

REGISTERED COMPANY NUMBER: 05173595
REGISTERED CHARITY NUMBER: 1105384

**REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2016
FOR
AGE UK MERTON**



AGE UK MERTON

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FOR THE YEAR ENDED 31 MARCH 2016**

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AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

The trustees (who are also directors of the charitable company for the purposes of the Companies Act 2006) are pleased to present their annual Trustees Report, together with the financial statements for the year ending 31 March 2016, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

05173595 (England and Wales)

Registered Charity number

01105384

Registered office

277 London Road
Mitcham
Surrey
CR4 3NT

Trustees

Clare Gummett
Stephen Atkins
Eileen Nutting
Nancy Adamson
Margaret Alexander
Rob Clarke
Laura Harper
Hayley James
Vispi Jamooji

Chair
Honorary Financial Advisor
Company Secretary

Resigned 26 November 2015
Appointed 19 November 2015
Appointed 19 November 2015

Senior Management Team

Charmaine Bennett
Paula Bailey
Nic Newman
Mary Goodwin
Lynne Mitchell
Sarah Crook

Chief Executive Officer
Operations Manager
Health Programmes Manager (Left 9 July 2015)
Health Programmes Manager (Appointed 23 November 2015)
Living Well Manager (Appointed 4 July 2016)
Independence at Home Services Development Manager (Left 24 September 2015)
Independence at Home Services Development Manager
(Appointed 19 November 2015)

Natalie Tempero

Senior Statutory Auditor

Andrea L Kibble FCCA

Auditors

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

Bankers

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

CCLA Investment Management Limited
COIF Funds
Senator House
85 Queen Victoria Street
London EC4V 4ET

Unity Trust Bank Plc.
Nine Brindleyplace
Birmingham
B1 2HB

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

PRINCIPAL ACTIVITY

The charitable company's principal activity for the year, which is ultimately the objects set out in the Memorandum and Articles of Association was to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the London Borough of Merton.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Age UK Merton (AUKM) is a company limited by guarantee 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 London Borough of Merton. The Charity was originally founded in 1961 and was registered as an unincorporated charity with the Charity Commission 30 August 1961. The Charity incorporated 7 July 2004.

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 (Age UK) on 7 November 2011. The Trustees signed a renewed Brand Partner Agreement in April 2016. Age UK Merton is also a member of Age England Association.

Appointment of new Trustees

As set out in the Articles of Association 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 trustees are elected annually by the members of the charitable company attending the AGM and serve for a period of three years and then one third of trustees are required to retire by rotation but may be re-elected.

Trustee recruitment and induction

Trustees are recruited through advertisement, professional, personal and 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.

New Trustees are given an induction pack and training to brief them on their legal obligations under the charity and company law, the Charity Commission guidance on public benefit and inform them of the content of the Memorandum and Articles of Association. Further training is offered on a regular basis to all Board members and trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Governance and Organisational structure

The Board of Trustees meets every two months and is responsible for governing the affairs of Age UK Merton. The Board agrees the strategic direction to ensure the organisation fulfills 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 and Governance Committee, who oversee the development and monitoring of the strategy. The Chief Executive Officer attends all Board meetings and sub-committee meetings. The Finance Manager attends the Finance Sub Committee.

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 fulfill 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.

Related parties and co-operation with other organisations

None of our trustees receive remuneration or other benefit from their work with the Charity. Any connection between a trustee or senior manager of the Charity with service user, external contractor or supplier of services must be disclosed to the full board of trustees in the same way as any other contractual relationship with a related party. In the current year no such related party transactions were reported.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2016**

Pay policy for senior management team

The trustees, who are the Charity's directors, and the senior management team comprise the key management personnel of the Charity in charge of directing and controlling, running and operating the Charity on a day-to-day basis. All trustees give of their time freely and no trustee received remuneration in the year. Details of trustees' expenses and related party transactions are disclosed in note 10 to the accounts.

The pay of the senior staff, and indeed all staff, is reviewed annually and normally increased in accordance with average earnings. The trustees' benchmark against pay levels in other local charities of a similar size that are run on a voluntary basis.

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 and a risk register is reviewed regularly by the board. 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.

As is the case with many other charities in the sector, one of the principle risks identified by the Trustees is competition from other charities for ever decreasing resources at a time when the needs of our beneficiary group is increasing. To mitigate this, Trustees and senior management team are working to ensure we offer excellent services and value for money and are able to demonstrate the quality and impact of our services. Other principle risks include loss of key staff and other funding risks associated with the diversification of our funding sources. These risks are monitored and managed by the governance and finance committees respectively.

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 have reviewed the reserves policy during the year. Please see page 7 for details of the Charity's reserves policy.

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 enable people in the borough to love later life. We want to be known for

- ✓ Putting people in later life at the heart of everything we do
- ✓ Excellent services that help people in later life live independently and exercise choice
- ✓ Being a provider of services and products that support ageing better
- ✓ Our passion for what we do and that we care about each individual
- ✓ Being a dynamic, credible, trusted and sustainable organisation
- ✓ Our inspired and motivated team of staff and volunteers
- ✓ A strong value base that influences all our decisions
- ✓ Involving users in the design of our services.

Our Beneficiaries are all those 50yrs and over and their carers who live in the London Borough of Merton.

Public Benefit

We have reviewed the 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.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2016

OBJECTIVES AND ACTIVITIES

Principal activities in 2015/16

Services which meet strategic objective one:

We will enable and support older people in Merton to love later life and change it for the better, to stay independent and keep doing the things that they enjoy.

