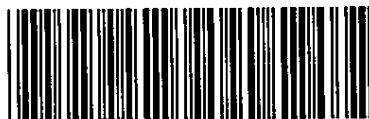


REGISTERED COMPANY NUMBER: 05173595  
REGISTERED CHARITY NUMBER: 1105384

**REPORT OF THE TRUSTEES AND  
AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2012  
FOR  
AGE UK MERTON LIMITED**

WEDNESDAY



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**AGE UK MERTON LIMITED**

**CONTENTS OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2012**

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	Page
Report of the Trustees	1 to 9
Report of the Independent Auditors	10
Statement of Financial Activities	11 to 12
Balance Sheet	13
Notes to the Financial Statements	14 to 22
Detailed Statement of Financial Activities	23 to 24

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## **AGE UK MERTON LIMITED**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2012**

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The directors present herewith their annual report, together with the audited financial statements of the charitable company for the year ended 31 March 2012. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

#### **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.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

05173595

##### **Registered Charity number**

1105384

##### **Registered office**

277 London Road  
Mitcham  
Surrey  
CR4 3NT

##### **Trustees**

Bryan Wagner  
Elaine Payne  
David Hobson  
Saleem U Sheikh MBE  
Clare Gummatt  
Sabapathy Sabanathan  
Sheila Knight  
Connna Edge  
Eileen Nutting

Chairman  
Hon Treasurer  
Vice Chairman

##### **Other Committee Membership**

##### **Finance Sub Committee**

Bryan Wagner - Chairman  
Elaine Payne - Treasurer  
Sabapathy Sabanathan

**Note:** The Chief Executive Officer is present at all Board meetings and the Finance Sub Committee meeting is in addition, attended by the Finance Officer.

##### **Chief Executive Officer**

Lynne Bainbridge

##### **Company Secretary**

Bryan Wagner

##### **Auditors**

Hartley Fowler LLP  
Statutory Auditors  
Chartered Accountants  
4th Floor Tuiton House  
27/37 St George's Road  
Wimbledon  
London  
SW19 4EU

## **AGE UK MERTON LIMITED**

### **REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2012**

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#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Bankers**

Barclays Bank Plc  
8 Alexandra Road  
Wimbledon  
London  
SW19 7LA

##### **Solicitors**

Russell-Cooke  
2 Putney Hill  
Putney  
London  
SW15 6AB

##### **Senior Staff**

Stella Beston (retired March 2012) - Finance Officer  
Irene Sims (from February 2012) - Finance Officer  
Sarah Crook - Trading Officer  
Jean Osborne - Senior Day Centre Worker

##### **Staff Team**

Dave Davis - Information & Advice Officer  
Sue Tickner - Activities & Festival Co-ordinator  
Alison Barnes - Sole Mates Organiser / Day Centre  
Anne White - Day Centre  
Alan Martin - Day Centre  
Robert Hedges - Transport  
Robert Towner - Transport  
Andrew Browning - Handyperson  
Paula Bailey - Handyperson Administrator / Craft Tutor  
Sarah Foss - Gardener

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document, membership and trustees**

Age UK Merton is a Company Limited by Guarantee and a Registered Charity. The Memoranda and Articles of Association of Age UK Merton were adopted in 2004 and have been revised in 2012 to recognise the change in name. The geographical scope of the organisation's work encompasses the entire borough of Merton.

In 2004 to coincide with the review of the organisation's constitution, the Board invited local partner organisations with an interest in our work to become members of Age UK Merton, this offers the Board a much wider reference group for consultation purposes and enhances partnership working.

The governing body of the Charity is the Board of Trustees which currently comprises of 9 members, 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. The Chairperson is also the Company Secretary.

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 and to be responsible for the good financial management of the organisation.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **Risk and Internal Control**

The Trustees have overall responsibility for ensuring the Chanty 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 Chanty's assets are safeguarded against unauthorised use or disposition
- proper and reliable financial records are maintained
- the Chanty complies with all relevant legislation and regulations

The organisation's policies and procedures continue to be reviewed on a 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 fairly dependent on funding from the London Borough of Merton. This funding has been agreed in principle for a further year; but future funding will continue to be subject to the changes occurring in the commissioning arrangement of both the new health care bodies including the Merton Clinical Commissioning Group and the local authority.

During the year we continue to engage key fora leading strategic changes in health and social care. We continue to be a key provider in the borough. We are mindful of the need to be "fit for purpose" and to continue to deliver high quality services to the borough. Other sources of income continue to be developed and the Trustees will only undertake service expansion where specific funding is secured. The Trustees are committed to maintaining free reserves of at least six months of ordinary running costs.

