

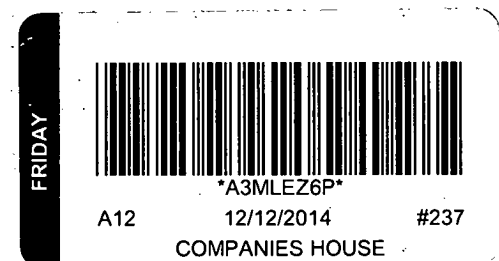
**Age Concern  
Regional Support Services (West Midlands)  
(limited by guarantee)**

# **Unaudited Annual Report & Financial Statements**

**Year ended 31st March 2014**

**Charity number 1107080**

**Company number 04925262**



# Report of the trustees for the year ended 31st March 2014

The trustees present their report and financial statements for the year ended 31st March 2014

## Reference and Administrative Information

Charity name	Age Concern Regional Support Services (West Midlands)
Charity registration no.	1107080
Company registration no.	04925262
Registered office:	c/o Age UK Herefordshire & Worcestershire Malvern Gate Bromwich Road Worcester WR2 4BN

Bankers	Yorkshire Bank	CAF Bank
	211 Wolverhampton Street	Kings Hill Avenue, Kings Hill
	DUDLEY	WEST MALLING
	West Midlands DY1 6AG	Kent MG

Accountants	Bishop Fleming LLP 1, 2 & 3 College Yard WORCESTER WR1 2LB
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### Directors and Trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees.

The trustees serving during the year and since the year end were as follows:

	Elizabeth Philips	Chair	until 04.06.14
	Joyce Colston	Vice Chair	
	Nick Maslen		
	Peter Oakley		
	Sheelagh Keen		
	Keith Trafford		
	Michael Vincent		
	Cat Hayward	Chair	from 04.06.14
	Glyn Ravenscroft		
	Davina Lytton		
	Susan Spencer		from 23.11.13
	Stuart Clapham		from 04.12.13 co-opted
	Steven Blick		from 04.06.14 co-opted
			until 03.09.14 resigned
Company Secretary	Peter Oakley		

# Structure, Governance and Management

## Governing Document

Age Concern Regional Support Services (West Midlands) is a company limited by guarantee incorporated on 8th October 2003 and governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Anyone over the age of 18 can become a member of the Company and there are currently 28 members.

## Appointment of Trustees

As set out in the Articles of Association the chair of the trustees is the chair of the Age Concern West Midlands Regional Meeting. Other trustees are appointed from amongst the members of the West Midlands Executive Group by the Age UKs / Age Concerns in the West Midlands Regional Meeting. Up to a maximum of three, co-opted persons can also be appointed. The persons appointed to the Board may serve for three years from the date of their appointment and are eligible for re-appointment.

## Organisation

The body responsible for the management of the company is the Board of Trustees. The trustees are also the directors for the purpose of company law.

## Related Parties

The trustees of the charity are elected from the membership, which consists of trustees and Chief Officers of Age UKs / Age Concerns within the West Midlands.

## Risk Management

The Trustees have assessed any significant risks to which the charity may be exposed and have taken measures, such as insurance and the establishment of systems and procedures, to ensure any potential risks are minimised.

# Objectives and Activities

## Charitable Object

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 West Midlands Region (hereinafter called "the area of benefit").

## Mission Statement

"To work to improve the quality of life for all older people in the West Midlands"

## Strategic Aims and Objectives

The 3 year plan sets out our strategic aims and objectives enabling us to realise our mission of improving the lives of older people living in the West Midlands. We recognise that this will need evaluating at key intervals, but provides the framework on which to focus our work.

Three key strategic aims have been identified for Age Concern in the West Midlands:

### Strategic Aim 1

To develop better ways of working together including Age UK and AEA, to share learning and good practice

### Strategic Aim 2

To become financially sustainable

### Strategic Aim 3

To raise our profile and awareness of who we are and what we do

The members of the region have worked upon updating this plan and aims which have been agreed. Further work on considering the joint aims of Age UK and AEA will take place in 2014/15 which may impact on the regional aims and objectives.

## Public Benefit Test

As part of the Charities Act 2011, all charities need to promote and show how public benefit is being addressed. Age Concern Regional Support Services (West Midlands) supports local Age UKs / Age Concerns in the West Midlands region to share good practice, information and learning through regional meetings, networks and training which in turn improve services to older people.

