

REGISTERED COMPANY NUMBER: 05173595
REGISTERED CHARITY NUMBER. 1105384

REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2013
FOR
AGE UK MERTON

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AGE UK MERTON

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2013**

	Page
Report of the Trustees	1 to 7
Report of the Independent Auditors	8
Statement of Financial Activities	9 to 10
Balance Sheet	11
Notes to the Financial Statements	12 to 21
Detailed Statement of Financial Activities	22 to 23

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

The directors present herewith their annual report, together with the audited financial statements of the charitable company for the year ended 31 March 2013. 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 charitable 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

David Hobson
Clare Gummett
Elaine Payne
Saleehulla Sheik MBE
Sabapathy Sabanathan
Sheila Knight
Corinna Edge
Eileen Nutting
Nancy Adamson
Claire Jeffries
Bryan Wagner

Chair – from May 2013
Vice Chair – from May 2013
Hon Financial Advisor

Appointed - January 2013
Appointed - May 2013
Chair – until May 2013, resigned
as Trustee August 2013

Chief Executive Officer

Lynne Bainbridge, Resigned December 2012
Jennie Chapman, Interim CEO from January 2013
Charmaine Sainsbury From May 2013

Company Secretary

Bryan Joseph Wagner – Resigned August 2013
Eileen Nutting – Appointed August 2013

Senior Statutory Auditor

Andrea L Kibble FCCA

Auditors

A K Accounting Solutions Limited
Statutory Auditors
Chartered Certified Accountants
Minister House
126a High Street
Whitton, Twickenham
Middlesex
TW2 7LL

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

REFERENCE AND ADMINISTRATIVE DETAILS

Bankers

Barclays Bank Plc
Barclays House
8 Alexandra Road
Wimbledon
London
SW19 7JZ

Solicitors

Russell-Cooke
2 Putney Hill
Putney
London
SW15 6AB

Senior Team

Irene Sims - Finance Officer
Sarah Crook - Trading Officer
Jean Osborne - Senior Day Centre Worker
Paula Bailey - Operations Manager

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age UK Merton is an independent charity, responsible for its own policy, direction and funding. The name was changed (previously Age Concern Merton) having signed a Brand Partnership Agreement with the national charity (Age UK) on 7 November 2011. Age UK Merton is also a member of Age England Association.

Age UK Merton (AUKM) is a Company Limited by Guarantee and registered with the Charity Commission. It is governed by its Memorandum and Articles of Association, which 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.

The Board of Trustees meets every six weeks and is responsible for governing the affairs of Age UK Merton. The Board agrees the broad strategy and direction to ensure the organisation fulfils its objectives. It takes overall responsibility for ensuring that the financial, legal and contractual obligations of the charity are met and that there are satisfactory systems and controls in place. The Board receives regular reports from the Finance Committee, who oversee the finances of the organisation. The Chief Executive Officer attends all Board meetings and sub-committee meetings. The Finance Officer attends the Finance Sub Committee.

Trustee recruitment, appointment and induction

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. The Trustees endeavour to ensure there is a balance of skills, gender, age, race, disability, sexual orientation, culture, politics or religious belief which reflects the diversity of our community and represents people in later life in Merton.

Trustees are elected at the Annual General Meeting (AGM) to serve a term of three years after which they may be re-elected for a further three years. The Board co-opts members during the year to ensure that the Board has a broad range of skills and experience and to facilitate Trustee succession. All members give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

New Trustees are given an induction pack and training and further training is offered on a regular basis, as it is to all Board members.

Management

Day to day management and decision making of the charity is delegated to the Chief Executive Officer who works closely with senior and other staff to fulfil the charity's objectives and ensure the smooth and effective running of the organisation. The Chief Executive Officer reports to the Chair and the Board.

Staff and Trustees attend a number of Age UK networks to help set the strategic direction of Age UK and to share best practice and innovation. AUKM can apply to Age UK for time restricted funding for specific project work and receives support in kind from Age UK and Age UK London.

