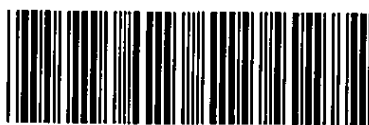


REGISTERED COMPANY NUMBER 5173595
REGISTERED CHARITY NUMBER 1105384

**REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2010
FOR
AGE CONCERN MERTON LIMITED**

FRIDAY



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29/10/2010
COMPANIES HOUSE

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AGE CONCERN MERTON LIMITED

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FOR THE YEAR ENDED 31 MARCH 2010**

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AGE CONCERN MERTON LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2010

The directors present herewith their annual report, together with the audited financial statements of the charitable company for the year ended 31 March 2010

The report and the financial statements have been prepared in accordance with current statutory requirements, of the Statement of Recommended Practice Accounting and Reporting by Charities (SORP 2005), the Charities (Accounts and Reports) Regulations 2005 and the Companies Act 2006

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
5173595

Registered Charity number
1105384

Registered office
277 London Road
Mitcham
Surrey
CR4 3NT

Trustees

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

- resigned 19/4/10
- appointed 14/8/09
- appointed 20/4/09
- appointed 1/8/10

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 Joseph Wagner

AGE CONCERN MERTON LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2010

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors

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

Bankers

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

Solicitors

Russell-Cooke
2 Putney Hill
Putney
London
SW15 6AB

Senior Staff

Stella Beston - 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
Jan Clark - Craft Tutor/ Day Centre
Anne White - Day Centre
Alan Martin - Day Centre
Robert Hedges - Transport
Robert Towner - Transport
Andrew Browning - Handyperson
Georgina Smith - Handyperson Administrator

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age Concern Merton is a Company Limited by Guarantee and a Registered Charity. The Memorandum and Articles of Association of Age Concern Merton were adopted in 2004. At the same time the organisation formally extended the geographical area of the organisation's work to encompass the entire borough of Merton.

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 Concern Merton, this offers the Board a much wider reference group for consultation purposes and enhances partnership working.

Recruitment, appointment of new trustees and training

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.

Induction and training of new trustees

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

AGE CONCERN MERTON LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2010

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The governing body of the Chanty 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.

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.

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 Chanty 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 Chanty 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 be subject to the changes occurring in the commissioning arrangements of both the Primary Care Trust and 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

Public Benefit

We have reviewed the Chanty 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 the detailed description of our services and the benefits gained both by users of our service and the wider community in Merton.

AGE CONCERN MERTON LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2010

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 day centre operates from our premises, six days a week (Monday - Friday and Sunday). The staff team comprise of 5 paid staff and 1 volunteer. 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. Most will receive other health or social care services to assist them to remain independent.

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

Our Objectives

- To maintain numbers attending the day centre. Achieved
- Through the Business Plan review the model of the activity centre over 2009/2010. Partially Achieved

Gladstone Day Centre Consortium

Age Concern Merton formed a consortium with Merton Community Transport, St Marks Family Centre and the Merton and Morden Guild to offer a "virtual" day centre for the attendees of the Gladstone Day Centre (closed in September 2005). The consortium is administered and co-ordinated by Age Concern Merton. Merton

Transport

Our 2 minibuses provide transport for the day centre and any of our activities as required. We have two paid staff, both have undergone Midas training. All 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

This service has continued to be well used, with a dedicated worker employed for 28 hours a week. We were delighted to be awarded three year funding from City Bridge Trust to continue our work, including funding towards our fund raising work for a further post.

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 have also welcomed Tax for Older People (TOPs) who hold regular surgeries to assist service users with a variety of tax issues.

Our Objectives

- To attract funding for another worker to develop our service further. Not 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 Concern Merton. Achieved

AGE CONCERN MERTON LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2010

OBJECTIVES AND ACTIVITIES

Principal activities

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 400 patients at our two weekly clinics. We charge patients a fee of £17.50 and our clinic sites are in Mitcham and Wimbledon.

