AGE CONCERN MERTON (LIMITED BY GUARANTEE) FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2006

A48 COMPANIES HOUSE

16/11/2006

CONTENTS

	Page
Company Information	1 - 2
Directors' Report	3 – 14
Independent Auditors' Report to the Members	15 - 16
Statement of Financial Activities	17
Summary Income and Expenditure Account	18
Balance Sheet	19
Notes to the Financial Statements	20 – 28

COMPANY INFORMATION

Company registration No.

5173595

Charity registration No.

1105384

Principal address & Registered Office

277 London Road Mitcham

Surrey CR4 3NT

Bankers

Barclays Bank Plc

Wimbledon Business Centre

P O Box No 850 Barclays House 8 Alexandra Road Wimbledon SW19 7LA

Auditors

Hartley Fowler LLP

Nelson House

58 Wimbledon Hill Road

Wimbledon London SW19 7PA

Solicitors

Russell-Cooke

2 Putney Hill Putney London SW15 6AB

Directors

Bryan Wagner

Chairman & Company Secretary

Elaine Payne

Honorary Treasurer

David Hobson

Vice Chairman

Shirley Wyschna

Trustee - (Resigned May 2006)

Michael Mitchell

Trustee

Saleem U Sheikh MBE

Trustee

Shirley Fernandez

Trustee – (Appointed 16 May 2005)

Co-opted during the year

Claire Gummett - Co-opted March 2006

Other non voting members

Cllr Corina Edge – Local Authority Representative Cllr Sheila Knight – Local Authority Representative Liz Barker – Field Officer Age Concern England

COMPANY INFORMATION – (CONTINUED)

Chief Executive Officer

Lynne Bainbridge

Senior Staff

Sarah Cooke Stella Beston Jean Osborne Trading Officer Finance Officer

Senior Day Centre Worker

Staff Team

Dave Davis Sue Tickner

Information & Advice Officer Ageing Well Development Worker /Celebrating Age Festival Co-ordinator

Jan Clark

Wendy Masterson Alison Gibb Kwaku Tweenboa Alan Martin Robert Hedges Robert Towner Barbara West

Craft Tutor/ Day Centre Day Centre Day Centre Day Centre Day Centre Transport Transport Keep Fit Tutor Domestic support Domestic support

Una Barnes Sally Mabey

DIRECTORS' REPORT

The directors present herewith their annual report, together with the audited financial statements of the company for the year ended 31 March 2006.

PRINCIPAL ACTIVITY

The company's principal activity during the year was to promote independence, well being and quality of life for all older people in the London Borough of Merton.

A detailed review of the charity's activities is set out further in this report.

DIRECTORS

The directors of the company at 31 March 2006 were as follows:

Mr Michael Mitchell Mrs Shirley Wyschna Mr David Hobson Mrs Shirley Fernandez – appointed May 2005 Ms Elaine Payne Mr Bryan Wagner Ms Sheikh Saleemullah

The directors are also trustees of the charity.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The directors are responsible for preparing the directors report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice. Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements:
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

STATEMENT OF DISCLOSURES TO THE AUDITORS

- (a) so far as the directors are aware, there is no relevant audit information of which the company's auditors are unaware, and
- (b) they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

DIRECTORS' REPORT – (CONTINUED)

Structure, Governance and Management

Age Concern Merton is a Company Limited by Guarantee and a Registered Charity. The Memoranda and Articles of Association of Age Concern Merton were adopted in 2004. At the same time the organisation formally extended the geographical area of the organisation's work to encompass the entire borough of Merton. Additionally at that time the Board invited local partner organisations with an interest in our work to become members of Age Concern Merton; this offers the Board a much wider reference group for consultation purposes and enhances partnership working. The Chairperson is also the Company Secretary.

The governing body of the Charity is the Board of Trustees which currently comprises of 7 members with three exofficio representatives. The Board meets every six weeks; with the Finance Sub Committee meeting every five weeks, this is the only regular sub group. Others are constituted on an ad hoc basis to complete finite pieces of work. The Chief Executive attends all Board meetings and sub committee meetings. The Finance Officer attends the Finance Sub Committee.

In the last year the Board have undertaken a full review of the Charities' services and the two subsidiary companies through the commissioning of the Age Concern Merton Business Plan. The preparation of the Business Plan involved consultation with staff, volunteers, service users, stakeholders and members of Age Concern Merton. This document represents the Board's intentions for the next three years and is a key document for the future work of the organisation. The Board has subsequently held an away day for Trustees, staff and volunteers to discuss the implementation of the Business Plan.

Trustees are elected for three years after which they may be re-elected for a further three years. The Board co-opts members in between Annual General Meetings when a vacancy arises. Trustees are recruited through professional, personal or member contacts. We aim to recruit local people or people whose skills the Board have identified as needed. New Trustees are given an induction pack and training, further training is offered on a regular basis, as it is to all Board members.

The Board's role is to give strategic direction to the organisation, to ensure that its policies and procedures are robust and relevant, to be responsible for the good financial management and budgeting processes.

Risk and Internal Control

The Trustees have overall responsibility for ensuring the Charity has the most appropriate and effective control systems to safeguard the organisation and any of its assets. These controls protect the organisation against fraud and other irregularities. This role and the associated practices offer reassurance that:

- the Charity's assets are safeguarded against unauthorised use or disposition.
- proper and reliable financial records are maintained.
- the Charity complies with all relevant legislation and regulations.

The organisation's policies and procedures have been reviewed and updated during the last year and continue to be revisited on regular basis. The Board work closely with the senior staff to address risk within the operation of the organisation. This is in addition to support around financial controls from our auditors Hartley Fowler LLP.

