

**REGISTERED COMPANY NUMBER: 08039848 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1147081**

**Report of the Trustees and  
Unaudited Financial Statements for the Year Ended 31 March 2017  
for  
Age Concern Christchurch**

Ward Goodman  
4 Cedar Park  
Cobham Road  
Ferndown Industrial Estate  
Wimborne  
Dorset  
BH21 7SF

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COMPANIES HOUSE

**Age Concern Christchurch**

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for the Year Ended 31 March 2017**

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**Age Concern Christchurch**  
**Report of the Trustees**  
**for the Year Ended 31 March 2017**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2017. The trustees have adopted the provisions of 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).

Age Concern Christchurch (ACC) aims to improve the quality of life for thousands of older people across the borough, helping them to retain their independence safely and with dignity to get the most out of life. ACC is a local charity for local older people. We aim to be responsive and innovative, flexible and community driven.

**OBJECTIVES AND ACTIVITIES**

**Information:** Being given the correct information and advice is crucially important in promoting the independence, involvement and interests of older people. We offer local information on topics such as tradespeople and social activities and supply Age UK guides and factsheets. We provide a telephone service and drop in and appointments at the office in Bargates. The service is available to people over 60, their relatives and carers and who live in Christchurch

Working with partner organisations we can help people access information on a wide range of issues including benefits advice, social care, housing, consumer issues, health, keeping warm in the winter, transport, power of attorney, wills and funeral planning. Lorraine Purdue manages our Information Service, and provides information to approximately 150 people every month.

**Friendship Clubs:** ACC operates 5 friendship clubs around the borough, providing a weekly meeting place offering care, support, socialising and entertainment to people in their locality. Activities include guest speakers, exercise, games and competitions (including bingo), outings to places of interest using the minibus, and so on. The clubs are run by volunteers and provide valuable feedback on our local resident's issues. This is a very important outreach activity for ACC, touching more than 100 people each week.

**Transport:** Transport is one of the most frequently identified problems for older people in our community. This year we have seen transport subsidies cut by the County Council, resulting in public meetings to make resident's views known to councillors.

ACC provides door-to-door service for the Friendship Clubs, regular weekly shopping trips, outings and day trips, and support for other local charity groups when required. We are looking to expand to offer new services to respond to cuts in local government provision and gaps in local bus services.

ACC operates two 16-seater minibuses ('Thelma' & 'Louise') that provide transport to underpin several of the activities that we deliver. During the year Age Concern New Milton closed down and donated ACC their 2 minibuses. Having reviewed our requirements and the condition of the busses we have subsequently decided to dispose of two of them and retain the ones from New Milton, both of which have tail lifts. Driver resources has been an issue, however our new Transport Manager Debbie Phillips has recruited several new driver volunteers during the year and transport is now delivering good results.

**Befriending:** We provide visiting and telephone befriending services. We receive referrals from Social Services, relatives, Health Visitors, Doctors, Nurses, or anyone in contact with an older person who is isolated and could benefit from regular contact. All referees are asked to check first with the older person (client) that they would like someone to visit them regularly. After receiving the referral, the ACC Befriending Co-ordinator will contact the client to arrange a visit. As long as the client is appropriate for the scheme the Co-ordinator will endeavour to introduce them to a volunteer, who will become their regular contact.

Lorraine Purdue manages 22 volunteer befrienders currently servicing 35 clients.

**Retail:** ACC operates 2 charity shops, in Tuckton and Bargates. In today's tough economic climate local authority grants have become hard to acquire, and without the shops and the revenue that they provide ACC would not be able to sustain our service delivery. Donations continue to flood in, providing the raw stock that ACC uses to generate the majority of its income.

**Age Concern Christchurch**  
**Report of the Trustees**  
**for the Year Ended 31 March 2017**

The year has not been without difficulties with weather, road works, sickness and staff issues all having had an impact on revenue and stretching our resources. Our Retail Manager Rose Trickett was on leave for some months due to a family illness, and has subsequently left ACC. Alistair Rumsey and Lorraine Purdue stepped into the breach, and the retail staff were exceptional in their commitment to keeping the shops running.