## **OBJECTIVES AND ACTIVITIES**

### **Our purpose**

To promote the relief of elderly people in any manner which now and hereafter may be deemed by law to be charitable in and around the London Borough of Merton.

### **Aims**

- to provide services and support to older people and their carers
- to involve older people in all our work and ensure that we are responsive to their needs
- to advocate and campaign on behalf of older people both individually and collectively
- to provide information that enable genuinely informed choices to be made
- to work in partnership with statutory and voluntary organisations to make the most effective use of resources

### **The Beneficiaries**

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

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2012**

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**OBJECTIVES AND ACTIVITIES**

**Principal activities**

**Day Activity Centre**

The role of the Day Activity Centre is to offer an opportunity to maintain physical, mental and social skills, through varied activities and opportunities for social interaction. The service also offers an opportunity for respite.

The centre operates from our premises, six days a week (Monday - Friday and Sunday). 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 issues, many are isolated and most lack direct family support. Some will receive other health or social care services to assist them to remain independent.

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

**Our Objectives**

- To maintain numbers attending the day centre. Achieved
- To ensure each visitor is provided with a number of activities and opportunities to engage with the wider community through intergenerational activities, inter faith activities, consultation forums and information and advice. Achieved

**Transport**

Our two minibuses provide transport for our activities including the day activity centre. We have two paid staff, both of whom have undergone Midas training. Both the vehicles are operated under a Section 19 permit.

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 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 we have sufficient funds to replace our vehicles at the appropriate juncture. Achieved

**Information and Advice Service (I&A)**

This service continues to be well used with 4,500 enquiries in the last year and approximately 500k raised in increased welfare benefits for customers, in addition to advice on welfare benefits, we assist with a wide range of other advice matters: housing, health and social care, carer's issues and case based advocacy. We have a one worker employed for 28 hours a week and a specialist I&A volunteer. We run an open advice surgery and undertake home visits to those who have difficulty getting out and about.

We have been successful in receiving funding for this service from Age UK to develop the service in line with new Age UK standards, EON for winter related pressures and Lloyds TSB for the continuation of our welfare benefits maximisation service.

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. We also continue to welcome Tax for Older People (TOPs) who hold regular surgeries to assist services users with a variety of tax issues.

**Our Objectives**

- To attract funding to continue the service. Achieved
- To continue to increase our welfare benefits "take up" on behalf of customers. Achieved
- Work towards our I & A Development Plan with AgeUK. Partially Achieved

## OBJECTIVES AND ACTIVITIES

### Principal activities

#### Community Activities

Our community activities are held in community venues as well as at our own premises

- **Coffee Boys.** men only social group with an average of 12-15 members per week, organised by a volunteer
- **A variety of exercise classes** - run by qualified tutors
- **Craft Class** 12-15 participants weekly in a class run by a paid tutor and three volunteers
- **Untold Story/Phase II:** a joint project with the National Trust. This lively group continues to meet regularly, they organise speakers and outings to places of interest and we thank the National Trust for their continued support with this work
- **Theatre Group:** a quarterly programme of theatre visits with transport provided for those with mobility difficulties. This service is supported by two volunteers
- **Drop In sessions** this is a free monthly event where people can drop in to listen to a speaker, musician or take part in a social activity
- **Art Class** - a term time weekly class for up to 12 participants, run by a qualified tutor
- **Scrabble Club** - a weekly opportunity to enjoy a social scrabble game with like minded people
- **Complementary Therapy** - fortnightly sessions available with our qualified therapist
- **IT Training at Home** - two volunteers offer 1:1 support to people, using their own computer to develop a range of IT skills

#### Our Objectives

- To continue to support the groups effectively. Achieved
- To develop new activities after consultation with our customers. Achieved

#### Celebrating Age Festival

We were again commissioned to plan and organise the annual Merton Older People's Festival - Celebrating Age. We are responsible for its financial and operational administration. We have seen a growth in people attending the events in addition to the number of participatory groups. The Festival aims to highlight and celebrate the contribution of older people in the Borough whilst showcasing the myriad of opportunities open to older people in Merton.