The Trustees have reviewed the major risks to which the charity is exposed in its operation and finances. Operational risks are minimised by the implementation of appropriate policies and procedures. Insurance policies are in place to cover public liability, premises and contents, professional indemnity, vehicles, drivers and volunteers. These are reviewed annually by the Trustees.

The Trustees have identified an inherent risk in that the charity is heavily dependent on funding from the London Borough of Merton. This funding has been agreed in principle for a further year, but future funding will be subject to the changes occurring in local authority commissioning arrangements and the development of funding streams from the Sutton & Merton Primary Care Trust and Practice Based Commissioning Groups.

DIRECTORS' REPORT – (CONTINUED)

Risk and Internal Control - continued

We shall be monitoring developments closely, but have a reasonable expectation that we are acknowledged as a key provider of services and are "fit for purpose". Other sources of income continue to be developed and the Trustees have decided that no new services will be undertaken unless specific funding is secured. The trustees are committed to maintaining free reserves of at least six months ordinary running costs.

Objectives and Activities

Our Purpose

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 London Borough of Merton.

Activities

- to encourage, promote and organise direct services appropriate to the needs of individual elderly people or groups of elderly people and if thought to make reasonable charges for any services provided hereunder.
- to promote and organise co-operation in the achievement of the above object and to that end to support, join in with co-operate with other charities, voluntary bodies, statutory authorities and other organisations operating in furtherance of the object or of similar charitable purposes and to exchange information and advice with them.
- to establish, support undertake or execute any charitable trusts, organisations or institutions formed all or any of the objects.
- to promote and carry out, or assist in promoting and carrying out, surveys investigations and research.
- to provide food, drink and refreshments as appropriate but only for persons participating in the activities of the Charity.
- to arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes and training courses.
- to publish books, pamphlets, reports, leaflets, journals, films, videos, tape and other material.
- to appoint and constitute such advisory committees as a Board of Trustees (hereafter referred to as "the Board" and as further described in Article 1 of the Articles of Association) may think fit.

The Beneficiaries

All those aged 55yrs and over and their carers who live in the London Borough of Merton.

Principal Activities

Day Centre

The role of the Day Centre, which is held in our own premises, is to offer an opportunity to maintain physical, mental and social skills, and the activities and structure of the day are geared to the fulfilment of these aims. The service also offers an opportunity for respite for the carers, giving them a break from their responsibilities. Many of theses carers are older people themselves.

The Centre operates six days a week (Monday – Friday and Sunday). The staff team comprises 6 paid staff and 3 volunteers). We have an average of 110 visitors per week, with capacity for 120. There is no limit to the number of days any individual can attend, but the average is two days a week and the maximum six days. The majority of our visitors are housebound because of mobility or mental health difficulties; all are isolated and most lack direct family support. A large number of them receive community care packages.

All those attending are assessed by us to ensure they derive the maximum benefit from the service. We receive referrals from statutory and voluntary agencies as well as from the public, religious and community groups, but we also encourage older people and their carers to self-refer.

DIRECTORS' REPORT – (CONTINUED)

Principal Activities - continued

Day Centre

Within the day centre format we have an exercise class, a craft class, guest speakers, aromatherapy sessions (one-to-one with a therapist fortnightly), outings, visits from the local community librarian, with a permanent lending library renewed every month, and a regular programme of entertainments, games and quizzes. All our visitors have access to our other services.

Gladstone Day Centre Consortium

Age Concern Merton formed a consortium with Merton Community Transport, St Marks Family Centre and the Merton and Morden Guild to offer a "virtual" day centre for the attendees of the Gladstone Day Centre that was closed in September 2005. The 75 attendees were invited to opt to attend any of the three centres named above with Merton Community Transport providing transport assistance. The consortium is administered and co-ordinated by Age Concern Merton.

Our Objectives:

- to maintain numbers attending the day centre. Achieved
- to continue to offer a varied programme to our day centre visitors. Achieved
- to ensure the members of the Gladstone Day Centre are supported during the transition phase and are offered any additional support and services required to enable their re-settlement across the three venues used. Achieved
- to continue to identify specific training required by staff and volunteers. Achieved

Transport

Our three minibuses provide transport for the day centre and all the groups we support in the community as required. The minibuses are fully accessible and two are less then three years old, the Board have plans in place for renewal options for the oldest vehicle of the fleet and will regularly review the effectiveness and efficiency of the transport section.

We have two paid staff and three volunteer drivers, who have all undergone Midas driver training, which is a nationally recognised qualification for minibus driving. This is reviewed every three years. All our escorts have undergone Passenger Assistant Training also a nationally recognised qualification for transport escorts. All the vehicles are operated under a Section 19 permit and as a requirement of this regulation each minibus undergoes safety servicing every 8-10 weeks in addition to annual services, MOT's. The passenger lifts undergo safety checks every six months with weight testing every 12 months.

We are members of the Community Transport Association and continue to collaborate with Merton Community Transport to ensure optimum use of resources and to develop new ways to meet the transport needs of older people. Our vehicles are regularly "pooled" for use by the wider community. The Board are committed to sharing our resources for the benefit of the wider community in Merton.

Our Objectives:

- to continue to ensure that the vehicles are operated within the law and to follow best practice in the operation of the fleet. Achieved
- to ensure that drivers and escorts, both paid staff and volunteers, have access to appropriate training. Achieved
- to maximise any external income raised from "pooling" commitments to offset running costs. Achieved

DIRECTORS' REPORT – (CONTINUED)

Principal Activities - continued

Information and Advice Service

This service continues grow busier each year with a dedicated worker employed for 28 hours a week, the funding for this post is currently being met from reserves and this is referred to in the development priorities of the Business Plan.