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

STRUCTURE, GOVERNANCE AND MANAGEMENT

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 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 A K Accounting Solutions Limited.

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. The Trustees review these annually.

The major risk identified by the Trustees is a lack of sufficient funding for core services. We were successful in achieving funding for two new projects due to start in 2013/14 through the Ageing Well programme from the London Borough of Merton but we were unable to secure funding for other long standing services. The Trustees have implemented a new fundraising strategy and alternative sources of funding are being sought.

During the year we continue to engage key for 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 although recognise that in this financial circumstance we may need to revise this position.

The Objects of the charity are 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.

Our mission is to promote independence, well-being and quality of life for older people in Merton and those that care for them. In order to achieve this we seek

- 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

Our Beneficiaries are all those 55yrs and over and their carers who live in the London Borough of Merton

Public Benefit

We have reviewed the Charity Commission's guidance on public benefit when reviewing our aims and objectives and in our planning of activities. We believe that we have complied with this, and seek to demonstrate this within this report, through

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

OBJECTIVES AND ACTIVITIES

Principal activities in 2012/13

Services which promote social health

We provided support, activities and social contact for over 40 people each week through our **Day Activity Centre**, which operated from our premises five days a week, although this reduced down from 6 days during the year. Many of our visitors live alone or are cared for and have mobility or mental health issues, many are isolated and most lack direct family support. Alongside this, we provided activities including men only coffee mornings, Craft, Art, poetry workshops, Film and Scrabble Clubs. We also provided regular theatre outings, day trips and longer breaks. Unfortunately, funding for much of this work ended in March 2013 and we are looking at different ways of delivering these activities in 2013/14.

We were again commissioned to plan and organise the annual **Merton Older People's Festival - Celebrating Age**. We have seen a growth in people attending the events in addition to the number of participating 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 activities are supported by **transport provision**. We have one minibus Driver who has undergone Midas training and our minibus operates under a Section 19 permit. A second bus was sold this year. 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.

Services which promote financial health

Information and Advice is an independent, confidential service, which plays a crucial role in improving quality of life. We ran open advice surgeries and undertook home visits to those who have difficulty getting out and about and enabled people to secure their rights and entitlements, make informed choices about public services and play a full role in their communities and society. Although funding ended in March 2013 we will continue to offer a service and have been successful in receiving funding from Comic Relief, in partnership with Age UK Sutton and Age UK Wandsworth, for a new Money Matters service to be launched in April 2013. We have also been successful in funding bids to Age UK which will support the implementation of a new online information database to support our reception volunteers to provide information and will be available on our website for all to access.

Services which support environmental health

The **Handyperson** service continues to go from strength to strength and last year delivered 1361 home maintenance tasks. These are typically tasks too small for contractors, hanging curtains, changing light bulbs, assembling flat pack furniture, adjusting cupboard doors, tacking down loose carpets etc. The service also provided added value by doing safety and security checks and referred clients to statutory services if additional support is needed.

During the winter and with funding from Wilkinson's, we were able to offer extra help and support with security improvements and **winter warmth** 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.

Our **Gardening** service was developed as part of our response to enable older people to remain safely and independently in their own home. With one full-time gardener and two part-time contractors we were able to provide 932 hours of gardening tasks, ranging from simple lawn care, to planting, pruning and maintaining boundary hedges. The service continued to be busy through the colder months with customers being keen to move plants, prune shrubs and plant bulbs.

Services which support physical and mental health

Our **Solemates Podiatry** service continued this year. We provided a service to over 800 patients at 2 clinic sites in Mitcham and Wimbledon.

Unfortunately, due to funding issues, we have had to make changes to the way that the service is run. We have closed the service temporarily but will be re-opening in the autumn of 2013, providing patients with the same service and at the same price but with more available appointments each week.