Due to changes at the Mitcham site that we were occupying, we were offered alternative premises at the newly opened Wilson Healthcare Centre by Concordia Healthcare. We were delighted by this offer (which was supported by the Sutton & Merton NHS) and both staff and patients now enjoy these very modern clinical facilities.

Our Objectives:

- To continue to develop Sole Mates further. Achieved
- To maintain and support the Steering Group. Achieved
- To continue to develop our relationship with health providers. Partially achieved

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,

Shopping Service - support and transport for people who still want to visit the large supermarkets, but are unable to do so independently. This service is run by a staff member and volunteers,

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

Our Objectives:

- To continue to support the groups effectively. Achieved
- To expand our scope of activities. Achieved

Handyperson Service

We were successful in obtaining funding through Supporting People for this service which offers practical help with home maintenance tasks, these are typically tasks too small for contractors: hanging curtains, changing light bulbs, assembling flat pack furniture, adjusting a cupboard door, tacking down loose carpets. The aim of the service is to assist people over 50 living in Merton to be able to maintain their home and remain safe and independent. We do not undertake plumbing, heating or electrical work.

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 direct access to mental health professionals for 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.

AGE CONCERN MERTON LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2010

OBJECTIVES AND ACTIVITIES

Principal activities

Volunteers

Age Concern Merton currently has 58 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

Charitable activities

Website www.ageconcernmerton.org.uk

Acknowledging the need to have another method of reaching older people, those that care for them, as well as professional colleagues we developed our website. The site is increasingly viewed by funders and others interested in supporting our work and it acts as a platform for sharing ideas and campaign news.

Quality Counts

We have been successful in achieving our Quality Counts accreditation and as a result we can display the Crown Commission logo on all our publicity and stationery, this is a visible sign of a robust organisation, delivering high quality services.

Financial Services Authority (FSA)

Age Concern Merton (Trading) is a subsidiary limited company wholly owned by the Charity. The company's role is to trade in Age Concern Enterprise Insurance products. As a result of changes in the regulation of the 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.

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 £300.

External Relationships

Age Concern Merton is an independent charity, responsible for its own policy, direction, and funding. We are a subscribing member of a network of charities sharing similar objectives, called the Age Concern federation.

To be accepted for membership of this federation, Age Concern Merton has had to meet exacting standards of service delivery known as the Age Concern Quality Counts mark, (as described earlier at the beginning of this section).

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

In the last year our national Federation member Age Concern England merged with Help the Aged to form a new charity called Age UK. During 2010/11 we will be considering if we at Age Concern Merton wish to become a brand partner with Age UK.

Age Concern 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 currently Chair of the Older People's Housing Strategy Team for the borough of Merton and a Community Engagement Network representative.

AGE CONCERN MERTON LIMITED

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2010

FINANCIAL REVIEW

Financial Review

The Trustees are satisfied that the charity is financially sound. Total reserves remain healthy. Our work continues to be guided by the three year Business Plan. This Business Plan ends as of March 2010 and during 2009/10 the plan will be reviewed and a new business plan developed to take the organisation through the next three years.

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 Concern Merton has available to spend for any or all of the Charity's purposes once all the expenditure and commitments have been met.

The Board are mindful that reserves are required to

- ensure the sustainability of the Charity's activities in the Merton area through periods of economic downturn and uncertainty
- to exercise the option to develop new services or expand current ones in line with changing needs of the community, 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 Concern Merton
- to survive unexpected setbacks and problems arising from external and internal causes

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

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 City Bridge Trust and Age Concern England and also generates (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.

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 CONCERN MERTON LIMITED

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2010**

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Age Concern 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 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.

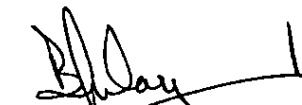
STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

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, Hartley Fowler LLP, will be proposed for re-appointment at the forthcoming Annual General Meeting.