An average of 80 people a week are helped directly by this service, either in our office or in their own homes, another 40-50 people are assisted by telephone, by post or increasingly by email. Many have been helped to claim the welfare benefits to which they are entitled and we estimate that the service has helped people to claim some £375,000 in such benefits over the past year. We are increasingly representing people at Appeal hearings for welfare benefit claims.

We have seen an increase in information and advice required about long term care decisions and intensive care packages from carers and service users. Our home visiting service remains popular and much needed. We work increasingly with a wide number of health and social care professionals.

Our worker has in the past year held public outreach sessions in conjunction with trading standards and an advocacy organisation on the topic of "Know your Rights". We are pleased that the Department of Work and Pensions continue to hold a weekly "surgery" in our premises, providing an additional source of specialist information and advice.

The worker has set up dialogue with the local authority housing benefit and council tax benefit departments to reduce the number of vulnerable older people being the subject of court and bailiff action for payment difficulties which often arise from inability to complete relevant forms or an inability to manage their financial affairs. We at Age Concern Merton are able to assist these individuals and save time, money and distress caused by such litigation.

Our Objectives:

- to increase the number of service users from Black and Minority Ethnic Groups accessing our information and advice service. Achieved
- to deliver outreach sessions on a limited basis. Achieved
- to develop closer working relationships with other organisations such as Advocacy for Older People in Merton. Achieved

Community Activities

As the name suggests, most of the activities listed under this heading are held in community venues as well as our own premises.

Triwell Group: a social group with 10 - 15 members per week, organised by a volunteer and assisted by two transport volunteers. The group has been in existence for many years and provides an opportunity for social interaction and contact for an increasingly frail group of older people, Board games are played and occasional outings are undertaken with support from Age Concern Merton staff.

Coffee Boys: This men only social group with an average of 15 members per week, is organised by two volunteers. With card games, dominoes, social interaction and outings filling the menu. Most of the group stay after this morning group meeting for lunch at Age Concern Merton. Transport is provided for those requiring support.

Exercise class: Maximum of 12 participants per week, run by an employed tutor. The emphasis of this session of exercise is movement to music using the Margaret Morris Method. The sessions assist participants to maintain their flexibility, range of movement, co-ordination and balance. The group also has refreshments.

Shopping Service: we provide the co-ordination, volunteer support and transport for people who still want to visit the large supermarkets, but need transport and in some cases assistance within the store. This service is run by a staff member and 5 volunteers plus driver support. We regularly take an average of 15 people a week, 30% of whom will be wheelchair users.

DIRECTORS' REPORT – (CONTINUED)

Principal Activities - continued

Community Activities

Craft Class: 15 - 20 participants weekly. This class is run by a paid tutor and three volunteers with a volunteer driver providing transport support for the housebound attendees. The group undertakes a range of handicraft projects, talks and demonstrations. Outings to exhibitions, places of interest and to pursue external craft courses such as willow weaving also feature. The group encourages manual dexterity, life long learning and social interaction.

The Untold Story Project – a joint project with the National Trust aimed a creating a living archive of memories of Morden Hall Park with local older people. In July 2005 the project culminated in an exhibition and drama performance including among the older cast, young performers from a local theatre group. The total number of people involved in the year long project was 50..

The group (approx 30) wish to continue meeting to maintain the relationships that have developed and mutual interests discovered. A steering group has been formed and the group is planning their activities programme. The archive started in the first year continues to be added to and the group are working to develop a "family tracker pack" for use by younger visitors to the property incorporating their memories.

Our Objectives:

- to maintain and increase numbers attending the community activities Partly Achieved
- to secure new venue for the Coffee Boys after their previous location was closed. Achieved
- to continue to support the groups effectively. Achieved
- to seek funding for the continuation of the Untold Story Project. Partly Achieved

Celebrating Age Festival

We continue to be centrally involved in the planning and organisation of the annual Merton Older People's Festival, being responsible for its financial and operational administration. We have seen a growth in people attending as well as in the number of groups participating.

The Festival aims to highlight and celebrate the contribution of older people in the Borough and showcases the myriad of opportunities open to older people across the borough. We are also able to deliver consultation and information events to ensure older people are a "real" part of the commissioning and planning of services.

In this years' Festival we welcomed nearly 4000 people to over 100 events during the two week period. We recruited 950 people to the Festival Friends group. The events were delivered in conjunction with 65 groups, large and small, voluntary and statutory. We designed the Festival programme to offer a mixture of topics: healthy lifestyle, information and advice, social activities, outings, life long learning, volunteering and community consultation.

Our Objectives:

- to increase the number of attendees. Achieved
- to increase the number of events offered. Achieved
- to increase the number of groups involved. Achieved
- to initiate Festival Friends to facilitate the involvement of older people in the Festival. Achieved
- to further promote the work of the organisations involved including Age Concern Merton. Achieved

DIRECTORS' REPORT – (CONTINUED)

Principal Activities - continued

Ageing Well

This new project, funded by a HIMP grant in collaboration with the Sutton and Merton Primary Care Trust, began in November 2004. The project has four distinct areas:

- With the help of a community dietician based with us at Age Concern Merton we are delivering a series of healthy eating road shows at community venues throughout the Borough.
- We have recruited, supported and trained 8 volunteer Senior Health Mentors who will visit older people at home to assist them in developing their well being or engaging in a new activity or activities.
- We have developed a series of "taster" activities to assess how older people want to look after their well being.
- From the above will develop an Ageing Well Plan for Merton, which will inform service development and planning for Age Concern Merton and any other organisation in the borough who wish to develop similar activities.

