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 2020

for

Age Concern Christchurch

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



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Report of the Trustees for the Year Ended 31 March 2020

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 2020. 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 2019).

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. ACC is a Friend of Age UK

2019-20 has been interesting and challenging year for ACC. We started the year with 3 charity shops, but had difficulty in fully staffing them all due to staff shortage and illness. It also became apparent that the clothes-only shop at 50-52 Bargates was struggling financially, and the board took the decision to exercise the break clause in the lease and hand the shop back. In the event a new lessee was found and we handed the shop over early in January 2020. Our General Manager Alistair Rumsey retired due to ill health after 7 years with us, and will be greatly missed. We appointed a new General Manager Kim Parrott to replace him in January. In March the Covid19 pandemic hit and all our activities reduced dramatically, with shops closed and many services suspended.

Our retail operation, which continues to raise the majority of our funds, was affected by the general slowdown across the market but was relatively steady until the shutdown in March. Service delivery was good up to March, comparable with the previous year. Uncertainty about Brexit continued to be a cited as reason for everything, and will hopefully be finally completed by the end of 2020. Staff and volunteer illness has continued to be an issue during the year.

We continue to be vigilant with regard to costs, keeping tight control in order to keep our charity on a sound financial footing. Steps have been taken to furlough staff where appropriate during the Covid19 pandemic, and we continue to live within our means. ACC holds the required contingency monies to support our service operation in the difficult situation ahead. Legacies continue to provide an occasional and welcome boost to our finances.

OBJECTIVES AND ACTIVITIES

Information: Age UK / Age Concerns provides information and advice on a whole host of topics that older people may need help with in later life. From money and health to care and travel, we provide a wide range of information and leaflets to assist people to understand their rights and navigate the system. Being given the correct information is crucially important in promoting the independence, involvement and interests of older people.

Age Concern Christchurch offers local information on topics such as tradespeople and social activities, supply Age UK guides and factsheets, and signpost to other specialist organisations where appropriate. We provide a telephone service, drop in and appointments at our office in Bargates. The service is available to people over 60, their relatives and carers who live in Christchurch.

We provide information to approximately 80 people every month. During the shutdown we continue to provide this service on a telephone and email basis only.

Friendship Clubs: ACC now operates 6 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 ACC 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.

We have many people attending the clubs, but always struggle for volunteers to supervise. Volunteer Jill Barr, assisted by Kim Parrott, our General Manager, works hard to encourage people to take on the responsibility and enjoy the social interaction with our community.

The Friendship Clubs are suspended during the pandemic. The regulations including 'Rule of 6', social distancing, track & trace, etc will make reopening difficult. We will work with the group leaders to ensure the safety of volunteers and attendees once we are able to restart this important service to our community.

Report of the Trustees for the Year Ended 31 March 2020

Transport: Transport is one of the most frequently identified problems for older people in our community.

ACC runs a 15-seater minibus, with a motorised tail-lift. We provide door-to-door service for the Friendship Clubs, regular weekly shopping trips, outings and day trips, and support for other local charity groups as and when required. During the year the minibus has carried nearly 1,500 people, and in addition we have provided taxis when required to get people to events. Our volunteer drivers are much appreciated by ACC, and also by our clients.

Due to the Covid19 restrictions the minibus service is currently suspended.

Befriending: ACC provides befriending services to isolated people in our community. 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 and assess the situation. As long as the client is appropriate for our scheme the Co-ordinator will endeavour to introduce them to a volunteer, who will become their regular contact.

We currently have 15 volunteer befrienders servicing 22 clients. We are always on the lookout for new befriending volunteers, and the number of people referred to ACC continues to rise.

During the Covid19 pandemic we are continuing to service our befriending clients, although at present this is on a telephone only basis. We will review this as the pandemic restrictions reduce.

Retail: ACC now operates 2 charity shops, one in Tuckton and one in Bargates, having given back the second shop in Bargates during the year. The shops provide the majority of the revenue needed to keep ACC operating. Despite the general uncertainty in the market, and issues with staff and volunteer illness, we have traded reasonably well during the period, although less than last year. With the shops now closed and staff furloughed we are being very cautious about the future.