#### Our Objectives

- To develop the Festival in line with the feedback from attendees. Achieved
- To develop the selection of events offered. Achieved
- To secure sufficient funding for next year's Festival in good time. Achieved
- To further promote the work of the organisations involved, including Age UK Merton. Achieved
- To develop an executive group to look at the Festival model. Achieved

#### Sole Mates

With initial "seed funding" from Age Concern England, and support from the Sutton & Merton NHS and Merton Council, this service has continued to grow. We now have over 500 patients at our three weekly clinics. We charge patients a fee of £20 and our clinic sites are in Mitcham and Wimbledon. Our clinic premises are at the Wilson Healthcare Centre run by Concordia Healthcare and at Patrick Doody NHS clinic in Wimbledon.

#### Our Objectives

- To maintain the Sole Mates service. Achieved

## **OBJECTIVES AND ACTIVITIES**

### **Principal activities**

- To continue to develop our relationship with health providers Partially achieved

### **Handyperson Service**

This service continues to be both a popular and unique service in Merton. Customers value the range of practical help that our full time Handyperson offers with home maintenance tasks, which are typically tasks too small for contractors: hanging curtains, changing light bulbs, assembling flat pack furniture, adjusting a cupboard door, tacking down loose carpets etc.

During this winter and with funding from Wilkinson's we were able to offer extra help and support with security improvements and winter measures such as basic draught insulation, preparing the home for cold weather and community talks on the help available from Age UK Merton and others. We also received funding for winter pressures from the Department of Health working in partnership with the London Borough of Merton. Lastly with the launch of digital television in London we received funding from Digital UK to offer re-tuning and other practical help to older people at no cost.

- To maintain funding for the service Partially Achieved
- Expand the range of tasks where feasible Achieved
- Explore the development of a traders register Partially Achieved

### **Gardening Service**

Launched in April 2011 and with funding secured until 2015. This very popular service delivers general garden maintenance based on a similar model to the Handyperson Service. This service was developed as part of our response to enabling older people to remain safely and independently in their own home.

With one full-time gardener we are able to provide a range of gardening tasks from simple lawn care, to planting, pruning and maintaining boundary hedges. The service has continued to be busy through the colder months with customers being keen to move plants, prune shrubs and plant bulbs, fewer days than planned were lost to bad weather, albeit the wet spring has impacted on the type of gardening tasks undertaken.

- To maintain funding for the service Achieved
- Develop the volunteering role Partially Achieved
- Explore increasing capacity Partially Achieved

### **Wellbeing Service**

We are a partner in the Increasing Access to Psychological Therapies (IAPT) service with the South West London and St George's Mental Health Trust. This service is aimed at giving speedy and direct access to mental health professionals, to people who maybe suffering with depression or anxiety. We have two graduate psychologists who work with our referrals using both one to one and group techniques. This service offers a new and effective therapeutic response for the many people who suffer at some point in their life from these two common conditions. This year after taking part in research looking at the psychological effects of having a fall we have been able to work with both the Sutton & Merton NHS Falls Service and our colleagues at IAPT to develop a pilot series of workshops for older people who have fallen where they can examine the psychological elements and after effects of their fall and how they can help themselves address the natural anxieties that develop from this traumatic episode.

### **Volunteers**

Age UK Merton currently has 67 volunteers. Volunteers help in every aspect of our activities, including administration and reception duties, assisting staff in working with our service users. They play a key role in ensuring the quality of our service to older people. We have a clear recruitment and selection process, all volunteers are interviewed, references taken up and for certain placements Criminal Records Bureau checks are carried out. All volunteers have distinct roles, with appropriate induction, support and training.



**ACHIEVEMENT AND PERFORMANCE**

**ISO 9001**

Over the last year we have been working towards achieving the ISO 9001 quality standard mark. The final assessment took place in June and we were awarded ISO 9001 accreditation.

**Website [www.ageukmerton.org.uk](http://www.ageukmerton.org.uk)**

With our change in name we have updated our website alongside all our other Brand Partners - we hope that the new interactive style will prove a popular source of information about us and the wider Age UK organisation.

**Financial Services Authority (FSA)**

Age UK Merton Trading is a subsidiary limited company wholly owned by the Charity. The company's role is to trade in Age UK Enterprise Insurance products. As a result of changes in the regulation of the general insurance industry as a whole in 2005/6, we became regulated by the FSA. We again have been successful in meeting the regulatory framework required by the FSA to allow us to continue trading in insurance products. This year's Compliance Audit gave us the second highest mark possible.

**Training**

An annual training plan is drawn up each year and 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 in the financial planning cycle.