Our Objectives:

- To continue to deliver the road shows to an increasing variety of groups. Achieved
- To develop the road show format to deliver other health promotion related topics designed at the request from groups eg: men's health, cooking healthily on a budget. *Achieved*
- To select, recruit and train Senior Health Mentor volunteers. Achieved
- To promote the Senior Health Mentor project. Achieved
- To develop the taster sessions and evaluate their success based on service user feedback and attendance. Achieved
- To re visit our data capturing techniques for the programme. Partly Achieved

DIRECTORS' REPORT - (CONTINUED)

Achievements and Performance

The preparation of the Business Plan was an ideal platform from which to consult and involve a wide range of individuals and groups, the Board were able to engage with staff, volunteers, service users, members of the public and other stakeholders from the voluntary and statutory sector (some of whom were members of Age Concern Merton). The outcome of this large year long piece of work was a Business Plan document which represents the strategic and operational way forward for Age Concern Merton which has its roots in the community within which the organisation works.

From this a development plan was drawn up and the following operational priorities have been identified over the next three years:

- to increase the staffing of the Information and Advice service facilitating the growth of the service
- to seek funding to continue the Ageing Well project which is currently in its pilot phase?
- to develop a relational database for the organisation to enhance data capture, quality of service and record keeping.
- to address lack of office space
- to develop a chiropody service on a "break even" cost basis.
- to review and enhance the administration functions within the organisation.
- to develop the work of Optional Care to increase the company's turnover and thus increase unrestricted income for the Charity.
- to continue to raise the organisation's profile with service users, stakeholders and the local community.
- to develop the trading officer role facilitating outreach sessions to increase the company's turnover and thus increase unrestricted income for the Charity.

Financial Services Authority (FSA)

Age Concern Merton (Trading) is a subsidiary limited company wholly owned by the Charity. The company's role is to trade in Age Concern Enterprise Insurance products. As a result of changes in the regulation of the Insurance industry as a whole in 2005/6, the Board made the decision in line with many other federation members to undertake the requisite work required by the regulations set out by the FSA to allow us to continue to trade and thus generate much needed unrestricted income for the Charity.

We have been successful in meeting the regulatory framework required by the FSA to allow us to continue trading in insurance products. We will be inspected on an annual basis and in the summer of 2005 we were commended by Age Concern Enterprises for our performance with the "mystery shopper" quality control exercise.

The work required us to ensure we fulfilled the regulatory conditions and continuing professional development has entailed the Chief Executive (Approved Person status) and the Trading Officer

(Appointed Person status) attending relevant training courses and successfully completing the competency framework. Subsequently staff and volunteers with front line roles have also undergone relevant training and competency tests. All the above have annual refresher training and competency tests

Quality Counts

Age Concern Merton is a member of the Age Concern Federation (please see external partnership). As such we are required to satisfy the Quality Counts quality assurance standard across the entire organisation. This quality assurance programme is run on a three year cycle; at present we have group status, the Board were pleased to be invited because of our growth and success in the last three years to apply for organisational status; this we are preparing to do during 2006/07.

DIRECTORS' REPORT – (CONTINUED)

Achievements and Performance - continued

Investors in People and Training

Age Concern Merton has achieved Investor in People status; this was gained after work undertaken by staff, volunteers and Board members. As a result of this work the Board have revisited and revised staff contracts, volunteer induction packs and the Trustee induction process. The Board has made a commitment to a regular review of governance issues across the whole organisation.

A training plan drawn up each year reflects a continuing commitment by the Board to enhancing Trustee, staff and volunteer skills and personal development. Training is a separate budgetary heading allowing the Board and Chief Executive to align the training plan and financial resources required early in the financial planning cycle.

Volunteers

Age Concern Merton currently has 36 volunteers. On recruitment volunteers have an interview with the Chief Executive and the member of staff with whom they will be working. References are taken up and if their volunteering role requires, they are subject to Criminal Records Bureau checks.

Volunteers help in every aspect of our activities, including administration and reception duties as well as assisting staff in working with our service users. They play a most important role in ensuring the quality of our service to older people.

We are currently working towards the Befriending and Mentoring quality mark. We have revised the Volunteer Induction pack.

In recognition that volunteer time is as valuable if not more so than money or goods we undertook a review of volunteer hours and activities and compared these to staff hours these are demonstrated in the table below:

Activity	Number of	Total	Staff Hours	Total Hours	%	Total
	Volunteers	Volunteer	per Month		Volunteer	Hours
	Involved	Hours per			Input	P.A
		Month				
Day Centre	4	156	607	763	20.4	9156
Community Outreach	5	65	0	65	100	780
Shopping Service	4	104	23	127	82	1524
Trustees	7	20	13	33	61	396
Administration/Reception	5	74	0	74	100	888
Transport	3	95	48	143	66.4	1716
Escorting	5	52	208	260	20	3120
Gardening	1	13	0	13	100	156
Craft Class	2	39	23	62	63	744
Totals	36	618	922	1540		18,480

DIRECTORS' REPORT – (CONTINUED)

Achievements and Performance - continued

Premises

The Board is committed to sharing our building with other community groups, to this end the building is hired out when not in use (evenings and Saturdays) for the benefit of the community. Annual General Meetings, Area Forums, local Camera Club, resident associations, local and general elections as a polling station venue. Revenue from this activity raises unrestricted income for the Charity.

Other Charitable Funds

In September 2003 the Charity Commission agreed that Age Concern (Merton) should take over the administration of two local charity funds: Mitcham United Charities and the Nursing Aids and Comforts in Sickness Fund.

The new Company has succeeded in this task and Guidelines and Procedures for grants have now been established and publicised. We continue to invite applications and consider these at each Finance Sub Committee.