Donations of all sorts have continued to flood in, even while the shops are closed, providing the raw stock that ACC uses to generate the majority of its income. Sorting and grading this material, and deciding what is to go into the shops and pricing it is a huge task. Our shop leaders and volunteers do wonders with the donated material, and our organisation depends upon them.

Resources: Age Concern Christchurch currently operates with a small team of paid staff and over 55 volunteers, under the leadership of our new General Manager Kim Parrott. 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.

During the period our General Manager Alistair Rumsey left due to ill health after 7 years heading up ACC. His enthusiastic commitment and dedication have provided a solid base for the charity to operate, and he will be greatly missed by all.

Looking to the future, Age Concern Christchurch will continue to operate under the Government's Covid19 restrictions for the next few months. Once the restrictions are lifted we hope to return to a more normal situation with our services restarting and our shops reopening. We will review the range of services that we deliver and look at how to extend what we currently provide under whatever regulations that then prevail. 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.

We welcome the support of our local community, and are constantly on the lookout for new volunteers and partner organisations. Please come into any of our shops and the Bargates office for a chat and see how you can help us in this valuable service.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Trustee Recruitment

Report of the Trustees for the Year Ended 31 March 2020

Age Concern Christchurch's board of trustees comprises a number of people from our community who provide oversight, advice and support for the activities of the charity. Our trustees provide skills and experience across a range of areas, and as volunteers are not paid for their services.

Age Concern Christchurch attracts trustees via a number of different methods. We place adverts in local papers, articles on social media, talk about it at public meetings, and welcome people who come through personal contacts. People interested in becoming trustees must go through a process to ensure that they fulfil the criteria, offer skills that the charity can utilise, and are fully aware of the duties and responsibilities they will be taking on. Following an informal meeting with 2 current trustees, documents detailing roles & responsibilities are shared, and full applicant details including references are requested. Applicants are invited to attend a board meeting as a guest, where the board can meet them and get to know them. The board will subsequently vote to accept or reject their application, and co-opt them onto the board until the next AGM, when they can be formally voted onto the board.

FINANCIAL REVIEW

Financial position

As at 31st March 2020, the charity's unrestricted reserves were £67,149 (2019: £71,227) and restricted reserves were £7,872 (2019: £8,927).

Reserves policy

The trustees wish to retain adequate reserves to cover any unexpected repairs or refurbishment to our premises, or repairs and/or replacement of the minibus, all of which are in constant use by the charity to generate income and provide services to the beneficiaries of Age Concern Christchurch.

The majority of funding is generated from our shops which are reliant entirely upon donation of goods, with additional funds coming from legacies. If there were a drop in donations and/or drop in sales, funds would be required to meet our commitments in order to continue to deliver vital community services.

In order to keep the ACC operation running for a period of 6 months in the unlikely situation that all income streams ceased, whilst expenditure continues at approximately the current rate, we estimate that the reserves needed would be £35,000. As at 31st March 2020, the charity's unrestricted reserves were £67,149 and restricted reserves were £7,872.

Free reserves were £67,149 at 31st March 2020 as all tangible fixed assets are held in a restricted fund.

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

Ms N Fox
B A Kenyon
S A Spendlowe Funeral Director
N A R Andrews Solicitor
R D Smith Solicitor (appointed 21.8.2019)
S G Macfarlane Retired (appointed 20.11.2019)

Report of the Trustees for the Year Ended 31 March 2020

REFERENCE AND ADMINISTRATIVE DETAILS

Company Secretary N A R Andrews

Independent Examiner

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

This report has been prepared in accordance with the special provisions of Part 15 of Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on ... Zo Jan 2021 and signed on its behalf by:

B A Kenyon - Trustee

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

Independent examiner's report to the trustees of Age Concern Christchurch ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2020.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

- 1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
- 2. the accounts do not accord with those records; or
- 3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Ian M Rodd BSc FCA FCCA Ward Goodman 4 Cedar Park Cobham Road

Ferndown Industrial Estate

Wimborne Dorset

BH21 7SF

Date: 25 Vancey 2021

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Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the Year Ended 31 March 2020