We were pleased to remain 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 may be suffering with depression or anxiety. We were able to work with both the Sutton & Merton NHS Falls Service and our colleagues at IAPT to develop a series of **Falls 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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2013**

OBJECTIVES AND ACTIVITIES

Future plans

The Trustees recognise that the economic climate will present challenges for 2013. However, we are viewing this as an opportunity to review how we deliver our services and ensure that we are meeting current and future needs in the borough. We are refurbishing our centre, which is central to our services, after many years of making do. We are expanding our current range of activities to meet the ever-changing and diverse needs of the over-50s in Merton. This does mean that we are closing our day centre, which is no longer fit for purpose, but we are committed to ensuring that our current day centre visitors will have a place in, and enjoy, our new programme of activities. The programme will give a wide range of opportunities for older people of all ages to get involved, meet new people, keep fit and healthy, and try new things. We are also looking forward to launching new services, including Life After Stroke, Continence Support Service, Dignity in Care (volunteers visiting care homes) and restarting Solemates (our foot care project) and a programme of sessions for older people experiencing loneliness.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Supporting Activities

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 Disclosure and Barring Service checks are carried out. All volunteers have distinct roles, with appropriate induction, support and training.

Quality

This year we were successfully reaccredited with the ISO9001 quality mark.

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.

External Relationships

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 was a Community Engagement Network representative and a member of several other health and social care fora.

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2013

FINANCIAL REVIEW

The Trustees are satisfied that the charity is financially sound. 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 2013 Annual General meeting.

Reserves policy

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 aims to maintain free reserves to cover six months operating costs, although this is likely to be not met this year.

Principal funding sources

The majority of our grant funding had come from the local authority the London Borough of Merton, but this will change significantly this year. We will continue to 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.

AGE UK MERTON

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2013**

STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the directors of Age UK Merton 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

The auditors, A K Accounting Solutions Limited, will be proposed for re-appointment at the forthcoming 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



David Hobson - Chair

19 August 2013

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

We have audited the financial statements of Age UK Merton for the year ended 31 March 2013, 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 seven, 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.

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 2013 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.

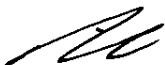
Opinion on other matter prescribed by the Companies Act 2006

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.



Andrea L Kibble FCCA (Senior Statutory Auditor)
for and on behalf of A K Accounting Solutions Limited
Statutory Auditors
Chartered Certified Accountants
Minster House
126a High Street
Whitton, Twickenham
Middlesex
TW2 7LL

23 August 2013

AGE UK MERTON

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2013

	Notes	Unrestricted funds £	Restricted funds £	2013 Total funds £	2012 Total funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	61,588	54	61,642	48,986
Investment income	3	1,697	-	1,697	1,600
Incoming resources from charitable activities					
Community Activities	4	18,337	425	18,762	28,191
Day Centre		178,259	-	178,259	180,113
Information and Advice Service		-	17,000	17,000	55,634
Celebrating Age Festival		-	35,344	35,344	25,190
Sole Mates		26,314	-	26,314	19,657
Ageing Well Project		-	23,370	23,370	35,708
Untold Story		-	514	514	265
Handyperson Service		-	34,622	34,622	25,826
Gardening Service		-	54,350	54,350	41,447
Wellbeing Service		-	5,000	5,000	5,000
Winter Warmth Project		-	2,500	2,500	-
Total incoming resources		286,195	173,179	459,374	467,617
RESOURCES EXPENDED					
Charitable activities					
Community Activities	5	39,607	4,830	44,437	32,302
Day Centre		140,311	-	140,311	130,906
Information and Advice Service		-	40,090	40,090	40,135
Celebrating Age Festival		-	36,001	36,001	36,071
Sole Mates		41,236	-	41,236	43,461
Ageing Well Project		-	33,201	33,201	41,946
Untold Story		-	482	482	557
Handyperson Service		-	44,165	44,165	48,037
Gardening Service		-	52,258	52,258	40,452
Wellbeing Service		-	3,957	3,957	836
Winter Warmth Project		-	2,624	2,624	1,107
Governance costs	7	27,011	9,033	36,044	8,900
Total resources expended		248,165	226,641	474,806	424,710
NET INCOME/(EXPENDITURE) FOR THE YEAR before transfers					
		38,030	(53,462)	(15,432)	42,907
Gross transfers between funds	18	(20,270)	20,270	-	-
Net income/(expenditure) for the year before other recognised gains and losses					
		17,760	(33,192)	(15,432)	42,907
Unrealised gains/losses on investment assets		-	1,852	1,852	(503)
Net movement in funds		17,760	(31,340)	(13,580)	42,404