External Relationships

Age Concern Merton is an independent charity, responsible for its own policy, direction, and funding. We are a subscribing member of a network of charities sharing similar objectives, called the Age Concern federation. To be accepted for membership of this federation, Age Concern Merton has had to meet exacting standards of service delivery known as the Age Concern Quality Counts mark, which is re-assessed every few years (as described earlier under Performance and Achievements).

Age Concern Merton contributes to the Age Concern federation in a number of ways. As well as paying subscription fees to the federation, and separately contributing to the costs of regional meetings and networks, we also undertake unremunerated assessments of grant applications made by local Merton charities to Age Concern England. We also raise policy issues that may benefit from work at national level.

We pursue locally raised issues at national level. We provide case studies and we arrange for local older people to act as spokespeople on national topics. We provide ideas and input into discussions and consultations on policy matters. Staff and Trustees attend a range of federation meetings to help set the direction of the federation and to share 'best practice' and ideas. We receive monthly information and updates that may be of interest to local Age Concern charities from Age Concern England, which undertakes national policy and campaigning work, and to whom we can periodically apply for modest amounts of funding for specific project work.

Through the Age Concern federation, we also have access to training for staff and volunteers, at a reduced cost, to "best practice" examples from other Age Concern charities around the country, and to training and support for Trustees.

Age Concern Merton works actively to develop the existing relationships with partners we have established in previous years and seeks to develop new ones. We currently work closely with our member groups which number 20 and a further 40 through our work with the Festival. We have seen an encouraging increase in the involvement with our work of Black and Minority Ethnic groups across the organisation through volunteering, joint activities, service user referral and representation in our membership.

We represent older people and the voluntary sector at a strategic level at health and local authority partnership bodies. This is an increasing part of our work due to the changing climate which sees the voluntary sector taking a greater role in the planning and design of services and delivery of those services. Our Chief Executive currently Chairs the Older People's Housing Strategy Team for the borough of Merton and is the voluntary sector representative for the Sutton & Merton Primary Care Trust Locality Executive Committee to name but two.

DIRECTORS' REPORT – (CONTINUED)

Financial Review

The Trustees are satisfied that the charity is financially sound. Total reserves remain healthy and will sustain the deficit projected for 2006/7. We have planned for this deficit position using monies from our reserves to invest in streams of work we wish to pilot or develop; the organisation has gone through a period of growth necessary to explore the future for the organisation and the production of the Business Plan.

Reserves

The Trustees have adopted a reserves policy, which they consider appropriate to ensure the continued ability of the Charity to meet its objectives.

Reserves are defined as that part of the organisation's investments and current assets that are freely available for its general purposes. Reserves are therefore the resources that Age Concern Merton has available to spend for any or all of the Charity's purposes once all the expenditure and commitments have been met.

The Board are mindful that reserves are required to:

- ensure the sustainability of the Charity's activities in the Merton area through periods of economic downturn and uncertainty.
- to exercise the option to develop new services or expand current ones in line with changing needs of the community, whilst existing clients and staff during periods of change.
- to ensure the delays in receipt of expected income do not interrupt services or cause serious financial difficulties for Age Concern Merton.
- to survive unexpected setbacks and problems arising from external and internal causes.

In line with other policies the reserves policy has been reviewed. Consideration was given to risk, probability and likely impact on our ability to meet our financial obligations or reduce our expenditure in the short term as a result of a decline in income, ensuring that the Charity is in a position to maximise investment opportunity. As a result the Board maintains free reserves to cover six months operating costs.

Principle Funding Sources

The majority for the grant funding comes from the local authority the London Borough of Merton. This funding has been agreed in principle for a further year, but future funding will be subject to the changes occurring in local authority commissioning arrangements. The organisation also has attracted funding from the Sutton & Merton Primary Care Trust Health Improvement Fund and also generates (through our trading activities) unrestricted funding for the Charity.

Investment Policies and Performance

Aside from retaining a prudent amount in reserves each year, the organisation investments are based around the use of COIF Charities Deposit Fund operated by CCLA Investment Management Ltd and National Savings products, which currently give the best return for the Charity's monies. The Board has designated funds for the replacement of its minibus fleet, this is a rolling programme to ensure there are sufficient funds to meet the cost of replacement of the vehicles as required.

DIRECTORS' REPORT - (CONTINUED)

Plans for the Future

The future plans for the organisation are laid out in the Age Concern Merton Business Plan which is the result of extensive consultation with stakeholders, volunteers, members, staff and service users. The formulation of the Business Plan gave the Board the ideal opportunity to review the aims ad objectives of the organisation, review work streams, and plan both strategically and operationally for the next three years involving many individuals and stakeholders. Those consulted included a group of people that currently do not receive any services as yet. The Board is committed to a programme of funding applications to support new work and to augment existing projects. The key themes from the Business Plan broadly divide in to four distinct areas:

- Infrastructure developments are planned for strengthening data collection improving and refining monitoring datasets, development of the organisation's website, the creation of a post of administrator, expansion of office space.
- To maintain and expand current services: Information & Advice and Ageing Well projects.
- To develop two new services: Chiropody and a spring cleaning service to be offered by Optional Care both of which would be self sustaining.
- The Board will continue to develop partnership working and with the changes in service commissioning from the local authority and health providers this partnership work is likely to increase.

The Board is mindful that this will present further challenges and opportunities for the organisation and for older people and their carers. The organisation will work energetically to support individuals and work with others to ensure that older people in Merton receive good quality services and appropriate support to achieve independence, well being and quality of life.

Auditors

A resolution to re-appoint Hartley Fowler LLP will be proposed at the Annual General Meeting.

