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

# Unaudited Annual Report & Financial Statements

Year ended 31st March 2021

Charity number 1107080

Company number 04925262



# Report of the Trustees for the year ended 31st March 2021

The Trustees present their Annual Report together with the financial statements of Age Concern Regional Support Services (West Midlands) for the year 1 April 2020 to 31 March 2021. The Trustees confirm that the Annual Report and financial statements comply with the current statutory requirements, the requirements of the charity's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Since the Company qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director's Report) Regulations 2013 is not required.

# Reference and Administrative Information

#### **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:

Alison Beachim Chair

Peter Oakley
Keith Trafford
Heather Osborne
Glyn Ravenscroft
Anne Hastings

Philip Talbot until 30.06.20 Naomi Pay until 31.03.21

Michael Garrett Clare Thomas

Stuart Bayliss from 04.11.2020 Elizabeth Phillips from 04.11.2020

Company Secretary

Peter Oakley

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** 

**CAF Bank** 

Kings Hill Avenue, Kings Hill WEST MALLING ME19 4TA

# 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. Voting members are the subscribing Brand Partner Age UKs in the West Midlands region.

# **Appointment of Trustees**

As set out in the Articles of Association the chair of the trustees is the chair of Regional Meeting. Other trustees are appointed from the representatives of the members at an AGM or a 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 charity 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 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.

# Strategic Aim 1

To facilitate learning, good practice and better ways of working together across the Age UKs in the West Midlands and with Age UK and the AEA nationally.

## Strategic Aim 2

To ensure the Regional Company and Brand Partners remain financially sustainable.

## **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.

# Going Concern

After making appropriate enquiries, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

#### **Activities and Achievements**

The main areas of activity and achievement for the charity in the financial year 2020-21 were:

## Regional Networks

The Region continues to support several key strategic and practitioner, regional networks for local Age UK Brand Partners and Age Concerns that are Friends of Age UK with administrative support provided by Age UK Herefordshire & Worcestershire.

During the reporting year the Country moved into a national lockdown with the onset of a global pandemic. This moved all meetings online, which has supported good attendance, and lively informative meetings across all areas. Two new networks were born out of the needs of the Region, a Chief Executive Network, and a Retail Network.

#### Volunteering Network

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The West Midlands Volunteering Network met three times in the last year, in October and December 2020 and February 2021. Membership is open to all West Midlands Age UK Brand Partners, and we enjoy good attendance from representatives from Age UK nationally as well. The relationship between the national perspective and the local perspective continues to be very valuable and a rich learning ground for all parties. At the start of the financial year, all brand partners were dealing with the challenges of the pandemic and lockdowns, and the planned meeting for June was cancelled. The network was sorry to hear that Anne Hastings, CEO of Age UK Solihull stepped down from the role of Chair of the West Midlands Volunteering Network. Members of the network were very grateful to Anne for her long-standing contribution as Chair over 15 years. Catherine Gulati, Volunteer Manager at Age UK Solihull, stood in as interim Chair for the October meeting of the network and was subsequently elected as Chair by the group.

Due to the pandemic, meetings moved online, and this proved a successful and beneficial way of communicating. At each meeting, members each had an opportunity to update the group. They were grateful to share their successes, experiences and challenges and to offer advice to each other. At the October meeting, members were pleased to hear a presentation by Amy McCleod, Head of Safeguarding at Age UK. The group found it beneficial to learn about ensuring appropriate measures are taken with regard to the recruitment and monitoring of volunteers to safeguard clients. An extra informal meeting was held in December for members to update and support each other. At the February meeting, the group invited Alison Beachim, CEO of Age UK Birmingham and Sandwell, West Midlands Regional Chair, and found it beneficial to hear about how the Volunteering Network feeds into other networks across the Midlands.

Over the pandemic, the regional network has proved very valuable to Volunteering Leaders, as Age UK brand partners responded to challenges in different ways. Much recruitment, monitoring and training of volunteers moved online, and volunteers carried out activities remotely by phone or online video links. Brand partners varied in terms of when and how services were adapted, and it was valuable to discuss options and opportunities, as well as risks and how to mitigate them. Most brand partners expanded or started telephone volunteering in befriending services, and some also ran volunteer shopping and deliveries.