The notes form part of these financial statements

AGE UK MERTON

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2013**

	Notes	Unrestricted funds £	Restricted funds £	2013 Total funds £	2012 Total funds £
RECONCILIATION OF FUNDS					
Total funds brought forward		230,847	68,149	298,996	256,592
		<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS CARRIED FORWARD		<u>248,607</u>	<u>36,809</u>	<u>285,416</u>	<u>298,996</u>

CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities

The notes form part of these financial statements

AGE UK MERTON

**BALANCE SHEET
AT 31 MARCH 2013**

	Notes	2013 £	2012 £
FIXED ASSETS			
Tangible assets	11	6,897	13,284
Investments	12	<u>27,984</u>	<u>16,221</u>
		34,881	29,505
CURRENT ASSETS			
Stock	13	2,091	-
Debtors amounts falling due within one year	14	113,930	133,080
Cash at bank		<u>200,136</u>	<u>235,866</u>
		316,157	368,946
CREDITORS			
Amounts falling due within one year	15	(65,622)	(99,455)
NET CURRENT ASSETS		<u>250,535</u>	<u>269,491</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>285,416</u>	<u>298,996</u>
NET ASSETS		<u>285,416</u>	<u>298,996</u>
FUNDS	18		
Unrestricted funds		248,607	230,847
Restricted funds		<u>36,809</u>	<u>68,149</u>
TOTAL FUNDS		<u>285,416</u>	<u>298,996</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 19 August 2013 and were signed on its behalf by



David Hobson -Trustee



Elaine Payne -Trustee

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2013**

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 2013. 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

AGE UK MERTON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2013

2 VOLUNTARY INCOME

	2013	2012
	£	£
Donations	25,418	16,391
Gift aid	<u>36,224</u>	<u>32,595</u>
	<u>61,642</u>	<u>48,986</u>

3 INVESTMENT INCOME

	2013	2012
	£	£
Deposit account interest	<u>1,697</u>	<u>1,600</u>

4 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Activity	2013	2012
		£	£
Age Concern England - Income			
Fund Share	Community Activities	10,312	6,947
Grants	Celebrating Age Festival	24,000	25,190
Grants	Community Activities	-	14,380
Grants	Day Centre	156,782	156,849
Grants	Gardening Service	39,627	29,627
Grants	Handyperson Service	14,545	9,147
Grants	Information and Advice Service	17,000	55,634
Grants	Winter Warmth Project	2,500	-
Client Income	Ageing Well Project	7,860	20,047
Client Income	Gardening Service	14,517	11,820
Client Income	Handyperson Service	16,676	16,679
Client Income	Sole Mates	26,314	19,657
Day Centre Fees	Day Centre	15,693	16,471
Room Hire	Community Activities	750	727
Sundry Income	Ageing Well Project	15,350	15,661
Sundry Income	Celebrating Age Festival	11,344	-
Sundry Income	Community Activities	8,403	6,137
Sundry Income	Handyperson Service	3,607	-
Transport Fees	Ageing Well Project	161	-
Transport Fees	Day Centre	5,080	6,793
Untold Story Project Subs	Untold Story	514	265
Wellbeing Service (IAPT)	Wellbeing Service	<u>5,000</u>	<u>5,000</u>
		<u>396,035</u>	<u>417,031</u>

AGE UK MERTON

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2013

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES - continued

Grants received, included in the above, are as follows

	2013 £	2012 £
London Borough of Merton - Community Care	156,782	157,934
London Borough of Merton - Celebrating Age Festival	24,000	25,190
London Borough of Merton - Gardening	39,627	29,627
London Borough of Merton - Handyperson	14,545	5,147
London Borough of Merton - Winter Warmth Project	2,500	-
AGE UK - EoN Benefits Take Up Programme	-	5,000
AGE UK - Advice and Information	17,000	38,634
Wilkinson's Handyperson	-	4,000
AGE UK - Brand Partner	-	13,295
Lloyds TSB Foundation for England and Wales	-	12,000
	<u>254,454</u>	<u>290,827</u>