Approved by the trustees on 13 November 2006 and signed on their behalf by:

B J Wagner Company Secretary

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN MERTON (LIMITED BY GUARANTEE)

We have audited the financial statements of Age Concern Merton Limited for the year ended 31 March 2006 which comprise the Statement of Financial Activities, the Balance Sheet and related notes. These financial statements have been prepared under the historical cost convention as modified by the revaluation of certain fixed assets and the accounting policies set out therein.

This report is made solely to the company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the directors and auditors

The directors' (who are also the trustees of Age Concern Merton Limited for the purposes of company law) responsibilities for preparing the directors' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Directors' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985 and our opinion as to whether the information given in the directors' report is consistent with the financial statements. We also report to you if, in our opinion, the charity has not kept proper accounting records, or if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and transactions with the charity is not disclosed.

We read other information contained in the directors' report, and consider whether it is consistent with the audited financial statements. We consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any further information beyond that referred to in this paragraph.

Basis of opinion

We conducted our audit in accordance with the International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN MERTON (LIMITED BY GUARANTEE)

Opinion

In our opinion the financial statements:

- give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the charity's affairs as at 31 March 2006 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- have been properly prepared in accordance with the Companies Act 1985.

In our opinion the information given in the directors' report is consistent with the financial statements.

HARTLEY FOWLER LLP

Registered Auditor
Chartered Accountants

Nelson House 58 Wimbledon Hill Road Wimbledon London SW19 7PA

13 November 2006

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2006

	Notes	General Fund	Restricted Funds	Total funds 2006 12 Months	Total funds 2005 8 Months
Incoming resources	Notes	£	£	£	£
Incoming resources from generating funds:					
Voluntary income Activities for generating funds Investment income	3	23,042 - 5,383	3,716	23,042 - 9,099	14,494 - 6,051
Incoming resources from charitable activities	4	149,586	86,379	235,965	144,797
Total incoming resources		178,011	90,095	268,106	165,342
Resources expended					
Charitable activities Governance costs	5 6	219,054 12,558	66,336	285,390 12,558	145,381 6,748
Total resources expended		231,612	66,336	297,948	152,129
Net movement in funds for the year		(53,601)	23,759	(29,842)	13,213
Other recognised gains and losses Gains/(losses) on investments					
Realised Unrealised	9	482	-	482	414
Transfers		-	-	-	-
Net movement in funds for the year after transfers	·	(53,119)	23,759	(29,360)	13,627
Total funds at 1 April 2005		212,482	63,879	276,361	-
Adjustment in connection with asset transfer		-	-	-	262,734
Total funds at 31 March 2006	11/13	159,363	87,638	247,001	276,361

SUMMARY INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2006

Income Expenditure	2006 12 Months £ 259,007 (297,948)	2005 8 Months £ 159,291 (152,129)
Net operating (loss)/profit	(38,941)	7,162
Interest receivable	9,099	6,051
Net historical cost (deficit)/surplus for the year	(29,842)	13,213

The Summary Income and Expenditure Account is derived from the Statement of Financial Activities on page 17 which, together with the notes to the financial statements on pages 20 to 28 provides full information on the movements during the period on all funds of the charity.

Total Recognised Gains and Losses

These are reported as a part of the Statement of Financial Activities on page 17.

Continuing operations

None of the company's activities was acquired or discontinued during the accounting period.

The previous accounting period was an eight month period.

BALANCE SHEET AS AT 31 MARCH 2006

		2006 £	£	2005 £	£
	Notes	r	z.	z.	£
Fixed assets	7		26.065		47.706
Equipment Investments	7 9		36,965 3,635		47,796 3,153
Current assets					
Debtors and prepayments	8	65,130		30,782	
Cash at bank and in hand		147,937		225,878	
		213,067		256,660	
		213,007		250,000	
Current liabilities					
Creditors	10	6,666		31,248	
Net current assets			206,401		225,412
					
Total assets less current liabilities			247,001		276,361
Funds					
Restricted	13	87,638		63,879	
Unrestricted	11	119,363		192,482	
Designated	12	40,000		20,000	
			247,001		276,361

Approved by the directors on 13 November 2006

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Ms E Payne, Director

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2006

1. Charitable status

Age Concern Merton Limited is a registered charity under the Charities Act 1993 and is accordingly exempt from taxation on its charitable activities.

2. Accounting policies

2.1 Accounting conventions

The financial statements have been prepared under the historical cost convention as modified by the revaluation of certain fixed assets and in accordance with applicable accounting standards and the Statement of Recommended Practice "Accounting and Reporting by Charities", revised in 2005.

Consolidated financial statements including the financial statements of Optional Care Limited and Age Concern (Merton) Trading Limited have been prepared for the period to 31 March 2006.

2.2 Recognition of income

Interest includes all amounts earned to 31 March 2006. Associated income tax recoveries are included for all income included in the financial statements. Dividends are included as income when received.

Donations, grants and other income are included as income when received.

2.3 Allocation of expenditure

Direct charitable expenditure includes costs directly incurred in carrying out charitable objectives.

Governance costs are costs associated with the governance arrangements of the charity which relate to the general running of the charity.

2.4 Fixed assets

Fixed assets are depreciated over their estimated useful lives. Depreciation rates are 20% on the straight-line basis.

Items over £1,000 of office equipment are capitalised.

2.5 Investments

Listed investments are included in the balance sheet at mid-market value. Gains and losses whether realised or unrealised are reflected in the Statement of Financial Activities.

2.6 Voluntary help

A significant amount of time is expended on the charity's activities, which is donated free of charge. It is not possible to quantify the value of time given and accordingly it is neither recorded as donated income nor as an expense in the financial statements. The charity currently has 36 volunteers.

NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31 MARCH 2006

3. Voluntary income	Unrestricted	Restricted	Total	Tota
	Funds	Funds	Funds	Fund
	2006	2006	2006	200:
	£	£	£	£
Donations	8,087	-	8,087	8,18
Gift Aid	14,955	-	14,955	6,30
	23,042		23,042	14,49
				
. Income from charitable activities				
	Unrestricted	Restricted	Total	Tota
	Funds	Funds	Funds	Fund
	2006	2006	2006	200
	£	£	£	£
London Borough of Merton	127,644	-	127,644	83,11
London Borough of Merton - Gladstone	-	30,455	30,455	
Celebrating Age Festival	-	16,474	16,474	2,50
Age Concern England - Winter Warmth	-	1,000	1,000	5,00
NHS Work force grant	-	-	-	71
Sutton & Merton PCT - Ageing Well	~	38,150	38,150	39,14
Access Grant	-	-	-	1,88
Day centre fees	12,081	-	12,081	6,38
Transport fees	6,549	_	6,549	4,41
Sundry income	3,312	300	3,612	1,62
	149,586	86,379	235,965	144,79
. Charitable activities				
	Unrestricted	Restricted	Total	Tota
	Funds	Funds	Funds	Fund
	2006	2006	2006	2005
	£	£	£	£
Wages and salaries	156,057	24,470	180,527	101,57
Staff recruitment and training	237	542	779	1,883
Staff travel and volunteer expenses	984	192	1,176	304
Winter Warmth Costs	-	1,000	1,000	
Food costs	8,534	~	8,534	5,66
Transport costs	3,169	7,977	11,146	
Vehicle expenses	15,009	-	15,009	8,30
Premises and equipment hire	5,255	10	5,265	4,24
Printing, postage and stationery	5,640	892	6,532	3,529
Telephone	3,261	38	3,299	2,21
Access grant expenses	· -	1,038	1,038	•
Day centre activities	1,837	-	1,837	
Ageing Well activities	-	1,631	1,631	
Gladstone costs	-	12,315	12,315	
Cleaning and repairs	6,477	10	6,487	1,262
Room hire	833		833	70
Celebrating Age Festival	-	10,047	10,047	3,62
Sundries	1,506	1,114	2,620	2,032
Depreciation Depreciation	14,543	1,117	14,543	9,69
Depreciation		5,060	17,243	7,09.
-	(5,060)	2,000	- 772	35
Management charges	772	_	114	
-	772			
Management charges	$\frac{772}{219,054}$	66,336	285,390	145,381

NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31 MARCH 2006

5. Charitable activities - continued

Wages and salaries The average weekly number of persons employed during the period was:	2006 Number	2005 Number
Full time Part time	1 13	1 13
Staff costs were:	=	==
Wages and salaries National insurance	165,740 14,787	94,055 7,518
		
	180,527	101,573

No employee was paid over £60,000 during the period.

No remuneration was payable to trustees for the period. There were no out of pocket expenses reclaimed by trustees.

6. Governance costs

	Unrestricted Funds 2006 £	Restricted Funds 2006 £	Total Funds 2006 £	Total Funds 2005 £
Audit and accountancy fees	4,073	-	4,073	3,325
Consultancy fees – business plan	6,750	-	6,750	
Legal fees	-	-	-	2,360
Age Concern England accounting fees	1,206	-	1,206	563
Investors in People fee	-	_	-	500
Other professional fees	529	-	529	-
	12,558	-	12,558	6,748

Included in governance costs were the following amounts:

Audit fees £ 2,938 Accountancy £ 1,135

NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31 MARCH 2006

7. Tangible fixed assets

	Vehicles £	Equipment £	Total £
Cost			
At 1 April 2005	53,656	27,388	81,044
Additions	-	3,712	3,712
Disposals	-	-	-
At 31 March 2006	53,656	31,100	84,756
At 31 Water 2000	55,050	51,100	04,730
Depreciation			
At 1 April 2005	21,462	11,786	33,248
Charge for the year	10,731	3,812	14,543
Disposals	-	5,012	-
A4 21 Manch 2006	22.102	15 500	47.701
At 31 March 2006	32,193	15,598	47,791
Net book values			<u> </u>
At 31 March 2006	21,463	15,502	36,965
Net book values			
At 31 March 2005	32,194	15,602	47,796

8. Debtors

	2006 £	2005 £
Other debtors	7,176	5,681
Optional Care Limited	13,389	13,238
Age Concern (Merton) Trading Limited	22,183	11,863
Accrued income	22,382	-
	65,130	30,782

NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31 MARCH 2005

9. Investments		
	2006	2005
	£	£
Quoted investments:		
Market value as at 1 April 2005	3,148	2,734
Net unrealised investment gain	482	414
Market value as at 31 March 2006	3,630	3,148
		
Historical cost of investment	660	660

Quoted investments comprise shares listed on a recognised stock exchange. Their value is determined by the mid-market value at the balance sheet date.

In addition to the quoted investments shown above, the Charity owns the following shares in its unlisted subsidiary companies. The trustees consider that the market value thereof is not materially in excess of their cost value.