The annual volunteering survey was not carried out due to the pandemic. Most brand partners found that volunteering applications increased at the start of the pandemic, although some of these were volunteering temporarily whilst on furlough or working from home. Meanwhile, not all volunteers were able to continue their roles. Later in the year, the challenge became finding appropriate roles for volunteers and deciding when and how to resume services. Many clients and volunteers wished for services to resume, and some found safety measures and restrictions frustrating. Volunteering leaders had to find a balance between service provision and risk particularly for vulnerable clients suffering from isolation.

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

This group met three times this year; 07/07/2020, 6 attendees, 17/11/2020, 11 attendees and 02/03/2021, 9 attendees. The meetings all took place digitally through Microsoft Teams and the low numbers in the July meeting can be attributed to lockdown when partners in the network were frantically changing the way they work with employees working from home and others becoming furloughed. Before the pandemic 35 people attended 3 meetings suggesting that I&A in the West Midlands region is not as robust as it used to be. There is still no Age UK branded I&A delivery In North Staffordshire, South Staffordshire, Walsall, Dudley and Burton and no representation for these areas in the network meetings.

Mark Norris has continued to a provide a vital link between brand partners and Age UK providing invaluable information about changes to the organisation, Age UK Training opportunities, funding grants and changes to trends in the I&A Services. Mark has regularly invited members of staff from the National charity to talk about social policy issues and the widespread change and impact that the pandemic has had on I&A provision. Both Mark Norris and Mark Tomlinson have presented proposals for network change based on the I&A review and the changing of the brand partnership agreement. IADAs will look to be less involved in the network next year but will still play a key part in feeding information into the meetings. The network will look at taking more control of the agenda going forward.

For many years the round robin section of the network meeting has become a focal point of the meetings as an invaluable source of information sharing and peer support. The robin has almost exclusively been dominated by issues brought about by the pandemic with many Age UKs having to adjust their services to work from home and services have only been able to provide legal advice via the telephone. Many I&A services have lost volunteers, funding and the ability to fundraise and some have already made the decision that they will not make the switch back to face to face advice provision when coming out of the pandemic, offering only telephone advice and support going forward.

Enquiry wise, through Round Robin discussion and data analysis provided by Mark, Welfare Benefits continues to be the most common topic of enquiry encountered across the network, with Blue Badges also often coming up in discussion. There are increasing frustrations, emotive cases and enquiries about Health and Social Care services being closed or support offered only by telephone for often crucial primary or community health/care services. Some statutory services have also become digital by default leaving older people excluded from such services due to the fact they have no access to digital technology or that they lack confidence to access things online. Digital exclusion has been accelerated by the pandemic and statutory services quite often signpost digitally excluded older people to local Age UKs for support without researching whether the Age UK can in fact support them.

#### Services and Fundraising Network

Following extensive discussions during 2020 the Fundraising Network and Services Development Network merged to become the Services & Fundraising Network. Three meetings were held via Zoom during 2020/21, chaired by Kevin Moore, with Suki Binning appointed as vice-chair. As Kevin is the WM rep on the national Services for Older People Committee (SOPC) it was agreed that Suki would deputise there as well.

The committee felt that the meetings would be most beneficial if membership consisted of mainly operational roles. The restrictions imposed by Covid had left many people feeling quite isolated so the opportunity to gain support from peers was welcomed. It was agreed that retail issues were outside of the Terms of Reference of this group. It was also agreed to aim for bi-monthly (as opposed to quarterly) meetings whilst there was so much change and uncertainty

Agendas were structured to reflect both fundraising and service delivery issues with an opportunity for 'round table' discussions that members wished to share as well as a longer discussion of specific topics. Attention was given to ensuring that both services and fundraising were given equal amounts of agenda space.

The committee received regular feedback from the SOPC (via the chair and deputy chair) and discussed ways to receive regular fundraising updates from Age UK in the absence of the National Fundraising Committee.

The network committee had a detailed discussion at its February meeting about digital exclusion and services that partners are either delivering or planning to deliver to address this increasingly important need.