**Other Charitable Funds**

We were given permission by the Charity Commission to incorporate the two local charity funds, Mitcham United Charities and the Nursing Aids and Comforts in Sickness Fund, into our own charitable activities; in so doing, this reduced the administrative burden and expense but had no effect on the distribution of funds to individuals in need. Applications are considered by the Finance Sub Committee on a frequent basis and the average grant is £450.

**External Relationships**

Age UK 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 England Association. We are a Brand Partner of Age UK. In 2010/2011 the Board applied and was approved as a Brand Partner of the newly formed Age UK charity, which itself was the result of the merger of Age Concern and Help the Aged in 2009. To be accepted as a Brand Partner, Age UK Merton has had to undertake to meet similar exacting standards of service delivery and governance as previously demanded as a member of the Age Concern Federation. In November 2011 our legal name and branding changed to reflect our new name, Age UK Merton.

Age UK Merton contributes to Age UK in number of ways. As well as paying subscription fees to various sub-committees such as regional meetings and service networks, we take part in national and local campaigning, we also raise policy issues, provide statistics and feedback that benefits work at a national level.

Age UK Merton works actively to develop the existing relationships with partners and seeks to continually develop new partnerships. We represent older people and the voluntary sector at a strategic level at health and local authority partnership bodies; this forms an increasing part of our work.

The changing health and social care climate sees the voluntary sector taking a greater role in the planning, design and delivery of services for older people. Our Chief Executive is a Community Engagement Network representative and a member of several other health and social care fora.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2012**

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**FINANCIAL REVIEW**

**Financial Review**

The Trustees are satisfied that the charity is financially sound. Total reserves remain healthy. A Strategic/Business Plan is being developed for the next three years; this will also include a fundraising strategy, the completed plan is due to be presented at the 2012 Annual General meeting.

**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 UK 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, with 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 UK 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.

**Principal funding sources**

The majority of our 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 Lloyds TSB and Age UK, EON, Wilkinson's and the Dept of Health. We also generate (through our trading activities) unrestricted funding for the Charity.

**Investment policy and objectives**

Aside from retaining a prudent amount in reserves each year, the organisation's 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 and building refurbishment.

**FUNDS HELD AS CUSTODIAN FOR OTHERS**

Merton Elderly Secure Homes (MESH)

When we established the Handyperson Service we were approached by the Metropolitan Police Service to oversee this fund, which provides target hardening and security equipment to people whose homes have been surveyed by the Crime Prevention Officer (CPO) and who, in the CPO's opinion, would benefit from improved home security. We co-ordinate this fund and undertake the administration functions.

**REPORT OF THE TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2012****STATEMENT OF TRUSTEES RESPONSIBILITIES**

The trustees (who are also the directors of Age UK Merton Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

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

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charity SORP,
- make judgements and estimates that are reasonable and prudent,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

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

In so far as the trustees are aware

- there is no relevant audit information of which the charitable company's auditors are unaware, and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

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

**STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS**

So far as the trustees are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware, and each trustee has taken all the steps that they ought to have taken as a trustee in order to make them aware of any audit information and to establish that the charitable company's auditors are aware of that information.

**AUDITORS**

A resolution to appoint auditors will be considered at the Annual General Meeting.

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

**ON BEHALF OF THE BOARD**

Bryan Wagner - Secretary

Date 30/10/2012

## REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE UK MERTON LIMITED

---

We have audited the financial statements of Age UK Merton Limited for the year ended 31 March 2012 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

### Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees' Responsibilities set out on page nine, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

### Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the APB's website at [www.frc.org.uk/apb/scope/private.cfm](http://www.frc.org.uk/apb/scope/private.cfm).

### Opinion on financial statements

In our opinion the financial statements

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2012 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.


### Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us, or
- the financial statements are not in agreement with the accounting records and returns, or
- certain disclosures of trustees' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit, or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.

  
Jonathan Askew (Senior Statutory Auditor)  
for and on behalf of Hartley Fowler LLP  
Statutory Auditors  
Chartered Accountants  
4th Floor Tuition House  
27/37 St George's Road  
Wimbledon  
London  
SW19 4EU

