

**Report of the Trustees and  
Unaudited Financial Statements for the Year Ended 31 March 2018  
for  
Age Concern Christchurch**

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

**Age Concern Christchurch  
Contents of the Financial Statements  
for the Year Ended 31 March 2018**

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**Age Concern Christchurch  
Report of the Trustees  
for the Year Ended 31 March 2018**

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 2018. 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.

2017-18 has been a difficult year for ACC. We have had problems with staff joining, leaving and illness, disruption to the shop with roadworks in Bargates, and reliability issues with the minibuses. This has had an effect upon our revenue for the year, however we have managed to maintain our services and emerge at the end of the year in a strong position and with a third retail premises. We are currently undertaking a thorough review of our operation, including services offered, management structure, policies, procedures and responsibilities to enable us to more effectively handle the challenging economic circumstances that we foresee over the forthcoming years.

## **OBJECTIVES AND ACTIVITIES**

**Information:** Being given the correct information 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, supply Age UK guides and factsheets, and signpost to other specialist organisations where appropriate. 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 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. Lorraine's health has been poor for some months and we hope for a recovery soon. Her supporting volunteers have delivered a stalwart performance in her absence.

**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.

We have many people attending the clubs, but always struggle for volunteers to supervise. Alistair Rumsey works hard to encourage people to take on the responsibility

**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. During the year we have employed and lost a transport manager, had several reliability issues, and reduced our fleet of busses back down to two. Our two 16-seater minibuses provide transport to underpin several of the activities that we deliver.

**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.

We currently have 22 volunteer befrienders currently servicing 38 clients. We are always on the lookout for new befriending volunteers, and the number of people referred to ACC continues to rise.

**Retail:** ACC now operates 3 charity shops, one in Tuckton and two in Bargates, one specialising in clothes. Without the shops and the revenue that they provide ACC would not be able to sustain our service delivery. During the year we acquired an additional shop in Bargates, and fitted it out to sell only clothing. We expect the new shop to help to increase our revenue to enable us to start additional services.

Donations of all sorts continue to flood in, 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 is a huge task. Our shop leaders and volunteers do wonders with the donated material, and our organisation depends upon them.

**Age Concern Christchurch  
Report of the Trustees  
for the Year Ended 31 March 2018**

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 left ACC in May after several years. Alistair Rumsey and Lorraine Purdue stepped into the breach, and the retail staff were exceptional in their commitment to keeping the shops running.

**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 and 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.

We welcome the support of our local community. Please come into any of our shops and the Bargates office for a chat and see how you can help.

## **FINANCIAL REVIEW**

### **Financial position**

As at 31st March 2018, the charity's unrestricted reserves were £59,875 (2017: £79,774) and restricted reserves were £9,023 (2017: £11,438).

### **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 £59,875 and restricted reserves were £9,023.

## **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

N A R Andrews

Chairman

Vice Chairman

Solicitor

- appointed 1.4.2017

### **Company Secretary**

N A R Andrews

**Age Concern Christchurch  
Report of the Trustees  
for the Year Ended 31 March 2018**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**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 15 October 2018 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 2018.

**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

15 October 2018

**Age Concern Christchurch**  
**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**for the Year Ended 31 March 2018**

		Unrestricted fund £	Restricted funds £	2018 Total funds £	2017 Total funds £
Notes					
<b>INCOME AND ENDOWMENTS FROM</b>					
	Donations and legacies	14,487	-	14,487	49,401
<b>Charitable activities</b>					
	Friendship groups	1,422	-	1,422	2,167
	Relief of elderly	13,641	-	13,641	16,165
3	Other trading activities	113,459	-	113,459	117,947
4	Investment income	26	-	26	31
	Other income	919	23	942	-
	<b>Total</b>	<u>143,954</u>	<u>23</u>	<u>143,977</u>	<u>185,711</u>
<b>EXPENDITURE ON</b>					
	Raising funds	124,451	2,438	126,889	120,297
<b>Charitable activities</b>					
	Friendship groups	2,121	-	2,121	-
	Relief of elderly	23,032	-	23,032	30,991
	Other	14,411	-	14,411	-
	<b>Total</b>	<u>164,015</u>	<u>2,438</u>	<u>166,453</u>	<u>151,288</u>
	<b>NET INCOME/(EXPENDITURE)</b>	<u>(20,061)</u>	<u>(2,415)</u>	<u>(22,476)</u>	<u>34,423</u>
<b>RECONCILIATION OF FUNDS</b>					
	<b>Total funds brought forward</b>	<u>79,774</u>	<u>11,438</u>	<u>91,212</u>	<u>56,789</u>
	<b>TOTAL FUNDS CARRIED FORWARD</b>	<u><u>59,713</u></u>	<u><u>9,023</u></u>	<u><u>68,736</u></u>	<u><u>91,212</u></u>

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

**Balance Sheet  
At 31 March 2018**

	Notes	Unrestricted fund £	Restricted funds £	2018 Total funds £	2017 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	10	-	7,313	7,313	13,108
<b>CURRENT ASSETS</b>					
Debtors	11	2,542	-	2,542	5,034
Cash at bank		<u>60,377</u>	<u>1,710</u>	<u>62,087</u>	<u>79,941</u>
		62,919	1,710	64,629	84,975
<b>CREDITORS</b>					
Amounts falling due within one year	12	(3,206)	-	(3,206)	(6,871)
<b>NET CURRENT ASSETS</b>		<u>59,713</u>	<u>1,710</u>	<u>61,423</u>	<u>78,104</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>59,713</u>	<u>9,023</u>	<u>68,736</u>	<u>91,212</u>
<b>NET ASSETS</b>		<u>59,713</u>	<u>9,023</u>	<u>68,736</u>	<u>91,212</u>
<b>FUNDS</b>	13				
Unrestricted funds				59,713	79,774
Restricted funds				<u>9,023</u>	<u>11,438</u>
<b>TOTAL FUNDS</b>				<u>68,736</u>	<u>91,212</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2018.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2018 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 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.
- (b)

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

The financial statements were approved by the Board of Trustees on 15 October 2018 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 2018**

**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.

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.