ON BEHALF OF THE BOARD



Bryan Joseph Wagner - Secretary

11 October 2010

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF AGE CONCERN MERTON LIMITED

We have audited the financial statements of Age Concern Merton Limited for the year ended 31 March 2010 on pages eleven to twenty two. The financial statements have been prepared under the accounting policies set out therein.

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the 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

The trustees' (who are also the directors of the charitable company for the purposes of company law) responsibilities 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) and for being satisfied that the financial statements give a true and fair view are set out on page eight.

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

We report to you our opinion as to whether the financial statements give a true and fair view, are properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice and are prepared in accordance with the Companies Act 2006. We also report to you whether, in our opinion, the information given in the Report of the Trustees is consistent with those financial statements.

In addition, we report to you if, in our opinion, the charitable company has not kept adequate accounting records, if the charitable company's financial statements are not in agreement with the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if certain disclosures of trustees' remuneration specified by law are not made.

We read the Report of the Trustees and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

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

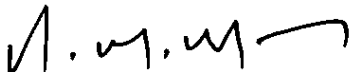
We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
AGE CONCERN MERTON LIMITED**

Opinion

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 2010 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice,
- the financial statements have been prepared in accordance with the Companies Act 2006, and
- the information given in the Report of the Trustees is consistent with the financial statements



Roger Morris (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

18 October 2010

AGE CONCERN MERTON LIMITED

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2010

	Notes	Unrestricted funds £	Restricted funds £	2010 Total funds £	2009 Total funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	37,251	1,684	38,935	24,215
Investment income	3	1,563	-	1,563	5,828
Incoming resources from charitable activities					
Community Activities	4	74,401	460	74,861	74,281
Day Centre		69,103	-	69,103	69,221
Gladstone Day Centre Consortium		-	63,702	63,702	63,698
Information and Advice Service		-	31,259	31,259	30,650
Celebrating Age Festival		-	24,503	24,503	23,691
Sole Mates		-	10,912	10,912	30,153
Ageing Well Project		-	10,482	10,482	6,517
Untold Story		-	442	442	496
Handyperson		-	54,073	54,073	-
Total incoming resources		182,318	197,517	379,835	328,750
RESOURCES EXPENDED					
Charitable activities					
Community Activities	5	108,517	6,281	114,798	111,742
Day Centre		92,805	-	92,805	98,707
Gladstone Day Centre Consortium		-	39,426	39,426	41,561
Information and Advice Service		-	28,168	28,168	27,892
Celebrating Age Festival		-	19,298	19,298	22,746
Sole Mates		-	23,271	23,271	18,541
Ageing Well Project		-	28,944	28,944	8,918
Untold Story		-	695	695	589
Handyperson		-	27,327	27,327	-
Governance costs	7	8,930	-	8,930	7,049
Total resources expended		210,252	173,410	383,662	337,745
NET INCOMING/(OUTGOING) RESOURCES before transfers					
		(27,934)	24,107	(3,827)	(8,995)
Gross transfers between funds	16	20,000	(20,000)	-	-
Net incoming/(outgoing) resources before other recognised gains and losses		(7,934)	4,107	(3,827)	(8,995)
Realised gains/(losses) on fixed asset investments		-	-	-	(28)
Net income/(expenditure)		(7,934)	4,107	(3,827)	(9,023)
Unrealised gains/losses on investment assets		-	3,475	3,475	(4,834)
Net movement in funds		(7,934)	7,582	(352)	(13,857)

The notes form part of these financial statements

AGE CONCERN MERTON LIMITED

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2010**

	Notes	Unrestricted funds £	Restricted funds £	2010 Total funds £	2009 Total funds £
RECONCILIATION OF FUNDS					
Total funds brought forward		91,241	121,603	212,844	226,701
TOTAL FUNDS CARRIED FORWARD		<u>83,307</u>	<u>129,185</u>	<u>212,492</u>	<u>212,844</u>

CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities

The notes form part of these financial statements

AGE CONCERN MERTON LIMITED

**BALANCE SHEET
AT 31 MARCH 2010**

	Notes	2010 £	2009 £
FIXED ASSETS			
Tangible assets	11	4,593	2,847
Investments	12	16,242	12,767
		<u>20,835</u>	<u>15,614</u>
CURRENT ASSETS			
Debtors amounts falling due within one year	13	49,538	59,279
Cash at bank		176,690	168,466
		<u>226,228</u>	<u>227,745</u>
CREDITORS			
Amounts falling due within one year	14	(34,571)	(30,515)
NET CURRENT ASSETS		<u>191,657</u>	<u>197,230</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>212,492</u>	<u>212,844</u>
NET ASSETS		<u>212,492</u>	<u>212,844</u>
FUNDS	16		
Unrestricted funds		83,307	91,241
Restricted funds		129,185	121,603
TOTAL FUNDS		<u>212,492</u>	<u>212,844</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 11 October 2010 and were signed on its behalf by



Bryan Joseph Wagner -Trustee



Elaine Payne -Trustee

The notes form part of these financial statements

AGE CONCERN MERTON LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010**

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

The financial statements contain information about Age Concern Merton Limited as an individual charity and do not contain consolidated financial information as the parent of a group. The charity has taken the option under Section 398 of the Companies Act 2006 not to prepare consolidated financial statements.

Financial Reporting Standard Number 1

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company

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 2010. 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	- 20% on cost
Plant and equipment	- 25% on cost
Office equipment	- 20% 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

AGE CONCERN MERTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2010

1. ACCOUNTING POLICIES - continued

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 58 volunteers.

Grant making to individuals

Grant applications are considered by the Finance Sub Committee on a frequent basis and the average grant is £300.

2. VOLUNTARY INCOME

	2010 £	2009 £
Donations	17,655	11,229
Gift aid	21,280	12,986
	<u>38,935</u>	<u>24,215</u>

3. INVESTMENT INCOME

	2010 £	2009 £
Deposit account interest	<u>1,563</u>	<u>5,828</u>

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Activity	2010 £	2009 £
Transport Fees	Community Activities	-	427
Grants	Community Activities	66,300	66,300
Sundry Income	Community Activities	2,412	1,535
Age Concern England - Income			
Fund Share	Community Activities	4,421	4,837
Room Hire	Community Activities	1,728	1,182
Day Centre Fees	Day Centre	12,016	12,227
Transport Fees	Day Centre	5,830	5,737
Grants	Day Centre	51,257	51,257
Grants	Gladstone Day Centre Consortium	63,702	63,698
Grants	Information and Advice Service	31,259	30,650
Grants	Celebrating Age Festival	16,500	19,624
Sundry Income	Celebrating Age Festival	8,003	4,067
Grants	Sole Mates	-	20,004
Client Income	Sole Mates	10,912	10,149
Transport Fees	Ageing Well Project	77	64
Sundry Income	Ageing Well Project	10,405	6,453
Untold Story Project Subs	Untold Story	442	496
Grants	Handyperson	50,000	-
Client Income	Handyperson	4,073	-
		<u>339,337</u>	<u>298,707</u>

AGE CONCERN MERTON LIMITED

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2010**

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES - continued

Grants received, included in the above, are as follows

	2010 £	2009 £
London Borough of Merton - Community Care	167,557	117,557
London Borough of Merton - Gladstone Day Centre	63,702	63,698
Age Concern England - Sole Mates	-	20,004
London Borough of Merton - Celebrating Age Festival	16,500	19,624
City Bridge Trust - Advice and Information	31,259	30,650
	<u>279,018</u>	<u>251,533</u>