Date 12/11/2012

## AGE UK MERTON LIMITED

**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2012**

	Notes	Unrestricted funds £	Restricted funds £	2012 Total funds £	2011 Total funds £
<b>INCOMING RESOURCES</b>					
<b>Incoming resources from generated funds</b>					
Voluntary income	2	48,986	-	48,986	39,045
Investment income	3	1,600	-	1,600	1,385
<b>Incoming resources from charitable activities</b>					
Community Activities	4	27,106	1,085	28,191	85,177
Day Centre		180,113	-	180,113	103,363
Gladstone Day Centre Consortium		-	-	-	31,849
Information and Advice Service		-	55,634	55,634	23,814
Celebrating Age Festival		-	25,190	25,190	24,510
Sole Mates		19,657	-	19,657	18,001
Ageing Well Project		-	35,708	35,708	14,165
Untold Story		-	265	265	687
Handyperson Service		-	25,826	25,826	84,232
Gardening Service		-	41,447	41,447	4,119
Wellbeing Service		-	5,000	5,000	5,000
<b>Total incoming resources</b>		<b>277,462</b>	<b>190,155</b>	<b>467,617</b>	<b>435,347</b>
<b>RESOURCES EXPENDED</b>					
<b>Charitable activities</b>					
Community Activities	5	26,104	6,198	32,302	79,295
Day Centre		130,906	-	130,906	99,083
Gladstone Day Centre Consortium		-	-	-	24,141
Information and Advice Service		-	40,135	40,135	30,242
Celebrating Age Festival		-	36,071	36,071	36,516
Sole Mates		43,461	-	43,461	31,142
Ageing Well Project		-	41,946	41,946	20,691
Untold Story		-	557	557	518
Handyperson Service		-	48,037	48,037	52,773
Gardening Service		-	40,452	40,452	4,119
Wellbeing Service		-	836	836	1,925
Winter Warmth Project		-	1,107	1,107	-
<b>Governance costs</b>	7	<b>8,900</b>	<b>-</b>	<b>8,900</b>	<b>11,285</b>
<b>Total resources expended</b>		<b>209,371</b>	<b>215,339</b>	<b>424,710</b>	<b>391,730</b>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>					
<b>before transfers</b>		<b>68,091</b>	<b>(25,184)</b>	<b>42,907</b>	<b>43,617</b>
<b>Gross transfers between funds</b>	17	<b>4,300</b>	<b>(4,300)</b>	<b>-</b>	<b>-</b>
<b>Net income/(expenditure) for the year before other recognised gains and losses</b>		<b>72,391</b>	<b>(29,484)</b>	<b>42,907</b>	<b>43,617</b>
Unrealised gains/losses on investment assets		-	(503)	(503)	483
<b>Net movement in funds</b>		<b>72,391</b>	<b>(29,987)</b>	<b>42,404</b>	<b>44,100</b>

The notes form part of these financial statements

**AGE UK MERTON LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES  
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2012**

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	Notes	Unrestricted funds £	Restricted funds £	2012 Total funds £	2011 Total funds £
<b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		158,456	98,136	256,592	212,492
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>230,847</u>	<u>68,149</u>	<u>298,996</u>	<u>256,592</u>

**CONTINUING OPERATIONS**

All incoming resources and resources expended arise from continuing activities

The notes form part of these financial statements

BALANCE SHEET  
AT 31 MARCH 2012

	Notes	2012 £	2011 £
<b>FIXED ASSETS</b>			
Tangible assets	11	13,284	20,891
Investments	12	16,221	16,724
		<u>29,505</u>	<u>37,615</u>
<b>CURRENT ASSETS</b>			
Debtors amounts falling due within one year	13	133,080	63,204
Cash at bank		235,866	274,931
		<u>368,946</u>	<u>338,135</u>
<b>CREDITORS</b>			
Amounts falling due within one year	14	(99,455)	(119,158)
<b>NET CURRENT ASSETS</b>		<u>269,491</u>	<u>218,977</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>298,996</u>	<u>256,592</u>
<b>NET ASSETS</b>		<u>298,996</u>	<u>256,592</u>
<b>FUNDS</b>	17		
Unrestricted funds		230,847	158,456
Restricted funds		68,149	98,136
<b>TOTAL FUNDS</b>		<u>298,996</u>	<u>256,592</u>

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

The financial statements were approved by the Board of Trustees on 30/10/2012 and were signed on its behalf by



Bryan Wagner -Trustee



Elaine Payne -Trustee

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2012**

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**1 ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements are prepared in accordance with applicable United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), which have been applied consistently

**Accounting convention**

The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities

**Preparation of consolidated financial statements**

These financial statements contain information about Age UK Merton as an individual charity and do not contain consolidated financial information as the parent of a group. Separate consolidated accounts have been prepared for the group as a whole

**Incoming resources**

Incoming resources includes voluntary income in the form of donations, gifts and legacies

Grants that provide specific project or core funding or are of general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when either the donor specifies that the grant or donation must only be used in future accounting periods or the donor has imposed conditions which must be met before the charity has unconditional entitlement