Our activity and social programme, **Love Later Life** has continued to grow. It offers regular weekly clubs and social gatherings including craft, sewing/knitting, art, gardening, bingo and exercise classes including Yoga, seated exercise, Rhythm and Movement and Zumba dancing which are tailored for this age group and a mix of ability. Our **Love to Lunch** programme continues to grow in popularity with our chef preparing 3,339 fresh, homemade, nutritious lunches from our premises.

Part of our programme is going **Out and About** on walks, outings and theatre trips. These activities take place locally, in London or further afield, using public transport, minibuses or coaches depending on the location. We were delighted to add Sunday Lunch and Supper Clubs to our schedule to suit those who work or perhaps seek extra company in the evenings and weekends.

Sadly, due to a lack of funding we had to end our transport provision this year and say goodbye to our wonderful driver. However, we are delighted that all our clients but one managed to continue to attend using alternative transport such as Dial A Ride. One client found alternative provision much closer to her home.

We were again commissioned to plan and organise the annual **Merton Older People's Festival - Celebrating Age**. We continued to see 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. It is likely that this was the last Festival of its kind as the funder, the London Borough of Merton, is currently not able to support the festival in the same format due to funding challenges.

In January 2015 we launched the **Merton Befriending Scheme** in partnership with the Wimbledon Guild of Social Welfare, Carers Support Merton and MVSC. This is a two-year pilot funded by the Public Health Merton. Volunteers are recruited and trained to buddy with and befriend older people and support them to access activities that are available in the community.

The **Handyperson** service provided a service to 627 people over the year in partnership with the Wimbledon Guild of Social Welfare. We deliver tasks ranging from hanging curtains, changing light bulbs, assembling flat pack furniture, adjusting cupboard doors, tacking down loose carpets and painting and decorating. The service provides added value by doing safety and security checks and referring clients to statutory services if additional support is needed. We are grateful to the Public Health team at the London Borough of Merton who provided a subsidy for the scheme for people at risk of falls as part of Merton's Falls Prevention Strategy.

We were pleased to be able to offer additional winter services, partly through the *Preparing for Powerloss* programme, funded by Age UK, which ensured that older people's homes are safer, warmer and more energy efficient and that older people have access to emergency items including food and blankets during cold weather. We delivered talks to help people understand how they can keep warm and well in winter and increase their income through benefits advice and energy advice.

Our **Sole Mates Podiatry** service has gone from strength to strength since it too underwent some significant changes the previous year. In total, 288 clients accessed the service a total of 1215 times. We remain extremely grateful to the Cricket Green Medical Practice for the use of their premises.

Information and Advice is an independent, confidential service, which plays a crucial role in improving quality of life and remains a key service, demonstrated by the fact that we funded the service from reserves during 2014/2015. Sadly we were forced to reduce the service at the end of March 2016 due to a lack of funds but have been successful in a 5 year funding bid to the Big Lottery Fund's Reaching Communities programme, meaning we can rebuild the service later this year. In total, we received 1087 enquiries and our benefits advisor helped to realise a potential £318,773 of unclaimed benefits over the year.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2016

OBJECTIVES AND ACTIVITIES

Services which meet strategic objective one: - continued

We will enable and support older people in Merton to love later life and change it for the better, to stay independent and keep doing the things that they enjoy.

We are pleased that we have been able to grow and investment in improving our **Health and Wellbeing services**. Our '**Happy & Active**' is aimed at older people 75 years of age and above who have a long-term health condition - a health problem that can't be cured but can be controlled by medication or other therapies. The service takes a very person-centred approach to reflect the different needs of individuals and the Health & Wellbeing Officer works over a number of weeks to support people to do things that they enjoy.

The **Life After Stroke** service continued to develop and provided interventions with stroke survivors, their families and their carers, to empower each person to make the fullest recovery possible. Alongside this, our **In Control – Continence Advice Service** provides a much-needed opportunity for people to speak to a continence advisor privately and confidentially, about any continence related concerns. We deliver **Continence Promotion Talks** to community groups, or organisations that provide services to people aged 50+ in the London Borough of Merton, which promote increased awareness of what incontinence is and of the options and support available. These two services were part of the Ageing Well programme, funded by the London Borough of Merton.

Activities which meet strategic objective two:

To be the voice of older people in Merton, influencing decision makers and raising awareness of the contribution that people in later life make to our community.

Over the past year, we have raised awareness on issues including Winter Wellbeing, health and well-being, public transport, loneliness and benefit take-up. We have continued to work in alliance with Age UK, Age UK London, Merton Seniors Forum and Merton Accessible Transport Alliance and the London Borough of Merton, sitting on for example the Merton Falls Prevention Task and Finish Group, the Health and Social Care Forum and the Adult Services Voluntary Sector Task Group. We challenged the Local Authority on their decision not to implement the council tax precept to protect vital Adult Social Care Services and submitted a petition with over 500 signatures.

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

Future plans

This year we continued to work towards the delivery of our Strategic Plan 2014-2017. We want Age UK Merton to be seen as the first port of call for any information, services, activities, support and advice for older people and their carers. We want to be leading the way for delivering community health services for older people. We want to be working with our partners both within the Borough and the Age UK 'family' to ensure that older people have every opportunity to 'Love Later Life'.