5 CHARITABLE ACTIVITIES COSTS

	Direct costs £	Grant funding of activities (See note 6) £	Totals £
Community Activities	109,422	5,376	114,798
Day Centre	92,805	-	92,805
Gladstone Day Centre Consortium	39,426	-	39,426
Information and Advice Service	28,168	-	28,168
Celebrating Age Festival	19,298	-	19,298
Sole Mates	23,271	-	23,271
Ageing Well Project	28,944	-	28,944
Untold Story	695	-	695
Handyperson	27,327	-	27,327
	<u>369,356</u>	<u>5,376</u>	<u>374,732</u>

6 GRANTS PAYABLE

	2010 £	2009 £
Community Activities	<u>5,376</u>	<u>3,929</u>

7 GOVERNANCE COSTS

	2010 £	2009 £
Trustees' expenses	80	-
Accountancy	2,835	1,150
Auditors' remuneration	2,820	2,475
AGM Costs	163	127
Other fees	1,402	936
Age Concern England Fees	260	70
Other accounting fees	1,370	1,652
Architects fees	-	639
	<u>8,930</u>	<u>7,049</u>

AGE CONCERN MERTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2010

8 NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting)

	2010	2009
	£	£
Auditors' remuneration	2,820	2,475
Depreciation - owned assets	<u>3,054</u>	<u>6,813</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2010 nor for the year ended 31 March 2009

Trustees' Expenses

	2010	2009
	£	£
Trustees' expenses	<u>80</u>	<u>-</u>

10 STAFF COSTS

	2010	2009
	£	£
Wages and salaries	197,242	174,064
Social security costs	<u>16,813</u>	<u>14,590</u>
	<u>214,055</u>	<u>188,654</u>

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

	2010	2009
Full time	1	1
Part time	<u>13</u>	<u>13</u>
	<u>14</u>	<u>14</u>

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

AGE CONCERN MERTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2010

11 TANGIBLE FIXED ASSETS

	Motor vehicles £	Computer equipment £	Totals £
COST			
At 1 April 2009	53,656	33,477	87,133
Additions	4,800	-	4,800
At 31 March 2010	<u>58,456</u>	<u>33,477</u>	<u>91,933</u>
DEPRECIATION			
At 1 April 2009	53,656	30,630	84,286
Charge for year	800	2,254	3,054
At 31 March 2010	<u>54,456</u>	<u>32,884</u>	<u>87,340</u>
NET BOOK VALUE			
At 31 March 2010	<u>4,000</u>	<u>593</u>	<u>4,593</u>
At 31 March 2009	<u>-</u>	<u>2,847</u>	<u>2,847</u>

12 FIXED ASSET INVESTMENTS

	Shares in group undertakings £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2009	5	12,762	12,767
Revaluations	-	3,475	3,475
At 31 March 2010	<u>5</u>	<u>16,237</u>	<u>16,242</u>
NET BOOK VALUE			
At 31 March 2010	<u>5</u>	<u>16,237</u>	<u>16,242</u>
At 31 March 2009	<u>5</u>	<u>12,762</u>	<u>12,767</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 companies investments at the balance sheet date in the share capital of companies include the following

Optional Care Limited

Nature of business Support services to older people

Class of share	% holding	31/3/10 £	31/3/09 £
Ordinary	100		
Aggregate capital and reserves		<u>3</u>	<u>3</u>

AGE CONCERN MERTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2010

12 FIXED ASSET INVESTMENTS - continued

Age Concern (Merton) Trading Limited
Nature of business Non-charitable trading activities

Class of share	% holding	31/3/10	31/3/09
Ordinary	100	£	£
Aggregate capital and reserves		<u>2</u>	<u>2</u>

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

	2010	2009
	£	£
Amounts owed by group undertakings	17,990	33,513
Other debtors	31,548	17,516
Accrued income	-	8,250
	<u>49,538</u>	<u>59,279</u>

14 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2010	2009
	£	£
Other creditors	16,228	10,252
Accrued expenses	10,405	11,331
Deferred Income	7,938	8,932
	<u>34,571</u>	<u>30,515</u>

