AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE FINANCIAL STATEMENTS 31 MARCH 2009

Charity Number 1084211

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FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

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MEMBERS OF THE BOARD AND PROFESSIONAL ADVISERS

Registered charity name

Age Concern Richmond upon Thames

Charity number

1084211

Company registration number

4116911

Registered office

Suite 301, 3rd Floor

Parkway House, Sheen Lane

London SW14 8LS

Trustees

Veronica Schroter; Chair

Michael Phelps; Vice Chair

Robert Beattie; Company Secretary & Treasurer

Clive Bradley CBE (Co-opted member)

Margaret Lee John Vosper Mavis Cunningham

Cllr. Frances Bouchier; (Co-opted member)

Michael Collas Keith Atkinson Geoffrey Boyes

Maurice Parry-Wingfield (Co-opted member)

Secretary

Robert Beattie

Chief officer & deputy

Sandra Morrison - Chief Executive Officer

Margaret Reynolds - Deputy Chief Executive Officer

Patrons

Baroness Tonge of Kew Dr Vincent Cable MP

Marion Wills Susan Kramer MP

Reverend Canon Julian Reindorp

Auditors

PKF (UK) LLP

Accountants, Business Advisors & Registered Auditors

Pannell House, Park Street Guildford, Surrey GU1 4HN

Bankers

CAF Bank Ltd & HSBC

CCLA investment Management Ltd

Solicitors

Dixon Ward and Russell Cooke

CHAIR'S STATEMENT

YEAR ENDED 31 MARCH 2009

The past year has seen many changes in older people's services at a time when Age Concern Richmond was experiencing a period of consolidation to ensure that our services are well managed and are still appropriate for the current needs of our users. We were faced with the review of our status as the Key Strategic Organisation (now called Strategic Lead) for older people, the change of funding arrangements from Grants Direct back to the Council and their new commissioning and procurement plans. Other developments within the change framework were the setting up of Self Directed Support (individual budgets for those with social and health care needs), Quality Monitoring Control, the prospect of a growing need for Advocacy for the more vulnerable in the Borough, the move to our new headquarters and the uncertainty of the development by the Council of a very dilapidated Meadows Hall Social Centre. In addition, we were discussing the prospect of the new tendering process for the service we have provided successfully for four years at the Barnes Green Centre. The process would be rolled out, under European Directives, to organisations across the European Union. All of these challenges needed to be accomplished within the bigger framework of the deepest recession this country has witnessed since the 1930s - a daunting joint task for the Board and Staff of Age Concern Richmond.

Sandra Morrison, our Chief Executive, has shown great skill in seeking funds to cover most of our services, juggling with the changing needs and structures within the Borough. She has a very professional approach to her work and inspires a very committed team. I have also been extremely fortunate in working with a very experienced Board of Trustees: three of whom were past Chairmen. I would like thank the Board and Sandra for their support and commitment. My thanks are also due to the Deputy Chief Executive who leads the health and social care department.

In January we moved to our new headquarters in Parkway House, Sheen. This allowed us to concentrate most of the Age Concern staff in one place, giving us a professional and spacious centre from which to conduct our activities. We are now able to hold our Board meetings in one place rather than moving around the Borough. This move was a good boost for staff morale and has improved the efficiency and communication of the team. I would like to thank the Council for their support and help in phasing in the cost of moving to commercial property and away from Meadows Hall.

I would like to thank our dedicated and professional staff team, who work closely with our volunteers, for a year of hard work and commitment to our charity. Without them Age Concern would not function at such a high level.

My last and very pleasant duty is to thank the Trustees who have worked closely with me to ensure that we have achieved best practice in our governance and Board performance. Expectations are increasing for the professional conduct of voluntary organisations and I am fortunate in having excellent and experienced Trustees. We have ensured that we are working as a team with two Board days looking at our performance and more strategic planning days to follow in the coming financial year.

Veronica Schroter Chair

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2009

The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2009.

REFERENCE AND ADMINISTRATIVE DETAILS

Reference and administrative details are shown in the schedule of members of the Board and professional advisers on page1 of the financial statements.

THE TRUSTEES

The Trustees who served the charity during the period were as follows:

Veronica Schroter: Chair Michael Phelps: Vice Chair

Robert Beattie; Company Secretary & Treasurer

Clive Bradley CBE (Co-opted member)

Margaret Lee John Vosper Mavis Cunningham

Cllr. Frances Bouchier (Co-opted member)

Michael Collas Keith Atkinson **Geoffrey Boyes**

Maurice Parry-Wingfield (Co-opted member)

John Bromley Kathy Sheldon **Andrew Ayling**

(Appointed 20 November 2008)

(Appointed 20 November 2008)

(Appointed 20 November 2008) (Retired 20 November 2008)

(Retired 20 November 2008) (Retired 20 November 2008)

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 29 November 2000 and registered as a charity on 20 December 2000. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount of £1 each.

Recruitment and Appointment of Trustees

Trustees are also Directors of the Company and under the Company's Articles are known as Trustees. Under the requirements of the Memorandum and Articles of Association the members of the Board of Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. No other persons or bodies external to the charity are entitled to appoint persons to the Board of Trustees.

The Trustees seek to ensure that the needs of older people are appropriately reflected through the diversity of the trustee body.

