                        |                  |                            | 1,818            | 2,044            |
| Newsletter Costs                                       |                  |                                  |                       |                |                         |               |        |                       |                            | 8,405                     |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            | 6,405            | 5,074            |
| Telford Tai Chi  |                  |                                  |                       |                |                         |               |        |                       |                            |                           | 114                      |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            | 114              | 1,274            |
| Reading Writing & Art Classes                          |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   | 2,913                     |                         |              |                           |                   |                        |            |                        |                  |                            | 2,913            | 2,984            |
| Home Support Workers Equipment                         |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Fire Prevention Workers Equipment                      |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Payroll Fees   |                  |                                  |                       |                |                         |               |        |                       |                            |                           | 30                       |                                  |                   | 4,557                     |                         |              |                           |                   | 863                    | 99         |                        |                  |                            | 5,549            | 5,523            |
| Legal and Professional Fees                            |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   | 737                       |                         |              |                           |                   | 1,325                  | 147        | 2,450                  |                  |                            | 4,689            | 2,941            |
| Audit Fees   |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        | 4,060      |                        |                  |                            | 4,060            | 4,034            |
| Licences and Fees                                      |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Costs of Trustees Meetings (Note 11)                   | 27               | 17                               |                       | 11             |                         | 18            | 10     | 15                    | 2                          | 5                         | 11                       | 12                               |                   | 159                       |                         |              | 7                         | 10                | 30                     | 1,772      | 2                      | 14               | 117                        | 477              | 1,986            |
| Costs of Trustees Meetings (Note 11)                   |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Donations and Gratuities                               | 3                | 2                                |                       | 1              |                         | 2             | 1      | 2                     |                            | 1                         | 1                        | 2                                |                   | 20                        |                         |              | 1                         | 1                 | 4                      |            | 1                      | 2                | 14                         | 177              | 1,187            |
| Cost of Goods for Sale                                 |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Cost of Fundraising and Events                         |                  |                                  |                       |                |                         |               |        |                       |                            |                           |                          |                                  |                   |                           |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
| Accreditation (C.R.B. Checks)                          |                  |                                  |                       |                |                         |               |        |                       |                            |                           | 36                       | 31                               |                   | 1,942                     |                         |              |                           |                   |                        |            |                        |                  |                            |                  |                  |
|  | 48,226           | 28,453                           | 7,318                 | 21,068         | 5,320                   | 23,088        | 12,866 | 17,911                | 3,351                      | 6,724                     | 28,358                   | 1,184                            | 28,708            | 1,635                     | 888,722                 | 231          | 1,453                     | 13,049            | 13,389                 | 63,896     | 12,395                 | 23,362           | 21,256                     | 316,518          | 1,555,225        |
| Transfer Administration exchange                       | 3,886            | 2,149                            |                       | 1,535          |                         | 2,302         | 1,417  | 2,184                 | 355                        | 708                       | 1,534                    | 1,770                            |                   | 22,889                    |                         |              | 1,682                     | 1,416             | (63,896)               |            | 1,651                  | 1,858            |                            |                  |                  |
|  | 52,135           | 30,602                           | 7,318                 | 22,603         | 5,320                   | 25,390        | 14,023 | 20,095                | 3,708                      | 7,433                     | 29,892                   | 1,184                            | 28,478            | 1,635                     | 911,611                 | 231          | 1,453                     | 14,111            | 15,005                 |            | 12,395                 | 25,013           | 23,214                     | 333,425          | 1,635,258        |