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2010 Total funds	2009 Total funds
	£	£	£	£
Fixed assets	4,593	-	4,593	2,847
Investments	5	16,237	16,242	12,767
Current assets	113,280	112,948	226,228	227,745
Current liabilities	(34,571)	-	(34,571)	(30,515)
	<u>83,307</u>	<u>129,185</u>	<u>212,492</u>	<u>212,844</u>

AGE CONCERN MERTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2010

16 MOVEMENT IN FUNDS

	At 1/4/09 £	Net movement in funds £	Transfers between funds £	At 31/3/10 £
Unrestricted funds				
General fund	31,241	(32,062)	17,500	16,679
Designated - Bus fund	60,000	-	-	60,000
Designated - Refurbishment	-	4,128	2,500	6,628
	<u>91,241</u>	<u>(27,934)</u>	<u>20,000</u>	<u>83,307</u>
Restricted funds				
Celebrating Age Festival	17,314	6,205	-	23,519
Ageing Well	31,276	(17,778)	-	13,498
Gladstone Day Centre	28,017	24,276	(20,000)	32,293
Advice and Information	3,131	3,091	-	6,222
Untold Story Project	946	(253)	-	693
Sole Mates	19,164	(12,359)	-	6,805
Age Concern - Winter Warmth	1,381	(905)	-	476
Grants to individuals	20,374	(1,441)	-	18,933
Handyperson	-	26,746	-	26,746
	<u>121,603</u>	<u>27,582</u>	<u>(20,000)</u>	<u>129,185</u>
TOTAL FUNDS	<u>212,844</u>	<u>(352)</u>	<u>-</u>	<u>212,492</u>

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	178,190	(210,252)	-	(32,062)
Designated - Refurbishment	4,128	-	-	4,128
	<u>182,318</u>	<u>(210,252)</u>	<u>-</u>	<u>(27,934)</u>
Restricted funds				
Celebrating Age Festival	25,503	(19,298)	-	6,205
Ageing Well	11,166	(28,944)	-	(17,778)
Gladstone Day Centre	63,702	(39,426)	-	24,276
Advice and Information	31,259	(28,168)	-	3,091
Untold Story Project	442	(695)	-	(253)
Sole Mates	10,912	(23,271)	-	(12,359)
Grants to individuals	460	(5,376)	3,475	(1,441)
Handyperson	54,073	(27,327)	-	26,746
Age Concern - Winter Warmth	-	(905)	-	(905)
	<u>197,517</u>	<u>(173,410)</u>	<u>3,475</u>	<u>27,582</u>
TOTAL FUNDS	<u>379,835</u>	<u>(383,662)</u>	<u>3,475</u>	<u>(352)</u>

AGE CONCERN MERTON LIMITED

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED FOR THE YEAR ENDED 31 MARCH 2010

17 FUNDS

DESIGNATED FUNDS

Bus 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 seventh 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 85 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 Concerns 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 Concern Merton

Winter Warmth Grant

Age Concern 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 four 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

Gladstone Day Centre Consortium

Age Concern Merton formed a consortium with Merton Community Transport, St Marks Family Centre and the Merton and Morden Guild to offer a "virtual" day centre for the attendees of the Gladstone Day Centre that was closed in September 2005. The 75 attendees were invited to opt to attend any of the three centres named above with Merton Community Transport providing transport assistance. The consortium is administered and co-ordinated by Age Concern Merton. The transfer of £ 20,000 to general funds this year represents management charges related to undertaking this service

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

17 FUNDS

Sole Mates

Sole Mates has been designed with the involvement of older people, who form 80% of the Steering Group membership. The Trustees would like to acknowledge the professional and practical support given by the Sutton & Merton Primary Care Trust during the development of this new service. In late 2007 we received additional funding from the London Borough of Merton to support the expansion of the service. We have expanded the clinic hours to meet customer demand.

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.

Grants to Individuals Fund

These funds provide us with a resource for making small grants to older people in particular need across Merton.

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 Concern Merton or its many partners.