## Activities and Achievements

The main areas of activity and achievement for the charity in the financial year 2013/14 were:

### Regional Networks

The Region continues to support a number of key strategic and practitioner regional Networks for local Age UKs / Age Concerns, with administrative support provided by Age UK Herefordshire & Worcestershire.

The networks continued to be well attended by staff and trustees from Age UKs / Age Concerns throughout the West Midlands and provided attendees with the opportunity to share information, good practice and shared learning through speakers and dedicated training.

### Information & Advice (I&A) Network

The Network met three times over the period (June 13, December 13 and March 14), with the 4th quarterly meeting replaced by the national Age UK I&A seminar in September. Meetings have continued to be well attended (average 19 people) representing around 17 Age UK's.

The focus of the Network remains on being practitioner oriented and providing an opportunity for learning, sharing, practitioner support and improving quality of advice. Another key role is to enable effective two way communication between Age UK I&A and Age UK Brand Partner I&A services. The Age UK I&A Development Advisor for the Region continues to attend and also provides the Chair with valuable support in planning the meetings and organising speakers and training. Members are all involved ongoing in suggesting and agreeing topics for future meetings.

The new Round Robin is working well, ensuring that everyone comes along having thought about an interesting case; new development; or problem, issue or query that was hard to solve, to the meeting. The Round Robin gives less vocal members a chance to contribute and provides excellent opportunities for peer learning and mutual help.

Standard agenda items include a national I&A update including Quality issues and a networking lunch. Areas of discussion have included Charitylog and its application within I&A services (including using an extension database to record leaflets provided); good practice in using I&A volunteers; marketing messages for benefits take up; inconsistencies in Attendance Allowance awards and social policy evidence collection. External speakers have been invited to give presentations and lead on training on Case Recording; Housing Advice, Tax Help for Older People and an overview of the new Care Bill.

### Volunteering Network

The Volunteering Network meets four times a year. Membership is open to all twenty one Age UK Brand Partners and Age Concern "Friends" in the West Midlands Region and is mainly attended by staff with a direct role in volunteer management/co-ordination. As practitioners they bring a wealth of knowledge and experience to the network, which benefits from their willingness to share ideas and ways of working.

The Volunteering Network recognises the huge added value which volunteers bring to the work of Age UK Brand Partners and Age Concern "Friends" and the special role and contribution made by volunteers. The aim of the network is to encourage the exchange of ideas, and to provide support and training to local Age UKs/Age Concerns in the development of good practice in all areas of volunteering across the region.

During the year, the Volunteering Network has been monitoring the volunteer enquiries being received by the call centre at Age UK and has worked hard to influence best practice in this area and make sure that potential volunteers have a good experience and are referred appropriately to the local Brand partner. This work is ongoing. The Volunteering Network were pleased to contribute to a new Age UK volunteering resource; Working Effectively with Volunteers, a Resource pack for I&A. Other work included identifying the particular requirements for Health and Social care volunteers as we move into new areas of work with the new Health and Social Care structures and the use of the Charitylog database to track volunteering activity within the local Age UK Brand Partners.

## Trustees Network

The Trustee Network met 3 times during the period of this report. A 4th meeting scheduled for July 2013 was cancelled due to it falling at the same time as the closure of the West Midlands Regional Office.

The Trustee Network enables Trustees of Age UKs and local Age Concerns (Friends of Age UK) in the West Midlands to support and enable them in their role in the governance and strategic leadership of their respective organisations.

Specifically, the Network provides a mechanism for Trustees to gather and exchange information, share knowledge, skills and experience and to allow the dissemination of 'best practice' throughout the region. In addition, the Network is also used in the identification of specific training needs leading to the provision of learning opportunities on wider policy issues.

Meetings continue to be well attended with 16 organisations having been represented during the 12 month period covered by the report.

Key issues discussed during this period have been:

- Fundraising Challenges
- Volunteer Survey Report
- New DBS Guidelines
- Financial Viability
- The restructuring of Partner Relations
- Trustee Network 'Terms of Reference'
- Good Governance Workshop
- Roles and Responsibilities of Charity Trustees
- Risk Management

Thanks go to Sara Brown, Principal Partnership Manager for her help and support in providing content and organising guest speakers for the meetings and also special thanks to Sarah Evans-Young from Age UK Hereford & Worcestershire for the provision of administrative support.

## Service Development Network

The SDM meets quarterly. Over the past year 13 Brand Partners have attended to share ideas, good practice and service proposals. The network is a lively forum where members can freely discuss and share information about existing or new services that they are providing or would like to provide within their areas of benefit.