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2009 CONTINUED

5 TANGIBLE FIXED ASSETS

|  | Office<br>Equipment<br>£ | Furniture<br>and<br>Fixtures<br>£ | Total<br>£    |
|--|--------------------------|-----------------------------------|---------------|
| <u>Cost</u>                            |                          |                                   |               |
| Cost as at 1 April 2008                | 106,651                  | 17,155                            | 123,806       |
| Additions in Year                      | 3,182                    | 1,113                             | 4,295         |
| As at 31 March 2009                    | 109,833                  | 18,268                            | 128,101       |
| <u>Depreciation</u>                    |                          |                                   |               |
| Depreciation as at 1 April 2008        | 98,192                   | 15,326                            | 113,518       |
| Depreciation for Year                  | 8,880                    | 1,908                             | 10,788        |
| As at 31 March 2009                    | 107,072                  | 17,234                            | 124,306       |
| <u>Net Book Value at 31 March 2009</u> | <u>2,761</u>             | <u>1,034</u>                      | <u>3,795</u>  |
| <u>Net Book Value at 31 March 2008</u> | <u>8,459</u>             | <u>1,829</u>                      | <u>10,288</u> |

6 FIXED ASSET INVESTMENTS

|  |                  |                  |
|--|------------------|------------------|
| Quoted Investments:-                     | <u>2009</u><br>£ | <u>2008</u><br>£ |
| Market Value at 1 April 2008             | 249,517          | 268,390          |
| Purchases during year                    |                  |                  |
| Net Loss on Revaluation at 31 March 2009 | (58,723)         | (18,873)         |
| <u>Market Value as at 31 March 2009</u>  | <u>190,794</u>   | <u>249,517</u>   |
| Investments at cost                      | 244,000          | 244,000          |

7 DEBTORS

|                                     |                  |                  |
|-------------------------------------|------------------|------------------|
|                                     | <u>2009</u><br>£ | <u>2008</u><br>£ |
| Help @ Home Client Fees Outstanding | 2,276            | 1,384            |
| Other Debtors                       | 6,553            | 6,975            |
| Prepayments                         | 18,473           | 13,101           |
|                                     | <u>27,302</u>    | <u>21,460</u>    |

8 CREDITORS (Amounts Falling Due Within One Year)

|                              |                  |                  |
|------------------------------|------------------|------------------|
|                              | <u>2009</u><br>£ | <u>2008</u><br>£ |
| Staff Costs                  | 12,995           | 13,245           |
| Other Creditors and Accruals | 88,521           | 67,580           |
|                              | <u>101,516</u>   | <u>80,825</u>    |



AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2009 CONTINUED

**9 RESTRICTED FUNDS**

| <u>Fund</u>                         | <u>Balance at</u><br><u>01.04.08</u><br>£ | <u>Incoming</u><br><u>Resources</u><br>£ | <u>Outgoing</u><br><u>Resources</u><br>£ | <u>Transfers</u><br>£ | <u>Balance</u><br><u>31.03.09</u><br>£ |
|-------------------------------------|---|--|--|-----------------------|--|
| Monkmoor Fund                       |   | 94,430                                   |  |                       | 94,430                                 |
| South Shropshire Fund               | 17,203                                    | 35,994                                   |  | (25,988)              | 27,209                                 |
| Advocacy Service                    | 11,380                                    | 48,048                                   | 52,135                                   |                       | 7,293                                  |
| Ludlow Hospital Discharge Project   | 49,422                                    | 5,350                                    | 30,902                                   |                       | 23,870                                 |
| Benefits Advice Project             | 3,271                                     | 5,380                                    | 7,318                                    |                       | 1,333                                  |
| Volunteers in Place Project         | 12,815                                    | 20,000                                   | 22,593                                   |                       | 10,222                                 |
| Pub Club Project (Telford & Wrekin) | 5,389                                     | 6,272                                    | 3,706                                    |                       | 7,955                                  |
| NESrT Project                       | 15,526                                    | 15,552                                   | 14,023                                   |                       | 17,055                                 |
| Neighbourhood Contact (Telford)     | 11,561                                    | 23,170                                   | 20,095                                   |                       | 14,636                                 |
| Ludlow Office Project               |   |  | 25,988                                   | 25,988                |  |
| Llandudno Holidays                  | 17,317                                    | 2,453                                    | 1,835                                    |                       | 17,935                                 |
| New Shropshire Pub Club Project     | 20,083                                    | 4,320                                    | 7,433                                    |                       | 16,970                                 |
| Primary Care Trust Advocacy         | 4,477                                     | 2,500                                    | 5,320                                    |                       | 1,657                                  |
| Help @ Home Project                 | 49,059                                    | 917,358                                  | 959,531                                  |                       | 6,884                                  |
| Living Well Project                 |   | 44,101                                   | 29,892                                   |                       | 14,209                                 |
| Involving Older People (Telford)    | 18,269                                    | 30,516                                   | 28,476                                   |                       | 20,309                                 |
| Fire Prevention                     | 406                                       |  | 231                                      |                       | 175                                    |
| Telford Information Line            | 4,876                                     | 5,814                                    | 1,164                                    |                       | 9,526                                  |
| Intergenerational Project           | 11,214                                    | 51,250                                   | 14,111                                   |                       | 48,353                                 |
| Morning Call Club                   | 17  | 17,764                                   | 15,005                                   |                       | 2,776                                  |
| Nexus                               |   | 3,750                                    | 1,453                                    |                       | 2,297                                  |
|                                     | <u>252,285</u>                            | <u>1,334,020</u>                         | <u>1,241,211</u>                         |                       | <u>345,094</u>                         |