ACC continues to search for additional retail premises to underpin the sustainability of our business.

**Resources:** Age Concern Christchurch currently operates with a small team of paid staff and over 80 volunteers, under the leadership of our General Manager Alistair Rumsey. Without the commitment, dedication and skill of our workforce we would be unable to provide the services that we deliver every day. Our work with vulnerable people in our local community requires skills, understanding and compassion to determine an individual's problems and provide the appropriate solutions required. Our workforce is our greatest asset.

Looking to the future, Age Concern Christchurch will continue to review the range of services that we deliver to extend what we currently provide. Society is constantly changing, and the needs of an aging population are affected by the economy, legislation, financial cutbacks, transport and health provision. We will continue to grow our services to meet local needs, working with partners where appropriate to expand our operation in a sustainable, friendly and professional manner.

## **FINANCIAL REVIEW**

### **Financial position**

As at 31st March 2017, the charity's unrestricted reserves were £79,774 (2016: £54,539) and restricted reserves were £11,438 (2016: £2,250).

### **Reserves policy**

The trustees wish to retain adequate reserves to cover any unexpected repairs or refurbishment to the retail outlets, or repairs and/or replacement for either of the minibuses, all of which are in constant use by the charity to generate income and provide services to the beneficiaries of Age Concern Christchurch. Due to the substantial donations of both clothing and items kindly deposited by the general public, the trustees are intending to open a further retail outlet to generate further income, and it is anticipated that the new shop will require both setting up costs and additional upfront staff costs until the shop is up and running. The majority of funding generated from shops which are reliant entirely upon donation of goods. If there were a drop in donations and/or drop in sales, funds would be required to meet shortfall in order to continue to deliver vital community services. As at 31st March 2017, the charity's unrestricted reserves were £79,774 and restricted reserves were £11,438.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

## **REFERENCE AND ADMINISTRATIVE DETAILS**

### **Registered Company number**

08039848 (England and Wales)

### **Registered Charity number**

1147081

### **Registered office**

85 Bargates  
Christchurch  
Dorset  
BH23 1QQ

### **Trustees**

N Fox  
B A Kenyon  
F Neale  
S A Spendlowe  
S Spittle

Chairman  
Vice Chairman

**Age Concern Christchurch**


**Report of the Trustees  
for the Year Ended 31 March 2017**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Company Secretary**  
I Campbell

**Independent examiner**  
Ward Goodman  
4 Cedar Park  
Cobham Road  
Ferndown Industrial Estate  
Wimborne  
Dorset  
BH21 7SF

Approved by order of the board of trustees on ..... 30/8/2017 ..... and signed on its behalf by:

  
.....  
B A Kenyon - Trustee

**Independent Examiner's Report to the Trustees of  
Age Concern Christchurch**

I report on the accounts for the year ended 31 March 2017 set out on pages five to twelve.

**Respective responsibilities of trustees and examiner**

The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

- examine the accounts 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 the 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 accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, 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 accounts present a 'true and fair view' and the report is limited to those matters set out in the statements 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 and 387 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirements of Sections 394 and 395 of the Companies Act 2006 and with the methods and principles of the 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)

have not been met; or

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



J A Richardson  
ACA FCCA DChA  
Ward Goodman  
4 Cedar Park  
Cobham Road  
Ferndown Industrial Estate  
Wimborne  
Dorset  
BH21 7SF

Date: 30<sup>th</sup> August 2017

# Age Concern Christchurch

## Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the Year Ended 31 March 2017