**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.

**Age Concern Christchurch**  
**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2018**

**3. OTHER TRADING ACTIVITIES**

	2018	2017
	£	£
Shop income	113,359	115,911
Recycling	100	2,036
	<u>113,459</u>	<u>117,947</u>

**4. INVESTMENT INCOME**

	2018	2017
	£	£
Deposit account interest	<u>26</u>	<u>31</u>

**5. NET INCOME/(EXPENDITURE)**

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

	2018	2017
	£	£
Depreciation - owned assets	2,437	4,558
Surplus on disposal of fixed asset	<u>(942)</u>	<u>-</u>

**6. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2018 nor for the year ended 31 March 2017.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2018 nor for the year ended 31 March 2017.

**7. STAFF COSTS**

	2018	2017
	£	£
Wages and salaries	84,576	81,127
Social security costs	201	531
Other pension costs	1,409	-
	<u>86,186</u>	<u>81,658</u>

Key management personnel remuneration was £20,311 during the year (2017; £20,778).

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

	2018	2017
	<u>8</u>	<u>8</u>
Charitable activities		

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

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

**Age Concern Christchurch**  
**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2018**

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

	Unrestricted fund £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	36,401	13,000	49,401
<b>Charitable activities</b>			
Friendship groups	-	2,167	2,167
Relief of elderly	16,165	-	16,165
Other trading activities	117,947	-	117,947
Investment income	31	-	31
<b>Total</b>	<u>170,544</u>	<u>15,167</u>	<u>185,711</u>
<b>EXPENDITURE ON</b>			
Raising funds	116,485	3,812	120,297
<b>Charitable activities</b>			
Relief of elderly	28,824	2,167	30,991
<b>Total</b>	<u>145,309</u>	<u>5,979</u>	<u>151,288</u>
<b>NET INCOME/(EXPENDITURE)</b>	<u>25,235</u>	<u>9,188</u>	<u>34,423</u>
<b>RECONCILIATION OF FUNDS</b>			
<b>Total funds brought forward</b>	<u>54,539</u>	<u>2,250</u>	<u>56,789</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>79,774</u>	<u>11,438</u>	<u>91,212</u>

**9. INDEPENDENT EXAMINERS FEE**

Independent Examiners' remuneration was £2,262 (2017:£1,900).

**10. TANGIBLE FIXED ASSETS**

	Fixtures and fittings £	Motor vehicles £	Totals £
<b>COST</b>			
At 1 April 2017	756	61,040	61,796
Disposals	-	(48,040)	(48,040)
At 31 March 2018	<u>756</u>	<u>13,000</u>	<u>13,756</u>
<b>DEPRECIATION</b>			
At 1 April 2017	756	47,932	48,688
Charge for year	-	2,437	2,437
Eliminated on disposal	-	(44,682)	(44,682)
At 31 March 2018	<u>756</u>	<u>5,687</u>	<u>6,443</u>
<b>NET BOOK VALUE</b>			
At 31 March 2018	<u>-</u>	<u>7,313</u>	<u>7,313</u>
At 31 March 2017	<u>-</u>	<u>13,108</u>	<u>13,108</u>

**Age Concern Christchurch**  
**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2018**

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

	2018	2017
	£	£
Other debtors	200	200
Prepayments	<u>2,342</u>	<u>4,834</u>
	<u><u>2,542</u></u>	<u><u>5,034</u></u>

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

	2018	2017
	£	£
Trade creditors	640	2,181
Accrued expenses	<u>2,566</u>	<u>4,690</u>
	<u><u>3,206</u></u>	<u><u>6,871</u></u>

**13. MOVEMENT IN FUNDS**

	At 1.4.17 £	Net movement in funds £	At 31.3.18 £
<b>Unrestricted funds</b>			
General fund	79,774	(20,061)	59,713
<b>Restricted funds</b>			
Minibus fund	11,438	(2,415)	9,023
<b>TOTAL FUNDS</b>	<u><u>91,212</u></u>	<u><u>(22,476)</u></u>	<u><u>68,736</u></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	143,954	(164,015)	(20,061)
<b>Restricted funds</b>			
Minibus fund	23	(2,438)	(2,415)
<b>TOTAL FUNDS</b>	<u><u>143,977</u></u>	<u><u>(166,453)</u></u>	<u><u>(22,476)</u></u>

**Comparatives for 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><u>56,789</u></u>	<u><u>34,423</u></u>	<u><u>91,212</u></u>

**Age Concern Christchurch**  
**Notes to the Financial Statements - continued**  
**for the Year Ended 31 March 2018**

**13. MOVEMENT IN FUNDS - continued**

Comparative 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 2018.

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.