**10 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

| <u>Restricted Funds</u>             | <u>Tangible Fixed</u><br><u>Assets</u><br>£ | <u>Quoted</u><br><u>Investments</u><br>£ | <u>Net Current</u><br><u>Assets</u><br>£ | <u>Total</u><br>£ |
|-------------------------------------|---|--|--|-------------------|
| Monkmoor Fund                       |   |  | 94,430                                   | 94,430            |
| South Shropshire Fund               | 106   |  | 27,103                                   | 27,209            |
| Advocacy Service                    |   |  | 7,293                                    | 7,293             |
| Ludlow Hospital Discharge Project   | 288   |  | 23,582                                   | 23,870            |
| Benefits Advice Project             |   |  | 1,333                                    | 1,333             |
| Volunteers in Place Project         |   |  | 10,222                                   | 10,222            |
| Pub Club Project (Telford & Wrekin) |   |  | 7,955                                    | 7,955             |
| NESrT Project                       |   |  | 17,055                                   | 17,055            |
| Neighbourhood Contact (Telford)     |   |  | 14,636                                   | 14,636            |
| Ludlow Office Project               |   |  |  |                   |
| Llandudno Holidays                  |   |  | 17,935                                   | 17,935            |
| New Shropshire Pub Club Project     |   |  | 16,970                                   | 16,970            |
| Primary Care Trust Advocacy         |   |  | 1,657                                    | 1,657             |
| Help @ Home Project                 | 197   |  | 6,687                                    | 6,884             |
| Living Well Project                 |   |  | 14,209                                   | 14,209            |
| Involving Older People (Telford)    |   |  | 20,309                                   | 20,309            |
| Fire Prevention                     |   |  | 175                                      | 175               |
| Telford Information Line            |   |  | 9,526                                    | 9,526             |
| Intergenerational Project           | 26  |  | 48,327                                   | 48,353            |
| Morning Call Club                   | 1,606                                       |  | 1,170                                    | 2,776             |
| Nexus                               |   |  | 2,297                                    | 2,297             |
|                                     | <u>2,223</u>                                |  | <u>342,871</u>                           | <u>345,094</u>    |
| <u>Unrestricted Funds</u>           | <u>1,572</u>                                | <u>190,794</u>                           | <u>148,544</u>                           | <u>340,910</u>    |
|                                     | <u>3,795</u>                                | <u>190,794</u>                           | <u>491,415</u>                           | <u>686,004</u>    |

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2009 CONTINUED

**11 TRUSTEES REMUNERATION AND EXPENSES**

The Trustees are not remunerated. But £40,60 was claimed as expenses during the year.