Interest includes all amounts earned to 31 March 2012. Associated income tax recoveries are included for all income included in the financial statements. Dividends are included as income when received

**Resources expended**

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. Grants offered subject to conditions which have not been met at the year end date are noted as a commitment but not accrued as expenditure

**Tangible fixed assets**

Tangible fixed assets costing more than £1,000 are capitalised and included at cost

Depreciation is provided on all tangible fixed assets at the following annual rates in order to write off each asset over its useful life

Motor vehicles	- 33% on cost
Equipment	- 33% on cost

**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

**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 67 volunteers

**Grant making to individuals**

Grant applications are considered by the Finance Sub Committee on a frequent basis and the average grant is £450



NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2012**2. VOLUNTARY INCOME**

	2012 £	2011 £
Donations	16,391	7,073
Gift aid	32,595	31,972
	<u>48,986</u>	<u>39,045</u>

**3. INVESTMENT INCOME**

	2012 £	2011 £
Deposit account interest	1,600	1,385

**4 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES**

	Activity	2012 £	2011 £
Grants	Community Activities	14,380	72,274
Sundry income	Community Activities	6,137	3,482
Age Concern England - Income			
Fund share	Community Activities	6,947	7,286
Room hire	Community Activities	727	2,135
Day Centre fees	Day Centre	16,471	12,297
Transport fees	Day Centre	6,793	5,076
Grants	Day Centre	156,849	85,990
Grants	Gladstone Day Centre Consortium	-	31,849
Grants	Information and Advice Service	55,634	23,814
Grants	Celebrating Age Festival	25,190	16,995
Sundry income	Celebrating Age Festival	-	7,515
Client income	Sole Mates	19,657	18,001
Transport fees	Ageing Well Project	-	20
Sundry income	Ageing Well Project	15,661	14,145
Client income	Ageing Well Project	20,047	-
Untold Story Project subs	Untold Story	265	687
Grants	Handyperson Service	9,147	70,000
Sundry income	Handyperson Service	-	200
Client income	Handyperson Service	16,679	14,032
Grants	Gardening Service	29,627	4,119
Client income	Gardening Service	11,820	-
Wellbeing Service (IAPT)	Wellbeing Service	5,000	5,000
		<u>417,031</u>	<u>394,917</u>

Grants received, included in the above, are as follows

	2012 £	2011 £
London Borough of Merton - Community Care	157,935	158,264
London Borough of Merton - Gladstone Day Centre	-	31,849
London Borough of Merton - Celebrating Age Festival	25,189	16,995
City Bridge Trust - Advice and Information	-	23,814
London Borough of Merton - Gardening	29,627	4,119
London Borough of Merton - Handyperson	5,147	70,000
AGE UK - EoN Benefits Take Up Programme	5,000	-
AGE UK - Advice and Information	38,634	-
Wilkinson's Handyperson	4,000	-
AGE UK - Brand Partner	13,295	-
Lloyds TSB Foundation for England and Wales	12,000	-
	<u>290,827</u>	<u>305,041</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2012**5 CHARITABLE ACTIVITIES COSTS**

	Direct costs	Grant funding of activities (See note 6)	Totals
	£	£	£
Community Activities	28,819	3,483	32,302
Day Centre	130,906	-	130,906
Information and Advice Service	40,135	-	40,135
Celebrating Age Festival	36,071	-	36,071
Sole Mates	43,461	-	43,461
Ageing Well Project	41,946	-	41,946
Untold Story	557	-	557
Handyperson Service	48,037	-	48,037
Gardening Service	40,452	-	40,452
Wellbeing Service	836	-	836
Winter Warmth Project	1,107	-	1,107
	<u>412,327</u>	<u>3,483</u>	<u>415,810</u>

**6. GRANTS PAYABLE**

	2012 £	2011 £
Community Activities	<u>3,483</u>	<u>3,230</u>

**7 GOVERNANCE COSTS**

	2012 £	2011 £
Trustees' expenses	-	10
Accountancy	1,629	1,295
Auditors' remuneration	2,475	2,475
AGM costs	299	92
Other fees	774	1,527
Age Concern England fees	-	350
Accounting costs	3,723	3,895
ISO 9001 assessment fees	-	1,641
	<u>8,900</u>	<u>11,285</u>

**8 NET INCOMING/(OUTGOING) RESOURCES**

Net resources are stated after charging/(crediting)