5 CHARITABLE ACTIVITIES COSTS

	Direct costs £	Grants payable (See note 6) £	Totals £
Community Activities	40,978	3,459	44,437
Day Centre	140,311	-	140,311
Information and Advice Service	40,090	-	40,090
Celebrating Age Festival	36,001	-	36,001
Sole Mates	41,236	-	41,236
Ageing Well Project	33,201	-	33,201
Untold Story	482	-	482
Handyperson Service	44,165	-	44,165
Gardening Service	52,258	-	52,258
Wellbeing Service	3,957	-	3,957
Winter Warmth Project	2,624	-	2,624
	<u>435,303</u>	<u>3,459</u>	<u>438,762</u>

6. GRANTS PAYABLE

	2013 £	2012 £
Community Activities	<u>3,459</u>	<u>3,483</u>

7 GOVERNANCE COSTS

	2013 £	2012 £
Trustees' expenses	119	-
Accountancy	3,230	1,629
Auditors' remuneration	1,500	2,475
AGM Costs	365	299
Interim CEO fees	11,550	-
Other fees	19,280	4,497
	<u>36,044</u>	<u>8,900</u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2013**

8. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting)

	2013	2012
	£	£
Auditors' remuneration	1,500	2,475
Depreciation - owned assets	<u>7,569</u>	<u>8,088</u>

9 TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2013 nor for the year ended 31 March 2012

Trustees' Expenses

	2013	2012
	£	£
Trustees' expenses	<u>119</u>	<u>-</u>

10. STAFF COSTS

	2013	2012
	£	£
Wages and salaries	237,444	238,667
Social security costs	<u>16,403</u>	<u>18,339</u>
	<u>253,847</u>	<u>257,006</u>

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

	2013	2012
Full time	3	3
Part time	<u>10</u>	<u>10</u>
	<u>13</u>	<u>13</u>

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

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2013

11. TANGIBLE FIXED ASSETS

	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2012	64,450	16,086	80,536
Additions	-	1,182	1,182
Disposals	(26,828)	-	(26,828)
At 31 March 2013	<u>37,622</u>	<u>17,268</u>	<u>54,890</u>
DEPRECIATION			
At 1 April 2012	59,654	7,598	67,252
Charge for year	2,798	4,771	7,569
Eliminated on disposal	(26,828)	-	(26,828)
At 31 March 2013	<u>35,624</u>	<u>12,369</u>	<u>47,993</u>
NET BOOK VALUE			
At 31 March 2013	<u>1,998</u>	<u>4,899</u>	<u>6,897</u>
At 31 March 2012	<u>4,796</u>	<u>8,488</u>	<u>13,284</u>

12. FIXED ASSET INVESTMENTS

	Shares in group undertaking £	Unlisted investments £	Listed investments £	Totals £
MARKET VALUE				
At 1 April 2012	5	16,216	-	16,221
Additions	-	6,639	3,272	9,911
Revaluations	-	1,852	-	1,852
At 31 March 2013	<u>5</u>	<u>24,707</u>	<u>3,272</u>	<u>27,984</u>
NET BOOK VALUE				
At 31 March 2013	<u>5</u>	<u>24,707</u>	<u>3,272</u>	<u>27,984</u>
At 31 March 2012	<u>5</u>	<u>16,216</u>	<u>-</u>	<u>16,221</u>

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

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2013**

12 FIXED ASSET INVESTMENTS - continued

Age UK Merton Trading Limited

Nature of business Non-charitable trading activities

Class of share
Ordinary

%
holding
100

	2013 £	2012 £
Aggregate capital and reserves	<u>2</u>	<u>2</u>

The Home Service Team Limited

Nature of business Support services to older people

Class of share
Ordinary

%
holding
100

	2013 £	2012 £
Aggregate capital and reserves	<u>3</u>	<u>3</u>

Unlisted Investments

Unlisted investments consist of COIF Charities Investments Fund Income Units and M&G Investments Charfund These have been included at market value