**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>2009</u> | <u>2008</u> |
|-------------------------|-------------|-------------|
| Chief Officer           | 1           | 1           |
| Administration Staff    | 2           | 2           |
| Core Service Staff      | 8           | 8           |
| Fundraising Manager     |             | 1           |
| Trading Staff           | 1           | 1           |
| Project Staff           | 18          | 19          |
| Home Support Workers    | 36          | 29          |
| Fire Assessment Workers |             | 1           |
|                         | <u>68</u>   | <u>62</u>   |

| <u>Staff Costs</u>      | <u>2009</u>      | <u>2008</u>      |
|-------------------------|------------------|------------------|
|                         | <u>£</u>         | <u>£</u>         |
| Salaries and Wages      | 1,133,413        | 1,050,085        |
| Social Security Costs   | 46,422           | 45,900           |
| Employers Pension Costs | 73,741           | 75,878           |
| Training Etc.           | 3,419            | 2,023            |
|                         | <u>1,256,995</u> | <u>1,173,886</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>2009</u>    | <u>2008</u>    |
|---|----------------|----------------|
|   | <u>£</u>       | <u>£</u>       |
| 6 Months Core Service Costs                     | 174,000        | 173,000        |
| Redundancy Reserve                              | 50,000         | 50,000         |
| Lease Obligation Reserve*                       | 15,000         | 15,000         |
| Designated Funds                                | <u>239,000</u> | <u>238,000</u> |
| Undesignated Funds                              | 101,910        | 69,797         |
| Total Unrestricted Funds                        | <u>340,910</u> | <u>307,797</u> |

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

Unrestricted funds include unrealised revaluation deficit of £53,206 (2008 £5,518 surplus).

AGE CONCERN SHROPSHIRE TELFORD AND WREKIN

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2009 CONTINUED

|    |  |                  |                  |
|----|--|------------------|------------------|
| 14 | <u>INVESTMENT INCOME</u>                     | <u>2009</u><br>£ | <u>2008</u><br>£ |
|    | Dividends and Interest on Listed Investments | 10,411           | 9,536            |
|    | Interest on Cash Deposits                    | 16,454           | 22,453           |
|    |  | <u>26,865</u>    | <u>31,989</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 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)

|                               |                  |                  |
|-------------------------------|------------------|------------------|
|                               | <u>2009</u><br>£ | <u>2008</u><br>£ |
| Shropshire County Council     | 170,056          | 166,720          |
| Borough of Telford and Wrekin | 77,656           | 76,133           |
| Telford and Wrekin PCT        | 11,624           |                  |
|                               | <u>259,336</u>   | <u>242,853</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 2009 CONTINUED

16 STATUTORY AUTHORITY GRANTS CONTINUED

The cost of providing these services for the year ended 31 March 2009 in each of the local authority areas was as follows:-

|                                | Shropshire     | Telford &<br>Wrekin | Totals 2009    | Totals 2008    |
|--------------------------------|----------------|---------------------|----------------|----------------|
|                                | £              | £                   | £              | £              |
| Salaries and Travel Costs      | 141,740        | 84,787              | 226,527        | 221,654        |
| Staff Training and Recruitment | 829            | 322                 | 1,151          | 815            |
| Premises                       | 22,418         | 8,718               | 31,136         | 41,539         |
| Equipment and Repairs          | 4,652          | 1,809               | 6,461          | 15,382         |
| Audit Fees                     | 2,923          | 1,137               | 4,060          | 4,035          |
| Payroll Fees                   | 714            | 278                 | 992            | 999            |
| Postage                        | 4,101          | 1,595               | 5,696          | 5,511          |
| Telephone                      | 3,657          | 1,422               | 5,079          | 6,346          |
| Printing and Stationery        | 3,947          | 1,535               | 5,482          | 6,014          |
| Publications and Information   | 284            | 111                 | 395            | 418            |
| Insurance                      | 907            | 353                 | 1,260          | 1,714          |
| Day Centre Grants              | 15,981         | 10,833              | 26,814         | 25,032         |
| Day Centre Transport           | 24,390         | 14,585              | 38,975         | 35,935         |
| Neighbourhood Care             |                | 3,420               | 3,420          | 2,617          |
|                                | <u>226,543</u> | <u>130,905</u>      | <u>357,448</u> | <u>368,011</u> |