		Unrestricted fund	Restricted funds	2020 Total funds	2019 Total funds
INCOME AND ENDOWMENTS FROM Donations and legacies	Notes	£ 33,934	£	£ 33,934	£ 30,184
Donations and regacies		33,334		33,334	50,104
Charitable activities		14140		14140	11.075
Relief of elderly Friendship groups		14,142 1,142	-	14,142 1,142	11,275 1,212
Triendship groups		1,172	_	1,172	1,212
Other trading activities	3	82,660	-	82,660	116,725
Investment income	4	153	-	153	82
Other income		-			1,308
Total		132,031	-	132,031	160,786
EXPENDITURE ON Raising funds		108,203	1,055	109,258	124,523
Raising Tuitos		100,205	1,055	105,250	127,525
Charitable activities					
Relief of elderly		12,562	-	12,562	9,815
Friendship groups		2,400	-	2,400	1,692
Other		12,944		12,944	13,338
Total		136,109	1,055	137,164	149,368
					
NET INCOME/(EXPENDITURE)		(4,078)	(1,055)	(5,133)	11,418
RECONCILIATION OF FUNDS					
Total funds brought forward		71,227	8,927	80,154	68,736
TOTAL FUNDS CARRIED FORWARD		67,149	7,872	75,021	80,154
		-			

Balance Sheet 31 March 2020

		Unrestricted fund	Restricted funds	2020 Total funds	2019 Total funds
	Notes	£	£	£	£
FIXED ASSETS Tangible assets	10	-	3,165	3,165	4,219
CURRENT ASSETS					
Debtors	11	5,435	-	5,435	5,594
Cash at bank		64,920	4,707	69,627	75,879
		70,355	4,707	75,062	81,473
CREDITORS					
Amounts falling due within one year	12	(3,206)	-	(3,206)	(5,538)
NET CURRENT ASSETS		67,149	4,707	71,856	75,935
TOTAL ASSETS LESS CURRENT					
LIABILITIES		67,149	7,872	75,021	80,154
NET ASSETS		67,149	7,872 	75,021	80,154
FUNDS	13				
Unrestricted funds				67,149	71,227
Restricted funds				7,872	8,927
TOTAL FUNDS				75,021	80,154

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2020 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 provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue or and were signed on its behalf by:

B A Kenyon - Froste

The notes form part of these financial statements

Notes to the Financial Statements for the Year Ended 31 March 2020

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 2019)', 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.

These accounts are compliant with Update Bulletin 1 and FRS 102 Section 1A.

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.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

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.

Cash at bank and in hand

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Notes to the Financial Statements - continued for the Year Ended 31 March 2020

2. ACCOUNTING POLICIES - continued

Debtors and prepayments

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.

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.

Government grants

Government grants shall be recognised in profit or loss on a systematic basis over the periods in which the entity recognises as expenses the related costs for which the grants are intended to compensate.

2010

2020

3. OTHER TRADING ACTIVITIES

	2020	2019
	£	£
Shop income	82,660	116,725

4. INVESTMENT INCOME

	2020	2019
	£	£
Deposit account interest	153	82
•		

5. NET INCOME/(EXPENDITURE)

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

	2020	2019
	£	£
Independent exam remuneration	2,262	2,262
Depreciation - owned assets	1,054	1,407
Surplus on disposal of fixed assets	-	(1,308)
		

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

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Notes to the Financial Statements - continued for the Year Ended 31 March 2020

7. STAFF COSTS

	2020	2019
	£	£
Wages and salaries	65,010	75,580
Other pension costs	1,390	1,379
	66,400	76,959
		===

Key management personnel remuneration was £19,500 during the year (2019; £14,355) excluding an additional amount of £357 from reimbursed expenses.