Our plan sets out what we know about the needs of our service users and our plans for how we will meet those. Our main aim is to ensure that everyone in Merton has the opportunity to make the most of later life, whatever their circumstances, wants and needs. Our delivery of this aim will be guided by three key objectives:

1. To **enable and support** older people in Merton to love later life and change it for the better, to stay independent and keep doing the things that they enjoy.
2. To be the **voice** of older people in Merton, influencing decision makers and raising awareness of the contribution that people in later life make to our community
3. To ensure that older people benefit from a **well-run, sustainable organisation** that involves them in the running and design of services

This was a challenging financial year for Age UK Merton as we felt the impact of a reduction of almost 50% of our income in 2012/13. However, we are looking ahead with, we believe, justified optimism. We have undergone significant change over the past few years, restructuring all of our services to ensure that they are meeting the needs of our service users. These changes are resulting in an increase in client numbers and greater organisational efficiency. Much of our losses this year were attributable to our Information and Advice service, which was funded almost entirely from reserves. This was a conscious decision made by the Trustees because it is such a core service. We have now secured 5 years funding to support this area of work so this position will now improve. Therefore, we look forwards now to a period of consolidation and steady growth:

Key areas of work for 2016/17 include:

1. Developing a new Strategic Plan for 2017-2020;
2. Developing our suite of 'At Home with Age UK Merton' services to help people feel safe, comfortable and secure at home;
3. Implementing our fundraising strategy, with the appointment of a new Community Fundraiser;
4. Growing our capacity to tell people about what we do and reach more of the community;
5. Making the most of our building to ensure that it is a resource for the community and allows us to run a busy, varied and self-sustaining programme of activities;
6. Launching a new 'Living Well' service funded by the London Borough of Merton;
7. Securing a future for the Befriending Service;
8. Continuing to meet the requirements of the Organisational Quality Standards of Age UK;
9. Developing an organisation-wide outcomes assessment approach, ensuring that we take a holistic view of the needs of our service users;
10. Ensuring that those accessing our services are reflective of the communities in Merton and take steps to reach under-represented groups.

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

ACHIEVEMENT AND PERFORMANCE

Supporting Activities Volunteers

Age UK Merton currently has 110 volunteers. Volunteers help in every aspect of our activities, including administration and reception duties, befriending and 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. We have a Volunteer Co-ordinator who oversees recruitment and the implementation of our Volunteering Strategy.

Quality

We are proud to have achieved the Organisational Quality Standards for local Age UKs in England. Our achievement of the Organisational Quality Standards recognises the high standard of our performance as an organisation. It certifies that we are a well governed and effective organisation committed to the wellbeing of older people, our staff and volunteers and to working in partnership with others. The Standards are externally assessed by industry leaders SGS and endorsed by the Charity Commission.

Training

An annual training plan is drawn up each year and reflects a continuing commitment by the Board to enhancing Trustee, staff and volunteers' 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

FUNDS HELD AS CUSTODIAN FOR OTHERS

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 administrative functions.

FINANCIAL REVIEW

Reserves Policy

The Trustees of Age UK Merton have adopted a reserves policy, which they consider appropriate to ensure the continued ability of the Charity to meet its objectives. In April 2016 the policy was revised by the Finance Committee.

Reserves are defined as that part of the organisation's investments and current assets that are freely available for its general purposes. 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 sources.

The revised reserves policy distinguishes between three different requirements, namely, ensuring estimated close down costs for the Charity are available, ensuring 3 – 6 months of operating expenditure is available and ensuring there is sufficient to invest in new initiatives and explore potential development opportunities aimed at satisfying charitable objectives. Unrestricted reserves are reviewed at each meeting of the Finance Committee. Use of unrestricted reserves requires approval by the Board on the recommendation of the Finance Committee.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2016**

FINANCIAL REVIEW - continued

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 and Charities Investment Fund operated by CCLA Investment Management Ltd and National savings products, which the Trustees believe currently give a good return on investment for the Charity balanced against an acceptable level of risk.

Current year performance

Age UK Merton has faced considerable financial challenges following significant reductions of funding in recent years and the restructuring of all our services. Despite this, the Trustees are pleased with the financial performance of the Charity during 2015/16, which was a significant improvement on the budgeted position. The Trustees remain committed to ensuring the sustainability of the Charity in order to meet the needs of service users in Merton.

The Charity's income increased to £526,278 (2014/15: £445,293) following a decrease during 2014/15. This increase of approximately 18% is the net result of some significant changes in the income structure of the Charity representing the fruit of strategic plans laid in earlier years to ensure sustainability. Most significantly there has been a replacement of statutory funding with more sustainable sources of self-generated income. The majority of this increase comes from the first full year of operation for our new Helping Hands service, which grew significantly in the current year. We have also been successful in obtaining development funds for a year to continue to invest in this service, which will enable it to continue developing to achieve its potential. The Finance Committee continues to monitor the financial performance of all services. Where it is determined that a service is not sustainable then these are ended, as was the case with the transport service during 2015/16.

In addition, we have been particularly successful during the year under review in raising funds from charitable trusts and foundations and have been very fortunate to receive a capital distribution of £25,000 from the Vernon Ely Charitable Trust. Further fundraising efforts have also been successful impacting future periods with the most notable being a £398,340 Reaching Communities bid funded by the Big Lottery Fund over the next 5 years.