In the past twelve months discussion topics have concentrated on the following;

- CCGs and GP Commissioning / Working with the NHS

Strategically the NHS/CCGs/Politicians are acknowledging that the third sector has a large service role in reducing unplanned admissions to A/E and Wards and to facilitate quicker discharge. Care Navigation has probably been the most discussed service proposition by Brand Partners. This has been helped by the two service propositions which are being trialled by Age UKs integrated care pathway service and Social prescribing service.

In addition CCGs are starting to commission for Prime Providers who will be tasked to act as the responsible organisation to deliver specific care pathways with support from third sector partners.

- Personalisation, Contracts and Service provision

Service pricing structures remains an important issue for Age UKs as they move from a contracts/grants culture to charged for services.

There were further conversations about charging for services that had hitherto not been considered as chargeable.

The new local arrangements of delivering Health and Social care through new integrated structures will be of increasing focus as more and more Local Authorities move in this direction. In addition integrated commissioning may offer new funding opportunities for Age UKs

- **Regional Funding Opportunities**

Discussions were held about working together utilising regional funding opportunities. A joint bid was made to NESTA which was not successful. However that has led on a proposal to appoint of a part time consultant to help with tender opportunities for Age UKs across the West Midlands.

- **Outcome Tools**

Age UKs are seeking and using robust Outcome Tools that demonstrate the cash and other value of engaging with 3rd sector organisations to deliver preventative services at local level.

## **Fundraising Network**

The establishment of a fundraising network was identified as a prime task in the year as a way for regional Age UKs to share more effectively good practice. Age UKs have now recognised that raising their own funds is fundamental to their future with the continuing erosion of traditional funding sources. It is expected that the first meeting will take place in early 2014/15.

## **Regional Meetings**

The charity continued to support quarterly Regional Meetings for all the Age UKs / Age Concerns in the Region. These meetings provided the opportunity for Chief Officers and Chairs to hear and learn about relevant initiatives and good practice as well as networking to support each other in another challenging year for most Age UKs.

## **Legacy Fund**

The remainder of the Legacy that has enabled the Charity to fund a local Age UK to provide administrative support to the Regional Networks has been spent during the year. This support has proved invaluable to the smooth running of the regional networks including an increase in the communication to network members and between networks and the region as a whole. Age UK and The Age England Association have increased the funding they provide during the year but this will not replace the amount drawn down by the Legacy in future. However, following consultation with Brand Partners, the value of the various meetings is considered to be high and as a consequence have agreed to a substantial increase in the annual subscription to maintain these effective networks

## **Summary**

In the year the Networks supported by the Regional Company have been successful in increasing the collaborative working and communication between Age UKs / Age Concerns in the West Midlands and the activities of the charity have strengthened the capacity and sustainability of Age UKs / Age Concerns in the West Midlands to deliver effective services for older people.

This work is undertaken not only by the trustees and officers of local Age UKs / Age Concerns and Age UK but also by a number of volunteers, to whom the organisation is indebted.

## **Future Plans**

- To Region will review the Strategic plan in light of the recent draft strategic aims from Age UK and AEA
- Sustaining and developing the networks will be a priority to continue to share good practise and learning. New sources of funding will be required to achieve this aim.
- The Region has agreed to fund a consultant to research and write bids for grants which cover the West Midlands or sub regional partners, where individual Age UKs would not be able to apply
- To foster closer working relationships and cross border support, a series of Chief Officer/Trustee away days will be organised

# Financial Review

Total incoming resources for the year were £22,134 (2013 £145,204) and total resources expended were £18,884 (2013 £181,742). The reduced turnover is attributable to the completion of the Fit as a Fiddle project during 2012/2013

The balance sheet shows stability in the level of net assets. There is an increase in debtors as a result of grant funding from Age UK received after the year end, and a decrease in creditors as a result of the balance of the Legacy fund having been drawn down during the year. The General Fund has increased this year; less funding was required to cover the network costs over and above the £7,514 from the Legacy Fund. At 31st March 2014 the General Fund stood at £11,645 (2013 £8,226). The residue of small, unspent grants have been amalgamated, and stood at £16,835 (2013 £16,835).

## Deficits

Transfers from the General Fund to support the central areas of work, including the regional networks, amounted to £7,827, which included the £7,514 drawn down from the Legacy Fund for this purpose (2013 £2,243). In addition an amount of £3,999 (2013 £4,847) was utilised from the General Fund to support the Governance costs.