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

		2020	2019
Charitable activities	,	7	8

A total of 2 employees (2019: 4) 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

COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES				
	Unrestricted	Restricted	Total	
	fund	funds	funds	
	£	£	£	
INCOME AND ENDOWMENTS FROM				
Donations and legacies	30,184	•	30,184	
Charitable activities				
Relief of elderly	11,275	-	11,275	
Friendship groups	1,212	-	1,212	
Other trading activities	116,725	-	116,725	
Investment income	82	-	82	
Other income	<u>-</u>	1,308	1,308	
Total	159,478	1,308	160,786	
EXPENDITURE ON .				
Raising funds	123,119	1,404	124,523	
Charitable activities				
Relief of elderly	9,815	-	9,815	
Friendship groups	1,692	-	1,692	
Other	13,338	<u>-</u>	13,338	
Total	147,964	1,404	149,368	
NET INCOME/(EXPENDITURE)	11,514	(96)	11,418	
RECONCILIATION OF FUNDS				
Total funds brought forward	59,713	9,023	68,736	

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

8.	COMPARATIVES FOR THE STATEMENT OF FINANCIAL	L ACTIVITIES	- continued	
		Unrestricted fund £	Restricted funds	Total funds £
	TOTAL FUNDS CARRIED FORWARD	71,227	8,927	80,154
9.	INDEPENDENT EXAMINERS FEE			
	Independent Examiners' remuneration was £2,262 (2019: £2,262).			
10.	TANGIBLE FIXED ASSETS	Fixtures and fittings £	Motor vehicles £	Totals £
	COST At 1 April 2019 and 31 March 2020	7 56	10,000	10,756
	DEPRECIATION At 1 April 2019 Charge for year	756	5,781 1,054	6,537 1,054
	At 31 March 2020	756	6,835	7,591
	NET BOOK VALUE At 31 March 2020	-	3,165	3,165
•	At 31 March 2019		4,219	4,219
11.	DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEA	R	2020	2019
	Other debtors Prepayments		£ 435 5,000	£ 300 5,294
			5,435	5,594

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

12.	CREDITORS: AMOUNTS FALLING DUE WITHIN ON	E YEAR		
		·—	2020	2019
			£	£
	Trade creditors		353	2,788
	Social security and other taxes		225	2.750
	Accrued expenses		2,628	2,750
			3,206	5,538
			====	===
13.	MOVEMENT IN FUNDS			
10.	NIO VENIERVI II VI GIUDO		Net	
			movement	At
		At 1.4.19	in funds	31.3.20
		£	£	£
	Unrestricted funds			
	General fund	71,227	(4,078)	67,149
	Restricted funds			
	Minibus fund	8,927	(1,055)	7,872
				
	TOTAL FUNDS	80,154	(5,133)	75,021
	Net movement in funds, included in the above are as follows:			
		Yn annin a	D	N/
		Incoming resources	Resources expended	Movement in funds
		£	£	£
	Unrestricted funds	ئ	2	2
	General fund	132,031	(136,109)	(4,078)
	TD 414.16.1			
	Restricted funds Minibus fund		(1,055)	(1.055)
	Williams fulld	•	(1,055)	(1,055)
				
	TOTAL FUNDS	132,031	(137,164)	(5,133)
	Comparatives for movement in funds			
			Net	
		.	movement	At
		At 1.4.18	in funds	31.3.19
	Unrestricted funds	£	£	£
	General fund	59,713	11,514	71,227
		55,715	44,547	11,441
	Restricted funds	0.055	15.5	a a = =
	Minibus fund	9,023	(96)	8,927
	TOTAL FUNDS	68,736	11,418	80,154
				

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

13. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds
Unrestricted funds General fund	159,478	(147,964)	11,514
Restricted funds Minibus fund	1,308	(1,404)	(96)
TOTAL FUNDS	160,786	(149,368)	11,418

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.18	Net movement in funds £	At 31.3.20 £
Unrestricted funds General fund	59,713	7,436	67,149
Restricted funds Minibus fund	9,023	(1,151)	7,872
TOTAL FUNDS	68,736	6,285	75,021

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds General fund	291,509	(284,073)	7,436
Restricted funds Minibus fund	1,308	(2,459)	(1,151)
TOTAL FUNDS	292,817	(286,532)	6,285

Notes to the Financial Statements - continued for the Year Ended 31 March 2020

14. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2020 (31 March 2019: £Nil)