The Charity's expenditure has increased to £605,326 (2015: £467,513). The majority of this increase sits within staff employment costs and is the effect of two strands of our strategy-taking place concurrently. As reported in the prior year, our new Helping Hands service took over where the previous Home Services Team Ltd trading subsidiary ended. This is the first full year of operation and the first year the services' expected and substantial staff costs are included within the Charity's expenditure directly. These are associated with both delivery and management of the service and account for more than half of the increase in expenditure. Concurrently, this is the first full year where the effect of the strategic reorganisation of key roles within the Charity has taken effect and represents an investment to ensure our continued sustainability.

Forward look

The net result of the above has resulted in a deficit of £80,392. This result was expected and planned for in the context of the strategy to reorganise the Charity to ensure its sustainability. It represents the necessary investment the Trustees have had to make to ensure this objective is met and reflects a key milestone turning point for Age UK Merton despite the challenging financial environment in which it operates. The budgeted position for 2016/17 shows a much-improved financial position for the Charity. The Finance Committee continues to support the implementation of the Charity's strategy, including delivery of the fundraising strategy. The key objectives for 2016/17 are outlined in page 6 of this report.

AGE UK MERTON

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2016

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;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and;
- 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.

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

STATEMENT OF DISCLOSURES TO AUDITORS

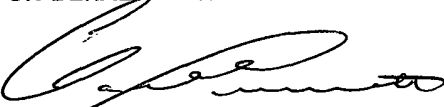
So far as the Trustees are aware, there is no relevant information (as defined by Section 418 of the Companies Act 2006) of which the charitable company's auditors are unaware, and each trustee has taken all the steps that they ought to have taken as a trustee in order to make them aware of any audit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

AUDITORS

A K Accounting Solutions Limited has expressed its willingness to continue as Auditor for the next financial year.

This Trustees 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:



Clare Gummett (Chair) – Trustee

26 September 2016

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 2016 on pages 11 to 25. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Trustees and Auditors

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

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

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances, and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the Trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies, we consider the implications for our report.

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 2016 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

26 September 2016

AGE UK MERTON

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2016

	Notes	Unrestricted funds £	Restricted funds £	2016 Total funds £	2015 Total funds £
Income and endowments from:					
Donations and legacies	2	54,051	764	54,815	34,832
Income from charitable activities	4				
Love Later Life		91,578	26,911	118,489	169,583
Information and Advice Service		7,500	17,396	24,896	44,810
Celebrating Age Festival		-	22,788	22,788	21,227
Independence at Home		110,584	50,813	161,397	76,711
Volunteers and Befriending		-	48,196	48,196	36,383
Health Programmes		-	92,054	92,054	54,604
Dignity in Care		-	-	-	5,333
Other trading activities					
Fundraising		1,754	-	1,754	-
Investments	3	<u>1,889</u>	<u>-</u>	<u>1,889</u>	<u>1,810</u>
Total Income		267,356	258,922	526,278	445,293
Expenditure on:					
Raising funds	5	7,771	1,624	9,395	2,574
Charitable activities:	6				
Love Later Life		178,260	9,303	187,563	212,023
Information and Advice Service		7,500	64,563	72,063	48,665
Celebrating Age Festival		-	21,327	21,327	20,832
Independence at Home		133,950	74,308	208,258	97,214
Volunteering and Befriending		-	35,664	35,664	32,767
Health Programmes		-	71,056	71,056	52,242
Dignity in Care		<u>-</u>	<u>-</u>	<u>-</u>	<u>3,770</u>
Total Expenditure		<u>327,481</u>	<u>277,845</u>	<u>605,326</u>	<u>467,513</u>
NET INCOME/(EXPENDITURE) FOR THE YEAR before net gains and losses		(60,125)	(18,923)	(79,048)	(22,220)
Net gains/(losses) on investment assets		<u>(485)</u>	<u>(859)</u>	<u>(1,344)</u>	<u>2,586</u>
NET INCOME/(EXPENDITURE)		(60,610)	(19,782)	(80,392)	(19,634)
Transfers between funds	18	<u>(52,829)</u>	<u>52,829</u>	<u>-</u>	<u>-</u>
NET MOVEMENT IN FUNDS		<u>(113,439)</u>	<u>33,047</u>	<u>(80,392)</u>	<u>(19,634)</u>
RECONCILIATION OF FUNDS					
TOTAL FUNDS BROUGHT FORWARD	18	<u>248,588</u>	<u>55,396</u>	<u>303,984</u>	<u>323,618</u>
TOTAL FUNDS CARRIED FORWARD		<u>135,149</u>	<u>88,443</u>	<u>223,592</u>	<u>303,984</u>

CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities.

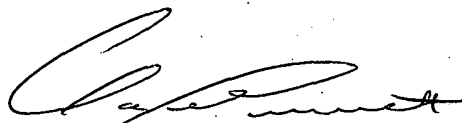
The notes form part of these financial statements


AGE UK MERTON
BALANCE SHEET
AT 31 MARCH 2016

	Notes	2016 £	2015 £
FIXED ASSETS			
Tangible assets	13	1,828	3,660
Investments	14	<u>30,060</u>	<u>31,408</u>
		31,888	35,068
CURRENT ASSETS			
Debtors: amounts falling due within one year	15	104,636	95,511
Cash at bank		<u>162,541</u>	<u>279,814</u>
		267,177	375,325
LIABILITIES			
Creditors: Amounts falling due within one year	16	(75,473)	(106,409)
NET CURRENT ASSETS		<u>191,704</u>	<u>268,916</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>223,592</u>	<u>303,984</u>
NET ASSETS		<u>223,592</u>	<u>303,984</u>
TOTAL FUNDS OF THE CHARITY	18		
Unrestricted funds		135,149	248,588
Restricted funds		<u>88,443</u>	<u>55,396</u>
TOTAL FUNDS		<u>223,592</u>	<u>303,984</u>

The trustees have prepared these accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. 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 and constitute the annual accounts required by the Companies Act 2006 and for circulation to members of the charitable company.