## Reserves

There are few overheads other than governance and strategic management costs involved in the maintenance of the charity and therefore no need to generate significant reserves.

## Investment Powers and Policy

Under the Memorandum and Articles of Association, the charity has power to make any investment which the Board sees fit provided the Board shall seek proper professional advice.

## Responsibilities of trustees

Company law requires Trustees to prepare financial statements for each financial year, which give a true and fair view of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources for the financial year. In preparing those financial statements the trustees are required to:

- select suitable accounting policies and apply them consistently
- make judgements and estimates that are reasonably prudent
- state whether the policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in operation

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



## Directors and Trustees

All directors of the company who are also trustees of the charity who served during the year and up to the date of this report are listed on page 1. There are no other trustees.

## Accountants

A resolution will be proposed at the Annual General Meeting to appoint an independent examiner to the charity for the ensuing year.

## Small company exemption

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (March 2005) and in accordance provisions applicable to companies subject to small companies regime.

## Approval

This report was approved by the Board of Directors and signed on its behalf on 2nd October 2014.

A handwritten signature in black ink, appearing to read 'Cat Hayward', is positioned above the printed name and title.

Cat Hayward  
Chair

# Independent Examiners Report to the Trustees of Age Concern Regional Support Services (West Midlands)

I report on the financial statements of the company for the year ended 31 March 2014, which are set out on pages 10 to 13.

This report is made solely to the company's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. My work has been undertaken so that I might state to the company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's Trustees as a body, for my work or for this report.

## Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under charity or company law and is eligible for independent examination, it is my responsibility to:

- examine the financial statements under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145 (5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

## Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

## Independent examiner's statement

In connection with my examination, no matter has come to my attention:

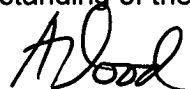
- (1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare financial statements which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Signed:



Dated:

7<sup>th</sup> October 2014

Statement of Financial Activities  
(including Income and Expenditure Account) for the year ended 31st March 2014

	NOTES	General Fund	Regional meets/netwk	Historic Funds	Total Funds 2014	Total Funds 2013
		£	£	£	£	£
<b>INCOMING RESOURCES</b>	<b>1.2</b>					
<b>Incoming Resources from Generated Funds</b>						
<i>Voluntary Income</i>						
Grants Age UK/Age England Association		-	6,889	-	6,889	3,000
Grant - Big Lottery Fund		-	-	-	-	125,746
Legacies		7,514	-	-	7,514	9,610
<i>Investment Income</i>						
Interest		31	-	-	31	233
<b>Total from Generated Funds</b>		<b>7,545</b>	<b>6,889</b>	<b>-</b>	<b>14,434</b>	<b>138,589</b>
<b>Other Incoming Resources</b>						
Contributions from Age UKs/Age Concerns		7,700	-	-	7,700	6,615
<b>Total Other Incoming Resources</b>		<b>7,700</b>	<b>-</b>	<b>-</b>	<b>7,700</b>	<b>6,615</b>
<b>TOTAL INCOMING RESOURCES</b>		<b>15,245</b>	<b>6,889</b>	<b>-</b>	<b>22,134</b>	<b>145,204</b>
<b>RESOURCES EXPENDED</b>	<b>1.3</b>					
<b>Charitable Activities</b>	<b>1.3.1</b>	<b>-</b>	<b>14,885</b>	<b>-</b>	<b>14,885</b>	<b>175,371</b>
<b>Governance Costs</b>	<b>1.3.2</b>	<b>3,999</b>	<b>-</b>	<b>-</b>	<b>3,999</b>	<b>6,371</b>
<b>TOTAL RESOURCES EXPENDED</b>		<b>3,999</b>	<b>14,885</b>	<b>-</b>	<b>18,884</b>	<b>181,742</b>
<b>Net Incoming Resources before Transfers</b>		<b>11,246</b>	<b>(7,996)</b>	<b>-</b>	<b>3,250</b>	<b>(36,538)</b>
<b>TRANSFERS BETWEEN FUNDS</b>						
Transfers re Members Events	<b>4</b>	(7,827)	7,827	-	-	-
<b>Net Movement in Funds</b>		<b>3,419</b>	<b>(169)</b>	<b>-</b>	<b>3,250</b>	<b>(36,538)</b>
<b>RECONCILIATION OF FUNDS</b>						
<b>Total Funds b/fwd 1 April 2013</b>		<b>8,226</b>	<b>169</b>	<b>16,835</b>	<b>25,230</b>	<b>61,768</b>
<b>Total Funds c/fwd 31 March 2014</b>		<b>11,645</b>	<b>-</b>	<b>16,835</b>	<b>28,480</b>	<b>25,230</b>

All Incoming resources and resources expended derive from continuing activities.