	Notes	Unrestricted fund £	Restricted funds £	2017 Total funds £	2016 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies		36,401	13,000	49,401	9,087
<b>Charitable activities</b>					
Friendship groups		-	2,167	2,167	-
Relief of elderly		16,165	-	16,165	25,778
Other trading activities	3	117,947	-	117,947	120,844
Investment income	4	31	-	31	27
<b>Total</b>		<u>170,544</u>	<u>15,167</u>	<u>185,711</u>	<u>155,736</u>
<b>EXPENDITURE ON</b>					
Raising funds		116,485	562	117,047	112,413
<b>Charitable activities</b>					
Relief of elderly		28,824	2,167	30,991	30,518
Other		-	3,250	3,250	-
<b>Total</b>		<u>145,309</u>	<u>5,979</u>	<u>151,288</u>	<u>142,931</u>
<b>NET INCOME</b>		<u>25,235</u>	<u>9,188</u>	<u>34,423</u>	<u>12,805</u>
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		54,539	2,250	56,789	43,984
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>79,774</u></u>	<u><u>11,438</u></u>	<u><u>91,212</u></u>	<u><u>56,789</u></u>

### CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

**Age Concern Christchurch (Registered number: 08039848)**

**Balance Sheet  
At 31 March 2017**

	Notes	Unrestricted fund £	Restricted funds £	2017 Total funds £	2016 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	10	1,670	11,438	13,108	4,666
<b>CURRENT ASSETS</b>					
Debtors	11	5,034	-	5,034	4,843
Cash at bank		79,940	-	79,940	53,547
		<u>84,974</u>	<u>-</u>	<u>84,974</u>	<u>58,390</u>
<b>CREDITORS</b>					
Amounts falling due within one year	12	(6,870)	-	(6,870)	(6,267)
<b>NET CURRENT ASSETS</b>		<u>78,104</u>	<u>-</u>	<u>78,104</u>	<u>52,123</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>79,774</u>	<u>11,438</u>	<u>91,212</u>	<u>56,789</u>
<b>NET ASSETS</b>		<u>79,774</u>	<u>11,438</u>	<u>91,212</u>	<u>56,789</u>
<b>FUNDS</b>	13				
Unrestricted funds				79,774	54,539
Restricted funds				11,438	2,250
<b>TOTAL FUNDS</b>				<u>91,212</u>	<u>56,789</u>

The notes form part of these financial statements



**Balance Sheet - continued**  
**At 31 March 2017**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2017.

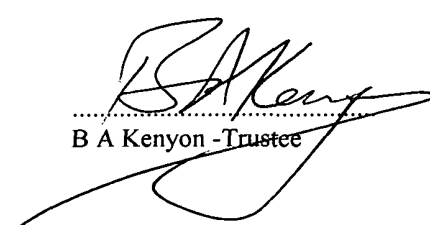
The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2017 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on ..... 30/8/2017 ..... and were signed on its behalf by:



.....  
B A Kenyon - Trustee

## **Age Concern Christchurch**

### **Notes to the Financial Statements for the Year Ended 31 March 2017**

#### **1. LEGAL FORM**

Age Concern Christchurch is a charity registered in the UK (registered charity number 1147081) and is a company limited by guarantee, registered in England and Wales (registered company number 08039848). Further details on page 2. The charity is a public benefit entity.

#### **2. ACCOUNTING POLICIES**

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 25% on cost
Motor vehicles	- 25% on reducing balance

##### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

# Age Concern Christchurch

## Notes to the Financial Statements - continued for the Year Ended 31 March 2017

### 2. ACCOUNTING POLICIES - continued

#### Cash at bank and in hand

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

#### Debtors and prepayments

Debtors and prepayments are recognised at the transaction price where an entity has a present obligation resulting from a past event that will probably result in the transfer of funds from a third party to the charity and the amount due to settle the obligation can be measured or estimated reliably.

#### Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their transaction price after allowing for any trade discounts due.

### 3. OTHER TRADING ACTIVITIES

	2017 £	2016 £
Shop income	115,911	113,533
Recycling	2,036	7,311
	<u>117,947</u>	<u>120,844</u>

### 4. INVESTMENT INCOME

	2017 £	2016 £
Deposit account interest	31	27
	<u>31</u>	<u>27</u>

### 5. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2017 £	2016 £
Depreciation - owned assets	4,558	1,681
	<u>4,558</u>	<u>1,681</u>

### 6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2017 nor for the year ended 31 March 2016.

#### Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2017 nor for the year ended 31 March 2016.