The financial statements were approved by the Board of Trustees on **26 September 2016** and were signed on its behalf by:


 Clare Gummett (Chair) - Trustee


 Stephen Atkins (Treasurer) - Trustee

The notes form part of these financial statements

AGE UK MERTON

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2016

Notes	2016 £	2015 £
Cash flows from operating activities:		
Net cash provided by (in use) operating activities	(115,825)	<u>38,560</u>
	(115,825)	38,560
Cash flows from investing activities		
Purchase of fixed assets	(1,453)	-
Sale of Investments	<u>5</u>	<u>-</u>
Cash provided by (used in) investing activities	(1,448)	-
Increase (decrease) in cash and cash equivalents in the year expended	(117,273)	38,560
Cash and cash equivalents at the start of the year	<u>279,814</u>	<u>241,254</u>
Cash and cash equivalents at the end of the year	<u>162,541</u>	<u>279,814</u>

CASH FLOW NOTES

	2016 £	2015 £
Reconciliation of net movement in funds to net cash flow from operating activities		
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	(80,392)	(19,634)
Adjustments for:		
Add back depreciation charge	3,285	3,444
(Gains) losses on investments	1,343	(2,586)
(Increase) decrease in debtors	(9,125)	(8,676)
Increase (decrease) in creditors	<u>(30,936)</u>	<u>66,012</u>
Net cash used in operating activities	<u>(115,825)</u>	<u>38,560</u>
Analysis of cash and cash equivalents		
Cash in hand	<u>162,541</u>	<u>279,814</u>
Total cash and cash equivalents	<u>162,541</u>	<u>279,814</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2016**

1. ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Merton meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Reconciliation with previous Generally Accepted Accounting Practice

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required. No restatements were required.

Preparation of the accounts on a going concern basis

The local and national reduction in government funding is a significant area of financial uncertainty for most charities. The trustees have taken action and reviewed the Charity's current activities and implemented a revised cost structure, reduced some areas of activities offered and increased others. The trustees remain in regular contact with local authorities and other funders to secure their on going financial support but are also taking steps to grow unrestricted, independent income.

Income

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the Charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executors to the Charity that a distribution will be made, or when a distribution is received from the estate.

Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of a specific activities or provision of other specified service is deferred until the criteria for income recognition are met.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise the costs of an external fundraiser and associated support costs.
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2016

1. ACCOUNTING POLICIES - continued

Donated services and facilities

Donated services or facilities are recognised as income if material when the Charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount the Charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

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 110 (2015: 88) volunteers.

Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the Bank.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of Charity. Designated funds are unrestricted funds of the Charity, which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are grants or donations, which the donor has specified, are to be solely used for particular areas of the Charity's work or for specific activities or projects being undertaken by the Charity.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Asset Category	Annual Rate
Motor vehicles	33% on cost
Computer and office equipment	33% on cost

Pension costs and other post-retirement benefits

Since 1 April 2015 employees were able to join the money purchase scheme, which has been established in compliance with the regulations on workplace pensions under the Pensions Act 2008. Employees were automatically enrolled into the money purchase scheme unless they have exercised their right to opt out of scheme membership.

Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Corporation Taxation

The Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

Transition to FRS 102

No subsequent restatement of items has been required in making the transition to FRS 102. The transition date was 1 April 2014.

Investments

Unlisted investments have been included in the balance sheet at market value as at 31 March 2016.

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 2016

2. INCOME FROM DONATIONS AND LEGACIES

	2016	2015
	£	£
Donations	34,815	16,744
Notional rent	18,000	-
Gift aid donations from trading subsidiaries	-	16,288
Legacies	<u>2,000</u>	<u>1,800</u>
	<u>54,815</u>	<u>34,832</u>

3. INVESTMENT INCOME

	2016	2015
	£	£
Interest received	<u>1,889</u>	<u>1,810</u>

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Activity	2016	2015
		£	£
Grants	Love Later Life	52,483	97,245
Grants	Celebrating Age Festival	18,000	18,000
Grants	Dignity in Care	-	5,333
Grants	Independence at Home	13,576	9,953
Grants	Information and Advice Service	17,396	44,810
Grants	Health Programmes	92,054	53,104
Grants	Volunteers and Befriending	-	9,775
Contract Income	Volunteers and Befriending	48,196	26,608
Client Income	Love Later Life	53,898	44,992
Client Income	Independence at Home	143,541	62,072
Room Hire	Love Later Life	6,005	6,280
Sundry Income	Love Later Life	3,760	15,283
Sundry Income	Celebrating Age Festival	4,788	3,227
Sundry Income	Independence at Home	4,280	4,686
Sundry Income	Information and Advice Service	7,500	-
Transport Fees	Love Later Life	2,343	5,783
Wellbeing Service (IAPT)	Health Programmes	-	1,500
		<u>467,820</u>	<u>408,651</u>

AGE UK MERTON

NOTES TO THE FINANCIAL STATEMENTS – CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

4. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES - continued

Grants received, included in the above, are as follows:

	2016 £	2015 £
Unrestricted		
Garfield Weston Foundation	7,500	-
Wimbledon Foundation	5,000	-
Dr Friedrich Stock Memorial Trust	1,700	-
London Borough of Merton – Love Later Life	-	75,348
Merton Partnership	-	4,820
	<u>14,200</u>	<u>80,168</u>
Restricted		
AGE UK – Preparing for Power Loss	12,075	-
AGE UK – Working with Senior Forum	400	-
AGE UK – Information & Development Programme	240	-
AGE UK – Making Age UK Dementia Friendly	-	5,000
AGE UK – ITV Text Santa Large Grant Programme	-	9,482
AGE UK – ITV Text Santa Small Grant Programme	-	1,861
AGE UK London – Discretionary Grants	11,372	-
AGE UK London – Know Your Right's Campaign	500	500
Big Lottery Fund – Awards for All	-	6,337
The City Bridge Trust	51,850	12,900
Circle Housing Merton Priory – Empowering Communities Grant Programme	5,965	1,420
Comic Relief	-	23,110
London Borough of Merton – Love Later Life	19,406	-
London Borough of Merton – Celebrating Age Festival	18,000	18,000
London Borough of Merton – Health Programmes	40,204	40,204
London Borough of Merton – Independence at Home	7,201	4,000
London Borough of Merton – Information and Advice	-	6,000
Mayor of London – FreeSport Project	1,449	1,225
Mayor of Merton – Tea Dance	-	500
The Mercers' Company	-	11,000
Merton Priory Homes – Creating Sustainability	-	9,775
Merton Senior's Forum	-	5,333
Sutton & Merton CCG Charitable Fund	9,964	-
The Percy Bilton Charity	-	1,405
Wimbledon District Nursing & Midwifery Benevolent Society	553	-
Others	130	-
	<u>179,309</u>	<u>158,052</u>

5. FUNDRAISING COSTS

	2016 £	2015 £
Fundraising costs	73	-
Consultancy costs	<u>9,322</u>	-
	<u>9,395</u>	-

**NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED 31 MARCH 2016**

6. CHARITABLE ACTIVITIES COSTS

	Direct costs	Grants payable (see note 6)	Governance costs (see note 7)	Totals
	£	£	£	£
Love Later Life	165,483	250	21,830	187,563
Information and Advice Service	68,421	-	3,642	72,063
Celebrating Age Festival	20,023	-	1,304	21,327
Independence at Home	205,078	-	3,180	208,258
Volunteers and Befriending	34,284	-	1,380	35,664
Health Programmes	67,769	-	3,287	71,056
	<u>561,058</u>	<u>250</u>	<u>34,623</u>	<u>595,931</u>

7. GRANTS PAYABLE

	2016	2015
	£	£
Grants paid to individuals	<u>250</u>	<u>1,886</u>

8. GOVERNANCE COSTS

	2016	2015
	£	£
Accountancy	4,305	1,945
Auditors' remuneration	2,600	3,100
AGM Costs	672	140
Consultancy fees	12,500	32,024
Financial outsourcing	6,375	7,505
HR fees	2,387	2,213
ISO 9001 assessment fees	-	1,190
Meeting costs	967	-
NCVO APS Accreditation	707	-
Legal Fees	276	-
The Pensions Trust	-	500
Trustees expenses	335	-
Other fees and licences	<u>3,499</u>	<u>1,911</u>
	<u>34,623</u>	<u>50,528</u>

9. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

	2016	2015
	£	£
Auditors' remuneration	2,600	3,100
Depreciation – owned assets	<u>3,285</u>	<u>3,444</u>

NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED 31 MARCH 2016

10. STAFF COSTS

	2016	2015
	£	£
Wages and salaries	384,619	245,901
Social security costs	19,259	15,219
Pension costs	8,333	-
	<u>412,211</u>	<u>261,120</u>

No employees had employee benefits in excess of £60,000 (2015: nil). Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

The Charity trustees were not paid or received any other benefits from employment with the Charity in the year (2015: £nil) neither were they reimbursed expenses during the year (2015: £nil). No Charity trustee received payment for professional or other services supplied to the Charity (2015: £nil).

The key management personnel of the Charity comprises of the trustees and those detailed on page 1 of the trustees report. The total employee benefits of the key management personnel of the Charity were £98,689 (2015: £99,458).

11. STAFF NUMBERS

The average monthly number of full-time equivalent employees (including casual and part time staff) during the year was as follows:

	2016	2015
	Number	Number
Senior Management Team	4	4
Other Direct Charitable Staff	12	13
Independence at Home – Helping Hands	<u>16</u>	<u>-</u>
	<u>32</u>	<u>17</u>

The part-time hourly paid sessional workers are employed to assist with the running of the new Helping Hands, which was launched in April 2015.

12. PENSION COSTS

The company has a defined contribution pension scheme, which all employees are entitled to join. The company contributes 3% and the employees contributed 1% and employees may make further additional voluntary contributions.

During the year ended 31 March 2016, the company's total contributions amounted to £8,333 (2015: £nil).

The trustees are satisfied that any foreseeable change in employer's contributions can be budgeted for without detriment to the Charity's on-going activities.

NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED 31 MARCH 2016

13. TANGIBLE FIXED ASSETS

	Motor vehicles £	Office equipment £	Totals £
COST			
At 1 April 2015	31,628	26,177	57,805
Additions	-	1,453	1,453
Disposals	(26,828)	-	(26,828)
At 31 March 2016	<u>4,800</u>	<u>27,630</u>	<u>32,430</u>
DEPRECIATION			
At 1 April 2015	31,628	22,517	54,145
Charge for year	-	3,285	3,285
Eliminated on disposal	(26,828)	-	(26,828)
At 31 March 2016	<u>4,800</u>	<u>25,802</u>	<u>30,602</u>
NET BOOK VALUE			
At 31 March 2016	<u>-</u>	<u>1,828</u>	<u>1,828</u>
At 31 March 2015	<u>-</u>	<u>3,660</u>	<u>3,660</u>

14. FIXED ASSET INVESTMENTS

	Shares in group undertaking £	Unlisted investments £	Totals £
MARKET VALUE			
At 1 April 2015	5	31,403	31,408
Additions	-	-	-
Disposals	(5)	-	(5)
Revaluations	-	(1,343)	(1,343)
At 31 March 2016	<u>-</u>	<u>30,060</u>	<u>30,060</u>
NET BOOK VALUE			
At 31 March 2016	<u>-</u>	<u>30,060</u>	<u>30,060</u>
At 31 March 2015	<u>5</u>	<u>31,403</u>	<u>31,408</u>

There were no investment assets outside the UK.

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

AGE UK MERTON

NOTES TO THE FINANCIAL STATEMENTS – CONTINUED FOR THE YEAR ENDED 31 MARCH 2016

14. FIXED ASSET INVESTMENTS – continued

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

Age UK Merton Trading Limited

Nature of business: Non-charitable trading activities. The company was dissolved 16 February 2016

Class of share:	%
Ordinary	holding 100

	2016 £	2015 £
Aggregate capital and reserves	<u>-</u>	<u>2</u>

The Home Service Team Limited

Nature of business: Support services to older people. The company was dissolved 16 February 2016

Class of share:	%
Ordinary	holding 100

	2016 £	2015 £
Aggregate capital and reserves	<u>-</u>	<u>3</u>

Unlisted Investments

Unlisted investments consist of COIF Charities Investments Fund Income Units and Invesco Perpetual UK Strategic Income Shares. These have been included at market value.

15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2016 £	2015 £
Trade debtors	78,555	-
Amounts owed by group undertakings	-	54,917
Accrued income	19,330	23,278
Other debtors	4,255	16,287
Prepayments	<u>2,496</u>	<u>1,029</u>
	<u>104,636</u>	<u>95,511</u>

16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2016 £	2015 £
Trade creditors	587	-
Other taxes	4,501	5,215
Other creditors	6,894	5,536
Accrued expenses	22,880	28,199
Deferred income	<u>40,611</u>	<u>67,459</u>
	<u>75,473</u>	<u>106,409</u>

NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED 31 MARCH 2016

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2016 Total funds £	2015 Total funds £
Fixed assets	1,828	-	1,828	3,660
Investments	30,060	-	30,060	31,408
Current assets	128,495	138,682	267,177	375,325
Current liabilities	(25,234)	(50,239)	(75,473)	(106,409)
	<u>135,149</u>	<u>88,443</u>	<u>223,592</u>	<u>303,984</u>

18. MOVEMENT IN FUNDS

	At 1/4/15 £	Net movement in funds £	Transfers between funds £	At 31/3/16 £
Unrestricted funds				
General fund	248,588	(60,610)	(52,829)	135,149
	248,588	(60,610)	(52,829)	135,149
Restricted funds				
Love Later Life	-	17,728	592	18,320
Information and Advice Service	5,861	(47,076)	43,268	2,053
Celebrating Age Festival	4,525	1,336	-	5,861
Independence at Home	16,076	(23,491)	8,969	1,554
Volunteers and Befriending	3,616	12,313	-	15,929
Healthcare Programmes	18,608	20,387	-	38,995
Grants to individuals	6,710	(979)	-	5,731
	<u>55,396</u>	<u>(19,782)</u>	<u>52,829</u>	<u>88,443</u>
TOTAL FUNDS	<u>303,984</u>	<u>(80,392)</u>	<u>-</u>	<u>223,592</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	267,356	(327,481)	(485)	(60,610)
Restricted funds				
Love Later Life	26,781	(9,053)	-	17,728
Information and Advice Service	18,156	(65,232)	-	(47,076)
Celebrating Age Festival	22,788	(21,452)	-	1,336
Independence at Home	50,817	(74,308)	-	(23,491)
Volunteers and Befriending	48,196	(35,883)	-	12,313
Healthcare Programmes	92,054	(71,667)	-	20,387
Grants to individuals	130	(250)	(859)	(979)
	<u>258,922</u>	<u>(277,845)</u>	<u>(859)</u>	<u>(19,782)</u>
TOTAL FUNDS	<u>508,278</u>	<u>(587,326)</u>	<u>(1,344)</u>	<u>(80,392)</u>

NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED 31 MARCH 2016

19. FUNDS

RESTRICTED FUNDS

Love Later Life

The service provides a programme of activity running Monday to Friday in our Centre, supporting people to stay active in body and mind. We were funded by the Mayors Office in a fund called Get Moving to provide a targeted programme of exercise based activities for older disabled people and Merton Partnership to deliver an expanded programme of activity to those in the East of Merton. We were also supported from the Mayor of London FreeSport programme to deliver Gyrokenesis exercise classes. The London Borough of Merton funded a programme of 3 different groups for older people, each producing artistic work through the Arts Development Fund.