Listed Investments

Listed investments consist of H M Treasury Stock These have been included at market value

13 STOCK

	2013 £	2012 £
Sole mates stock	<u>2,091</u>	<u>-</u>
	<u>2,091</u>	<u>-</u>

14 DEBTORS. AMOUNTS FALLING DUE WITHIN ONE YEAR

	2013 £	2012 £
Amounts owed by group undertakings	25,938	27,865
Other debtors	<u>87,992</u>	<u>105,215</u>
	<u>113,930</u>	<u>133,080</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2013 £	2012 £
Other creditors	14,300	16,563
Accrued expenses	21,275	13,218
Deferred Income	<u>30,047</u>	<u>69,674</u>
	<u>65,622</u>	<u>99,455</u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2013**

16. OPERATING LEASE COMMITMENTS

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

	Other operating leases	
	2013 £	2012 £
Expiring		
Between one and five years	3,501	3,501
In more than five years		-
	<u>3,501</u>	<u>3,501</u>

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2013 Total funds £	2012 Total funds £
Fixed assets	6,897	-	6,897	13,284
Investments	9,917	18,067	27,984	16,221
Current assets	316,157	-	316,157	368,946
Current liabilities	<u>(64,094)</u>	<u>(1,528)</u>	<u>(65,622)</u>	<u>(99,455)</u>
	<u>268,877</u>	<u>16,539</u>	<u>285,416</u>	<u>298,996</u>

18. MOVEMENT IN FUNDS

	At 1/4/12 £	Net movement in funds £	Transfers between funds £	At 31/3/13 £
Unrestricted funds				
General fund	124,181	38,030	68,896	231,107
Designated - Bus fund	60,000	-	(60,000)	-
Designated - Refurbishment	<u>46,666</u>	<u>-</u>	<u>(29,166)</u>	<u>17,500</u>
	230,847	38,030	(20,270)	248,607
Restricted funds				
Celebrating Age Festival	982	(2,210)	1,228	-
Ageing Well	734	(11,729)	10,995	-
Advice and Information	15,499	(23,546)	8,047	-
Untold Story Project	570	(4)	-	566
Winter Warmth	454	(160)	-	294
Grants to individuals	10,018	(3,053)	-	6,965
Handyperson Service	35,958	(11,043)	-	24,915
Gardening Service	995	(908)	-	87
Wellbeing Service	<u>2,939</u>	<u>1,043</u>	<u>-</u>	<u>3,982</u>
	68,149	(51,610)	20,270	36,809
TOTAL FUNDS	<u>298,996</u>	<u>(13,580)</u>	<u>-</u>	<u>285,416</u>

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2013

18 MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	286,195	(248,165)	-	38,030
Restricted funds				
Celebrating Age Festival	35,344	(37,554)	-	(2,210)
Ageing Well	23,424	(35,153)	-	(11,729)
Advice and Information	17,000	(40,546)	-	(23,546)
Untold Story Project	514	(518)	-	(4)
Winter Warmth	2,500	(2,660)	-	(160)
Grants to individuals	425	(5,330)	1,852	(3,053)
Handyperson Service	34,622	(45,665)	-	(11,043)
Gardening Service	54,350	(55,258)	-	(908)
Wellbeing Service	5,000	(3,957)	-	1,043
	173,179	(226,641)	1,852	(51,610)
TOTAL FUNDS	<u>459,374</u>	<u>(474,806)</u>	<u>1,852</u>	<u>(13,580)</u>

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2013**

19. FUNDS

DESIGNATED FUNDS

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

Information and Advice

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. 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 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

19 FUNDS

Gardening

Launched in April 2011, and with funding secured until 2015 This is a popular service delivering general gardening 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 whom maybe suffering with depression or anxiety

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 being £450