	2012 £	2011 £
Auditors' remuneration	2,475	2,475
Depreciation - owned assets	<u>8,088</u>	<u>2,928</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2012**9 TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2012 nor for the year ended 31 March 2011

**Trustees' Expenses**

	2012 £	2011 £
Trustees' expenses	-	10

There were no trustees' expenses paid for the year ended 31 March 2012

**10. STAFF COSTS**

	2012 £	2011 £
Wages and salaries	238,667	213,566
Social security costs	18,339	18,717
	<u>257,006</u>	<u>232,283</u>

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

	2012	2011
Full time	3	3
Part time	10	10
	<u>13</u>	<u>13</u>

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

**11. TANGIBLE FIXED ASSETS**

	Motor vehicles £	Equipment £	Totals £
<b>COST</b>			
At 1 April 2011	64,450	15,605	80,055
Additions	-	481	481
At 31 March 2012	<u>64,450</u>	<u>16,086</u>	<u>80,536</u>
<b>DEPRECIATION</b>			
At 1 April 2011	56,056	3,108	59,164
Charge for year	3,598	4,490	8,088
At 31 March 2012	<u>59,654</u>	<u>7,598</u>	<u>67,252</u>
<b>NET BOOK VALUE</b>			
At 31 March 2012	<u>4,796</u>	<u>8,488</u>	<u>13,284</u>
At 31 March 2011	<u>8,394</u>	<u>12,497</u>	<u>20,891</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2012

## 12. FIXED ASSET INVESTMENTS

	Shares in group undertakings £	Unlisted investments £	Totals £
<b>MARKET VALUE</b>			
At 1 April 2011	5	16,719	16,724
Revaluations	-	(503)	(503)
At 31 March 2012	5	16,216	16,221
<b>NET BOOK VALUE</b>			
At 31 March 2012	5	16,216	16,221
At 31 March 2011	5	16,719	16,724

There were no investment assets outside the UK

The revaluation in the year for the unlisted investments is a result of an unrealised gain

The company's investments at the balance sheet date in the share capital of companies include the following

**Age UK Merton Trading Limited (Age Concern (Merton) Trading Limited)**

Nature of business Non-charitable trading activities

	% holding	2012 £	2011 £
Class of share			
Ordinary	100		
Aggregate capital and reserves		2	2

**The Home Service Team Limited (Optional Care Limited)**

Nature of business Support services to older people

	% holding	2012 £	2011 £
Class of share			
Ordinary	100		
Aggregate capital and reserves		3	3

**Unlisted Investments**

Unlisted investments consist of COIF Charities Investments Fund Income Units These have been included at market value

## 13. DEBTORS AMOUNTS FALLING DUE WITHIN ONE YEAR

	2012 £	2011 £
Amounts owed by group undertakings	27,865	17,953
Other debtors	105,215	45,251
	133,080	63,204

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2012

## 14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2012 £	2011 £
Other creditors	16,563	12,427
Accrued expenses	13,218	15,551
Deferred Income	69,674	91,180
	<u>99,455</u>	<u>119,158</u>

## 15 OPERATING LEASE COMMITMENTS

The following operating lease payments are committed to be paid within one year

	Other operating leases	
	2012 £	2011 £
Expiring		
Between one and five years	3,501	1,571
In more than five years	-	1,930
	<u>3,501</u>	<u>3,501</u>

## 16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2012 Total funds £	2011 Total funds £
Fixed assets	13,284	-	13,284	20,891
Investments	16,221	-	16,221	16,724
Current assets	300,797	68,149	368,946	338,135
Current liabilities	(99,455)	-	(99,455)	(119,158)
	<u>230,847</u>	<u>68,149</u>	<u>298,996</u>	<u>256,592</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED  
FOR THE YEAR ENDED 31 MARCH 2012