# **Regional Meetings**

Regional Meetings had been held in central Birmingham quarterly for all the Age UKs / Age Concerns in the Region until the worldwide Pandemic Covid 19 reached the UK at the end of January 2020. After the Lockdown was announced in March 2020 all meeting were agreed to be held virtually and weekly meetings were introduced for Chief Executives. These meetings provided the opportunity for CEOs to provide peer support through a period of huge change. The Regional Meetings continued in the same format, which included both CEO's and Trustees held over zoom.

## Summary

In the year the Networks supported by the Regional Company have been successful in increasing the collaborative working, sharing good practice and communication between Age UKs / Age Concerns in the West Midlands. The ability to share and support during a challenging time with the pressures the pandemic brought has been invaluable for all involved.

The Network meetings have provided peer support and advice during an unpredictable period of huge change, which in turn supported the charitable activities of all of the Brand Partners in the West Midlands Region. The ability to deliver this work is undertaken by not only trustees but also Chief Executives who volunteer their time and expertise to ensure this Company provides value for all those who contribute and participate

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, with the support of Age UK, but also by those who volunteer to chair the networks, to whom the organisation is indebted.

# **Future Plans**

- The Region will review the Strategic plan in light of the emerging strategies from Age UK during 2021- 2022 and the consultation platform that is the Network Development Programme.
- Covid 19 has brought forward the use of technology and changed not only the way we meet but also deliver services and raise income. Future plans and networks must reflect the changing needs of our organisations and the older people we serve.
- Sustaining and developing the networks will be a priority to continue to share good practice and learning
- To continue to foster closer working relationships and cross border support, it is hoped that a Chief Officer Away Day will be arranged to support post Covid income generation.

# **Financial Review**

Total incoming resources for the year were £19,227 (2020 £16,506) and total resources expended were £13,575 (2020 £17,510).

The balance sheet shows an increase in the level of net assets. There is an increase in debtors as grants from Age UK were received after the year end.

Holding all meetings virtually because of COVID resulted in reduced expenditure and an extra grant from Age UK has increased income and offset the reduction in subscription income.

The General Fund shows a surplus of £5,652. At 31st March 2021 the General Fund stood at £14,752 (2020 £9,100). The Project Funds, which are designated for spending on projects supporting the Aims across the West Midlands, stood at £11,756 (2020 £11,756).

#### **Deficits**

Transfers from the General Fund to support the central areas of work, including the regional networks, amounted to £4,650 (2020 £7,959) and an amount of £3,636 (2020 £3,708) 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 at the present time to generate reserves beyond the £27,260 currently held.

# **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

The Trustees (who are also directors of Age Concern Regional Support Services (West Midlands) for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently
- observe the methods and principles in the Charities SORP 2015 (FRS 102)
- make judgements and estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charitable company will continue in operation

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

# **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.

# **Examination of Accounts**

The trustees have decided not to have an external examination of the accounts as the turnover of the charity is below the threshold at which one is required

# **Approval**

This report was approved by the Board of Directors and signed on its behalf on 28th October 2021 by:

Alison Beachim

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Chair

# Statement of Financial Activities

(Including Income and Expenditure Account) for the year ended 31st March 2021

(	NOTES	General Fund	Regional meets/netwk	Project Funds	Total Funds 2021	Total Funds 2020
		£	£	£	£	£
INCOME FROM:	1.4					
Grants donations and legacies						
Grants Age UK/Age England Association		5,000	4,500	720	10.220	5,431
Investment Income						
Interest		7	-	-	7	25
Other income						
Contributions from Age UKs/Age Concerns		9,000	-	-	9,000	11,050
TOTAL INCOME	_	14,007	4,500	720	19,227	16,506
ω EXPENDITURE ON:	1.5		•			· · · · · · · · · · · · · · · · · · ·
Charitable Activities	1.5.1	-	9,150	720	9,870	13,742
Governance Costs	1.5.2	3,636	-	-	3,636	3,708
Other Costs		69	-	-	69	60
TOTAL EXPENDITURE	_	3,705	9,150	720	13575	17,510
Net Income/(expenditure)	_	10,302	(4,650)	-	5,652	(1,004)
TRANSFERS BETWEEN FUNDS						
Transfers re Members Events	4	(4650)	4,650	-	-	-
Net Movement in Funds		5,652	-	-	5,652	(1,004)
RECONCILIATION OF FUNDS						
Total Funds b/fwd 1 April 2020	•	9,100	-	11,756	20,856	21,860
Total Funds c/fwd 31 March 2021	_	14,752	-	11,756	26,508	20,856

All Incoming resources and resources expended derive from continuing activities.