Unquoted investments:	Percentage holding	Country of incorporation	Investment at cost
Optional Care Limited	100	England	3
Age Concern (Merton) Trading Limited	100	England	2

The results of the subsidiary companies for the period ended 31 March 2006 and their retained reserves are as follows:

	Optional Care Limited	Age Concern (Merton) Trading Limited
	£	£
Turnover	18,463	24,354
		
(Loss)/Profit before taxation	(1,601)	-
		
Retained profit/(loss) for the year	(1,601)	-
Reserves at 1 April 2005	(2,146)	-
Reserves at 31 March 2006	(3,747)	-

NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31 MARCH 2006

10. Creditors

	2006 £	2005 £
Other creditors	161	28,000
Accruals	6,505	3,248
		
	6,666	31,248

11. Unrestricted funds

	Balance brought forward at 1 April 2005	Income	Expenditure	Transfers	Gain on investment assets	Balance carried forward at 31 March 2006
	£	£	£	£	£	£
General funds Designated funds:	192,482	178,011	(231,612)	(20,000)	482	119,363
Bus Fund	20,000	-	-	20,000	-	40,000
		 				
	212,482	178,011	(231,612) =====	<u>-</u>	482	159,363

NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31 MARCH 2006

12.	Designated funds	Bus Fund	Total	
		£	£	
	Brought forward at 1 April 2005	20,000	20,000	
	Transfer to general fund	-	_	
	Transfer from general fund	20,000	~	
				
	Carried forward at 31 March 2006	40,000	20,000	

There was a need to replace two minibuses in 2004 and the fund, held by Age Concern (Merton) was to earmark funds for this purpose. Further earmarking of funds is now being done to build up funds for the next replacements in 2007/2008.

13. Restricted funds

	Balance brought forward at 1 April 2005	Income	Expenditure	Transfers to general fund	Balance carried forward at 31 March 2005
	£	£	£	£	£
Mitcham United Fund	21,267	1,858	509	-	22,616
Nursing Comforts and Aid in					
Sickness Fund	6,966	1,858		-	8,824
Access Grant	1,888	-	1,038	-	850
Celebrating Age Festival	2,873	16,474	12,131	_	7,216
Ageing Well	30,885	38,450	32,858	_	36,477
Age Concern – Winter Warmth	_	1,000	1,000	-	-
Gladstone Day Centre	-	30,455	18,800		11,655
	63,879	90,095	66,336	-	87,638
					

Mitcham United Fund

To relieve either generally or individually persons in the Mitcham area who are in need, hardship or distress by making grants of money, or purchasing items, services etc on their behalf.

Nursing Comforts and Aid in Sickness Fund

Generally benefit the sick poor of the Mitcham area either generally or individually. The accounts of both these charities are included in the accounts of Age Concern (Merton). These funds provide us with a resource for making small grants to older people in particular need.

Access Grant

Age Concern Merton was granted monies by Age Concern England to upgrade our facilities. We are a fully accessible building but we wished to upgrade certain features in line with modern standards.

The doorway between the day centre and the conservatory was widened to facilitate easier access. We had all our hand dryers converted to automatic making them easier to use, we had emergency call alarms fitted to the day centre lavatories and increased the number of small aids.

NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31 MARCH 2006

13. Restricted funds - continued

Celebrating Age Festival

Now in its second year, the Festival aims to showcase the talents of people 50+, as well as the organisations and services for all those 50+ in the borough of Merton.

We aim to raise the profile of both individuals and groups to celebrate how people 50+ contribute to the borough and highlight what is on offer for them and their carers

Over 60 different groups-statutory, business, voluntary and user led groups join us in producing a two-week fun packed programme. Festivals such as the one described are being taken up by many Age Concerns around the country and the GLA.

Funding came principally from the London Borough of Merton with all the groups contributing to their own events in some way.

Ageing Well

This is a three-year project funded by the Health Improvement Fund aimed at working with older people to improve their health and well being. This project is run in conjunction with the Merton & Sutton Primary Care Trust.

A range of activities will be developed in conjunction with older people in Merton, looking particularly at healthy eating and assisting those who are isolated for some reason from accessing healthy lifestyle activities. In addition a team of Senior Health Mentors -older people themselves will be recruited trained and supported to help these isolated individuals.

We are working jointly with the Dietetics department of the Primary Care Trust and have a dietician situated with us here in the community. Through the presentation of Healthy Eating Road Shows to groups and day centres etc we hope to dispel commonly held myths about diet and promote well being

The Ageing Well Plan will be developed in year 3 to encompass the service users views on the project, what activities and events worked and how those in isolated situations were assisted to get the most out of life.

We hope that Ageing Well will be a "vehicle" to deliver a range of health promotion activities to improve opportunities for older people across the borough to look after their physical, mental, social, financial and environmental health.

Winter Warmth Grant

Age Concern Merton successfully applied for funding from Age Concern England's Winter Warmth Grant Fund. £1000 was awarded and this was used to fund one third of the cost of three borough wide events held in conjunction with the London Fire Brigade and Trading Standards.

The events focused on the key themes of electric blanket safety testing, fire safety with the provision of free smoke alarms, health advice, dietary advice, home repairs, consumer rights, welfare benefits advice and promotion of the Mascot pendant alarm service. Of those blankets that failed their safety test a replacement blanket was given to the older person from the funds raised by the three partner agencies

Gladstone Day Centre Consortium

Age Concern Merton formed a consortium with Merton Community Transport, St Marks Family Centre and the Merton and Morden Guild to offer a "virtual" day centre for the attendees of the Gladstone Day Centre that was closed in September 2005. The 75 attendees were invited to opt to attend any of the three centres named above with Merton Community Transport providing transport assistance. The consortium is administered and co-ordinated by Age Concern Merton.

NOTES TO THE FINANCIAL STATEMENTS (continued) FOR THE YEAR ENDED 31 MARCH 2006

14. Analysis of Net Assets Between Funds

	Unrestricted funds £	Designated funds £	Restricted funds	Total 2006	Total 2005 £
Tangible assets	36,965	-	-	36,965	47,796
Investments	3,635	-	_	3,635	3,153
Net current assets	78,763	40,000	87,638	206,401	225,412
					
Total	119,363	40,000	87,638	247,001	276,361