## 17 MOVEMENT IN FUNDS

	At 1/4/11 £	Net movement in funds £	Transfers between funds £	At 31/3/12 £
<b>Unrestricted funds</b>				
General fund	91,828	68,091	(35,738)	124,181
Designated - Bus fund	60,000	-	-	60,000
Designated - Refurbishment	6,628	-	40,038	46,666
	<u>158,456</u>	<u>68,091</u>	<u>4,300</u>	<u>230,847</u>
<b>Restricted funds</b>				
Celebrating Age Festival	11,863	(10,881)	-	982
Ageing Well	6,972	(6,238)	-	734
Advice and Information	-	15,499	-	15,499
Untold Story Project	862	(292)	-	570
Winter Warmth	476	(22)	-	454
Grants to individuals	16,719	(6,701)	-	10,018
Handyperson Service	58,169	(22,211)	-	35,958
Gardening Service	-	995	-	995
Wellbeing Service	3,075	4,164	(4,300)	2,939
	<u>98,136</u>	<u>(25,687)</u>	<u>(4,300)</u>	<u>68,149</u>
<b>TOTAL FUNDS</b>	<u>256,592</u>	<u>42,404</u>	<u>-</u>	<u>298,996</u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
<b>Unrestricted funds</b>				
General fund	277,462	(209,371)	-	68,091
<b>Restricted funds</b>				
Celebrating Age Festival	25,190	(36,071)	-	(10,881)
Ageing Well	35,708	(41,946)	-	(6,238)
Advice and Information	55,634	(40,135)	-	15,499
Untold Story Project	265	(557)	-	(292)
Winter Warmth	1,085	(1,107)	-	(22)
Handyperson Service	25,826	(48,037)	-	(22,211)
Gardening Service	41,447	(40,452)	-	995
Wellbeing Service	5,000	(836)	-	4,164
Grants to individuals	-	(6,198)	(503)	(6,701)
	<u>190,155</u>	<u>(215,339)</u>	<u>(503)</u>	<u>(25,687)</u>
<b>TOTAL FUNDS</b>	<u>467,617</u>	<u>(424,710)</u>	<u>(503)</u>	<u>42,404</u>

**18. FUNDS**

**DESIGNATED FUNDS**

**Bus Replacement Fund**

The Board has identified the need to ring fence monies to replace our minibuses when they become due for renewal

**Refurbishment Fund**

The Board has identified the need to ring fence monies to refurbish our building and its contents over time due to wear and tear

**RESTRICTED FUNDS**

**Celebrating Age Festival**

Now in its tenth 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 100 different groups-statutory, business, voluntary and user led groups join us in producing a month long fun packed programme. Festivals such as the one described have been taken up by many Age UKs around the country and the GLA Funding comes principally from the London Borough of Merton, additional funds are raised through limited sponsorship and with all the groups contributing to their own events in some way

**Ageing Well**

Ageing Well is a "vehicle" delivering 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. We currently deliver a range of exercise class and social groups and have developed a new "Drop In" group that offers a social opportunity to drop in, listen to a speaker, have a chat over refreshments and learn more about what is going on in the borough or from Age UK Merton

**Advice and Information**

This service is to help people in the community to claim a range of welfare benefits and assist with other issues such as housing, community care etc with the help of a dedicated worker employed for 28 hours a week. People are helped directly by this service, either in our office where a weekly "surgery" provides a source of specialist information and advice, or in their own homes. People are also assisted by telephone, by post or increasingly by email

**Untold Story Project**

A joint project with the National Trust, the project's purpose is to organise a range of speakers and outings to places of interest throughout the year

**Winter Warmth**

Age UK Merton has, over a number of years used this funding, originally from Age Concern England, to host, with our partners, the London Fire Brigade and Merton Trading Standards, a series of safety events entitled Keep Warm Keep Well

The events are 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 the blankets that fail their safety test a replacement blanket is given to the older person from the funds raised by the three partner agencies

**Handyperson**

The Handyperson Service started in November 2009 after we were awarded Supporting People funding via the London Borough of Merton. Supporting People is central government funding channelled through the local authority, it is ring fenced by central government accordingly. The service aims to support people to live safely and independently in their own homes through a combination of help with small house maintenance tasks and in our case access to security and fire safety initiatives. In addition each householder has a short home safety assessment undertaken by the Handyperson to identify any other areas of help or information they might require from Age UK Merton or its many partners

**18. FUNDS**

**Gardening**

Launched in April 2011, and with funding secured until 2015 This very popular service delivers general garden maintenance based on a similar model to the Handyperson Service This service was developed as part of our response to enabling older people to remain safely and independently in their own home

With one full-time gardener we are able to provide a range of gardening tasks from simple lawn care, to planting, pruning and maintaining boundary hedges

**Well Being Service**

We are a partner in the Increasing Access to Psychological Therapies (IAPT) service with the South West London and St George's Mental Health Trust This service is aimed at giving speedy and direct access to mental health professionals, to people who maybe suffering with depression or anxiety We have two graduate psychologists who work with our referrals using both one to one and group techniques This service offers a new and effective therapeutic response for the many people who suffer at some point in their life from these two common conditions

**Grants to Individuals Fund**

These funds provide us with a resource for making small grants to older people in particular need across Merton the average grant is £450