The notes on pages 11 to 14 form part of these financial statements.

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

# Balance Sheet as at 31st March 2021

		2	2021	
	Notes	£	£	£
Current Assets				
Debtors and prepayments	1.7, 2	10,220		6,281
Cash at bank and in hand		<u>16,288</u>		<u>14,588</u>
		26,508		20,869
Creditors				
Amounts due within one year	3	-		(13)
Net Current Assets		<u>26,508</u>		<u>20,856</u>
Funds				
General Fund	1.6.1, 7		14,752	9,100
Project Funds	1.6.3, 7		<u>11,756</u>	<u>11,756</u>
			<u>26,508</u>	<u>20,856</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.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf on 28th October 2021 by:

Alison Reachim

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Alison Beachim Chair

The notes on pages 11 to 14 form part of these financial statements.

# Notes to the Financial Statements for the Year Ending 31st March 2021

# 1. Accounting policies

#### 1.1 General Information

Age Concern Regional Support Services (West Midlands) is a charitable company, limited by guarantee, and incorporated in England and Wales. The registered office is c/o Age UK Herefordshire & Worcestershire, Malvern Gate, Bromwich Road, Worcester, WR2 4BN.

The principal activity is operating as a charitable company as detailed in the Trustees report on pages 1 to 8.

The charity's presentational and functional currency is GBP. The financial statements are rounded to the nearest GBP.

#### 1.2 Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

Age Concern Regional Support Services (West Midlands) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

#### 1.3 Going Concern

The Trustees have considered the plans for the charity for a period of 12 months following the date of approval of the financial statements. Considering this, it is considered there are adequate resources to continue in operational existence and to meet liabilities as they fall due. Accordingly, the Trustees continue to adopt the going concern basis in preparing the Trustees report and financial statements.

#### 1.4 Income

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

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

#### 1.5 Expenditure

Resources expended are included in the Statement of Financial Activities on an accruals basis. All expenditure is inclusive of irrecoverable VAT.

- 1.5.1 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. During 2019-20 £4,878 was spent on Regional meetings and £8,512 on network meetings. In 2019-20 the expenditure on these meetings was £4,878 and £8,512 respectively. In addition £720 was spent on project meetings (2020 £352).
- 1.5.2 Governance costs comprise the costs associated with meeting the constitutional and statutory requirements of the charity, these comprise:

	2021	2020
Executive meetings	-	218
Accountant's costs	-	216
Finance/admin support/Insurance	3,623	3,261
Companies House	13 <sup>-</sup>	13
	3,636	3,708

#### 1.6 Fund accounting

- 1.6.1 The General Fund is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- 1.6.2 Regional Meeting and Network Funds are designated by the Trustees for the purposes of running members meetings and networks.
- 1.6.3 Project Funds have been designated by the Trustees to be used to benefit older people in the West Midlands through one off projects supporting the Organisation's Aims.

#### 1.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### 1.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

#### 1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation.

#### 1.10 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

#### 1.11 Critical accounting estimates and areas of judgement

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

## 2. Debtors and prepayments

		=====	=====
		-	13
	Accruals	-	13
		2021	2020
3.	Creditors: amounts due within one year		
		=====	=====
		10,220	6,281
	Other debtors	10,220	6,281 
		2021	2020
		2021	

#### 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.

#### Staff costs

There were no employees during the year to 31st March 2021.

During the year, no Trustees received any remuneration, benefits in kind or reimbursement of expenses (2020: £NIL).

# 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	Project	Total
	Funds	Funds	Funds
Current assets	14,752	11,756	26,508
Creditors	-		-
Total funds	14,752	11,756	26,508
	====	=====	=====

# 8. Financial instruments

	2021	2020
Financial assets measured at fair value through	16,288	14,588
income and expenditure.	=====	=====

Financial assets measured at fair value through income and expenditure comprise cash at bank and in hand.