Public Health Merton funded a 'Falls Step Down Programme' aimed at increasing the capacity for primary falls prevention through greater number of accredited instructors providing exercise classes and a greater range of exercise classes. This was in partnership with Merton Vision, the Wimbledon Guild of Social Welfare and the Merton and Morden Guild of Social Welfare.

Information and Advice Service

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. We run weekly drop-in sessions at our offices, provide advice over the phone and increasingly by email provided by specialist information and advice staff. We received funding from Circle Housing through their Empowering Communities Fund to support older people to improve their financial wellbeing through our Money Matters service and also to support our volunteer reception team and the Preparing for Powerloss programme funded by Age UK (see below- Handyperson service). Age UK also provided a small grant to support the information and advice service through a development grant.

We were grateful for a grant from Merton CCG Charitable Fund to recruit, train and support reception volunteers who then provide information and support to other older people

Celebrating Age Festival

Now in its thirteenth year, the Festival continues to raise the profile of older people in our community, showcase what's available and encourage people to stay healthy in mind and body.

Dozens of different groups-statutory, business, voluntary and community join us in producing a 3 weeklong fun packed programme. 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.

This is the last Festival in its current form for the foreseeable future. The balance of £5,861 will be used to run events and activities throughout next year, rather than limited to just the Festival period, through our Out and About programme of activity.

Independence at Home/ At Home with Age UK Merton

This incorporates the Handyperson Service, the Gardening Service and Winter Warmth and our new service, Helping Hands that was launched in April 2015 but is funded from unrestricted funds.

Handyperson Service

The Handyperson Service started in November 2009 and aims to support people to live safely and independently in their own homes through a combination of help with small house maintenance tasks and 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. This year we were supported by the Age UK funded Preparing for Powerloss programme to help older people understand and prepare for extreme weather. This also supported our information and advice service by funding benefits advice sessions.

Gardening Service

Launched in April 2011, the service provided general garden maintenance. 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. Unfortunately the service ceased July 2015 due to lack of funding.

**NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED 31 MARCH 2016**

19. FUNDS – continued

Volunteering and Befriending

Last year we received funding from Circle Thirty-Three Housing Trust limited to pilot a Community Connections project, which recruited volunteers to befriend and connect older people to activities in the community.

We were funded by the London Borough of Merton for the provision of a befriending scheme, working in an innovative collaboration of locally based community organisations to ensure the delivery of high quality joined-up befriending services for isolated older people. There is a particular focus on identifying and supporting those most likely to experience social isolation and related poor health outcomes, including targeted work to reach older people from BAME groups.

Healthcare Programmes

This incorporates the Happy and Active Service, Life After Stroke and In Control (continence advice) services.

Happy and Active Service

This project, funded by The City Bridge Trust, offers health and wellbeing related information, advice and personalised support for older people, including older people who are carers, to help them to lead more active and healthier lives. In particular, we support people who have long-term health conditions to access activities that benefit their physical and emotional health and wellbeing and reduce isolation.

Life after Stroke and In Control (continence advice service)

Both of these services have been funded through the London Borough of Merton's Ageing Well preventative programme. The Life after Stroke service provides personalised one-to-one support, information, and guidance to stroke survivors, their families and their carers, to empower each person to make the fullest recovery possible. In Control provides a much-needed opportunity for people to speak to a continence advisor privately and confidentially, about any continence related concerns.

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.

**NOTES TO THE FINANCIAL STATEMENTS – CONTINUED
FOR THE YEAR ENDED 31 MARCH 2016**

20. STATEMENT OF FINANCIAL ACTIVITIES – PRIOR YEAR

	Unrestricted funds £	Restricted funds £	2015 Total funds £	2014 Total funds £
INCOMING RESOURCES				
Incoming resources from generated funds				
Voluntary income	34,782	50	34,832	49,329
Investment income	1,810	-	1,810	2,520
Incoming resources from charitable activities				
Love Later Life	152,506	17,077	169,583	189,254
Information and Advice Service	-	44,810	44,810	40,371
Celebrating Age Festival	-	21,227	21,227	34,813
Independence at Home	23,134	53,577	76,711	116,288
Volunteers and Befriending	-	36,383	36,383	-
Health Programmes	-	54,604	54,604	43,054
Dignity in Care	-	5,333	5,333	6,667
Total incoming resources	212,232	233,061	445,293	482,296
RESOURCES EXPENDED				
Charitable activities				
Love Later Life	142,930	18,963	161,893	205,568
Information and Advice Service	-	48,375	48,375	31,374
Celebrating Age Festival	-	20,724	20,724	30,245
Independence at Home	18,084	79,130	97,214	101,744
Volunteering and Befriending	-	32,767	32,767	-
Health Programmes	-	52,242	52,242	25,739
Dignity in Care	-	3,770	3,770	5,220
Governance costs	50,130	398	50,528	45,158
Total resources expended	211,144	256,369	467,513	445,048
NET INCOME/(EXPENDITURE) FOR THE YEAR before transfers	1,088	(23,308)	(22,220)	37,248
Gross transfers between funds	11,646	(11,646)	-	-
Net income/(expenditure) for the year before other recognised gains and losses	12,734	(34,954)	(22,220)	37,248
Unrealised gains/losses on investment assets	758	1,828	2,586	954
Net movement in funds	13,492	(33,126)	(19,634)	38,202
RECONCILIATION OF FUNDS				
Total funds brought forward	235,096	88,522	323,618	285,416
TOTAL FUNDS CARRIED FORWARD	248,588	55,396	303,984	323,618