**Age Concern Christchurch**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2017**

**7. STAFF COSTS**

	2017	2016
	£	£
Wages and salaries	81,127	78,172
Social security costs	531	883
	<u>81,658</u>	<u>79,055</u>

Key management personnel remuneration was £20,778 during the year (2016; £17,239).

The average monthly number of employees during the year was as follows:

	2017	2016
	8	8
Charitable activities	<u>8</u>	<u>8</u>

A total of 3 employees received emoluments of between £10,000 and £60,000.

No employees received emoluments in excess of £60,000.

**8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted fund £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	9,087	-	9,087
<b>Charitable activities</b>			
Relief of elderly	23,611	2,167	25,778
Other trading activities	120,844	-	120,844
Investment income	27	-	27
<b>Total</b>	<u>153,569</u>	<u>2,167</u>	<u>155,736</u>
<b>EXPENDITURE ON</b>			
Raising funds	111,663	750	112,413
<b>Charitable activities</b>			
Relief of elderly	28,351	2,167	30,518
<b>Total</b>	<u>140,014</u>	<u>2,917</u>	<u>142,931</u>
<b>NET INCOME</b>	<u>13,555</u>	<u>(750)</u>	<u>12,805</u>
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	40,984	3,000	43,984
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>54,539</u>	<u>2,250</u>	<u>56,789</u>

**Age Concern Christchurch**

**Notes to the Financial Statements - continued  
for the Year Ended 31 March 2017**

**9. INDEPENDENT EXAMINERS FEE**

Independent Examiners' remuneration was £1,900 (2016:£1,250).

**10. TANGIBLE FIXED ASSETS**

	Fixtures and fittings £	Motor vehicles £	Totals £
<b>COST</b>			
At 1 April 2016	756	48,040	48,796
Additions	-	13,000	13,000
	<hr/>	<hr/>	<hr/>
At 31 March 2017	756	61,040	61,796
	<hr/>	<hr/>	<hr/>
<b>DEPRECIATION</b>			
At 1 April 2016	567	43,563	44,130
Charge for year	189	4,369	4,558
	<hr/>	<hr/>	<hr/>
At 31 March 2017	756	47,932	48,688
	<hr/>	<hr/>	<hr/>
<b>NET BOOK VALUE</b>			
At 31 March 2017	-	13,108	13,108
	<hr/>	<hr/>	<hr/>
At 31 March 2016	189	4,477	4,666
	<hr/>	<hr/>	<hr/>

**11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2017 £	2016 £
Other debtors	200	200
Prepayments	4,834	4,643
	<hr/>	<hr/>
	5,034	4,843
	<hr/>	<hr/>

**12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2017 £	2016 £
Trade creditors	2,180	4,243
Accrued expenses	4,690	2,024
	<hr/>	<hr/>
	6,870	6,267
	<hr/>	<hr/>

# Age Concern Christchurch

## Notes to the Financial Statements - continued for the Year Ended 31 March 2017

### 13. MOVEMENT IN FUNDS

	At 1.4.16 £	Net movement in funds £	At 31.3.17 £
<b>Unrestricted funds</b>			
General fund	54,539	25,235	79,774
<b>Restricted funds</b>			
Minibus fund	2,250	9,188	11,438
<b>TOTAL FUNDS</b>	<u>56,789</u>	<u>34,423</u>	<u>91,212</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	170,544	(145,309)	25,235
<b>Restricted funds</b>			
Minibus fund	13,001	(3,813)	9,188
Friendship Groups	2,166	(2,166)	-
	<u>15,167</u>	<u>(5,979)</u>	<u>9,188</u>
<b>TOTAL FUNDS</b>	<u>185,711</u>	<u>(151,288)</u>	<u>34,423</u>

### 14. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2017.