Age Concern Regional Support Services (West Midlands)  
Company Number 04925262

Balance Sheet as at 31st March 2014

	Notes	2014 £	2013 £
<b>Current Assets</b>			
Debtors and prepayments	2	6,781	1,704
Cash at bank and in hand		<u>22,300</u>	<u>33,080</u>
		29,081	34,784
<b>Creditors</b>			
Amounts due within one year	3	(601)	(9,554)
<b>Net Current Assets</b>		<u>28,480</u>	<u>25,230</u>
<b>Funds</b>			
General Fund	1.4.1	11,645	8,226
Regional Meetings/Networks	1.4.2	-	169
Historic Funds	1.4.3, 7	<u>16,835</u>	<u>16,835</u>
		<u>28,480</u>	<u>25,230</u>

The Trustees consider that the Company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Company to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the Company as at 31st March 2014 and of its net incoming resources for the year in accordance with the requirements of sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the Company.

The financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006 and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).



Cat Hayward  
Chair

Date: 2nd October 2014

# Notes to the Financial Statements for the Year Ending 31st March 2014

## 1. Accounting policies

### 1.1 Basis of preparation of financial statements

The accounts are prepared under the historical cost convention and in accordance with the Financial Reporting Standards for Smaller Entities (effective April 2008).

The financial statements have been prepared in accordance with the Companies Act 2006 and guidelines issued by the Charity Commission.

### 1.2 Incoming resources

Voluntary income and donations are included in incoming resources when they are receivable.

### 1.3 Resources expended

Resources expended are included in the Statement of Financial Activities on an accruals basis.

1.3.1 Charitable expenditure comprises those costs incurred by the charity in the delivery of activities and services for its beneficiaries. It includes both those costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

1.3.2 Governance costs comprise the costs associated with meeting the constitutional and statutory requirements of the charity, these comprise:

	2014	2013
Executive meetings	321	323
Independent Examination fees	500	2,040
Finance/admin support/Insurance	3,165	3,499
Prof. Indemnity Insurance	-	496
Companies House	13	13
	-----	-----
	3,999	6,371
	=====	=====

### 1.4 Fund accounting

1.4.1 The General Fund is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

1.4.2 Regional Meeting and Network Funds are designated by the Trustees for the purposes of running members meetings and networks.

1.4.3 Historic Funds have been designated by the Trustees to be used to benefit older people in the West Midlands by generating funding to support the work of the members.

## 2. Debtors and prepayments

	2014	2013
Accruals	6,781	1,704
	-----	-----
	6,781	1,704
	=====	=====

### 3. Creditors: amounts due within one year

	2014	2013
Accruals	601	2,040
Deferred income	-	7,514
	-----	-----
	601	9,554
	=====	=====

### 4. Transfers between funds

Transfers between unrestricted and restricted funds, as stated in the SOFA, are for the purposes of covering the costs of the Regional Activities beyond those covered by grant funding as noted in the paragraph on deficits on page 7.

### 5. Staff costs

There were no employees during the year to 31st March 2014.

None of the directors received any remuneration during the period.

### 6. Liability of members

Every member of the company undertakes to contribute to the assets of the company in the event of it being wound up during the time that he or she is a member or within one year afterwards for payment of debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expense of winding up the same and for the adjustment of the rights of contributors amongst themselves, such amount as may be required not exceeding, in the case of any member, the sum of £1.

### 7. Analysis of assets between funds

	General Funds	RM/Netwk Funds	Historic Funds	Total Funds
Current assets	12,158	88	16,835	29,081
Creditors	(513)	(88)	-	(601)
	-----	-----	-----	-----
Total funds	11,645	-	16,835	28,480
	=====	=====	=====	=====

### 8. Related Parties

None of the directors were reimbursed for travelling expenses in 2014 (2013 Nil).

### 9. Legacy Fund

The Legacy Fund as mentioned in the Financial Review on page 7 originates from a Bequest to Age Concern England to be used in the West Midlands. It is designated to fund the support costs for the Regional networks with the agreement of Age Concern England. This fund has been fully drawn down during the year.