TRUSTEES' ANNUAL REPORT (continued)

YEAR ENDED 31 MARCH 2009

Trustee Induction and Training

Becoming a Trustee brings with it specific responsibilities of which the new Trustee needs to be made aware. In particular, Trustees must have access to the information they need to be able to satisfy themselves that the funds and assets of the charity have been properly administered. Thus, all Trustees, as part of their induction, receive an Induction Pack containing a copy of the charity's key documents including the Memorandum and Articles and the latest financial statements. Each Trustee will meet with the Chief Officer and Deputy Chief Officer in order for the Trustee to gain an understanding of the financial position, an awareness of the activities of the organisation, any resource issues it may be facing and future plans and objectives. Newly appointed Trustees are also provided with a comprehensive induction to Age Concern Richmond upon Thames through the provision of training courses and mentoring by established Trustees.

Risk Management

The Board regularly assesses the major risks to which the charity is exposed, in particular those relating to the operations and finances of the charity, and is satisfied that systems are in place to mitigate our exposure to the major risks.

Organisational Structure

Age Concern Richmond upon Thames has a Board of Trustees of up to twelve members who meet quarterly and are responsible for the strategic direction and policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. At present the Board has twelve members from a variety of professional backgrounds relevant to the work of the charity. The Chief Officer also sits on the Board but has no voting rights.

A scheme of delegation is in place and the day to day operation of the organisation rests with the Chief Officer. The Chief Officer is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met.

Equal Opportunities

Age Concern Richmond upon Thames operates a policy of equal opportunities. All recruitment, employment practice and service delivery within the organisation is carried out according to the principles of equal opportunities.

TRUSTEES' ANNUAL REPORT (continued)

YEAR ENDED 31 MARCH 2009

Related Parties

Age Concern Richmond upon Thames is an independent local charity based in Richmond upon Thames, 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 Richmond upon Thames has had to meet exacting standards of service delivery known as the Age Concern Quality Counts mark, which is reassessed every few years.

Age Concern Richmond upon Thames contributes to the Age Concern federation in a number of ways. We pay subscription fees to the federation and, separately, contribute to the costs of regional meetings and networks. We also raise policy issues that may benefit from work at national level. We pursue locally, issues raised at national level. We provide case studies and we arrange for local older people to act as spokespeople on national topics. We provide ideas and input into discussions and consultations on policy matters. Staff and Trustees attend a range of federation meetings to help set the direction of the federation and to share 'best practice' and ideas. We receive monthly information and updates that may be of interest to local Age Concern charities from Age Concern England, which undertakes national policy and campaigning work. Through the Age Concern federation, we also have access to reduced cost training for staff and volunteers, to 'best practice' at other Age Concern charities around the country, and to training and support for Trustees.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients

Register of Interests

A register has been set up in which Trustees are required to declare their outside interests, specifically directorships of other Boards

OBJECTIVES AND ACTIVITIES

Purposes and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to benefit the older members of the public by providing

- Preventative services
- Information, advice and advocacy

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

TRUSTEES' ANNUAL REPORT (continued)

YEAR ENDED 31 MARCH 2009

The focus of our work

Our main objectives for the year continued to be the improvement of the quality of life for older people in the London Borough of Richmond upon Thames and to enhance their status and influence. In order for Age Concern Richmond upon Thames to meet its principal objectives we need to:

- Command the support of the public and other relevant voluntary and community organisations as the lead local voluntary organisation in our area of work
- Provide support to, and consult with, voluntary and community groups working in the same specialist area of work and representing their views on strategic bodies in the Richmond Borough, particularly to local statutory bodies
- Work in partnership with public bodies and organisations within our sector to provide services to diverse communities in a variety of locations which are designed to complement, enhance or add value to statutory sector provision
- · Create volunteering opportunities

How our activities deliver public benefit

All our charitable activities focus on our principal objectives of Age Concern Richmond upon Thames's which are to:

- · Promote the rights and needs of older people
- · Provide services which appropriately meet the needs of older people
- Research new needs and investigate innovative ways of meeting them
- Ensure the needs of older people are included in joint planning with statutory and other voluntary bodies

These are undertaken to further our charitable purposes for the public benefit and our main activities and who we try to help are described below.

ACHIEVEMENTS AND PERFORMANCE

Promoting the rights and needs of older people

Age Concern Richmond upon Thames represented older people on a variety of planning and consultative fora including the Borough's Joint Commissioning Board for Adults. Work has also been carried out with the local authority, health services, voluntary sector and independent organisations, through meetings, planning groups, review groups and written reports to try and ensure the best possible services for older people.

As a Key Strategic Organisation (KSO) for Older People Age Concern Richmond upon Thames has maintained its position within the borough as the lead organisation working with older people and continued to facilitate Network Committee meetings on a quarterly basis and continued to develop its Network Committee ensuring all stakeholders had an opportunity to contribute to policies and procedures and share information on older people's issues.

TRUSTEES' ANNUAL REPORT (continued)

YEAR ENDED 31 MARCH 2009

Information, Advice & Advocacy

Health and Social Care Department

There have been many changes to the structure of these services this year. Our successful Hospital Discharge Project merged with the Richmond Community Partnership, which we run with the Pension Service. Therefore, patients leaving hospital to be resettled in their homes and who need some support are now dealt with by one of our four other projects, but this still ensures that requests for help are met.

Advocacy services

Advocacy services for people experiencing problems or have concerns with health and/or social care services or who may be at risk of abuse, were set to grow this year. However funding is very limited in this financial climate and we are uncertain at this stage whether we will be able to continue this service. There are many vulnerable people in the Borough who need someone to support and speak up for them - particularly those who have dementia or memory loss, those living in care homes and older people who may be experiencing or at risk or abuse. We will continue to seek funding and have hope for the future.

First Contact

This service has grown and grown and we have had 946 contacts this year with people asking for advice and information about services available to help them run their lives and remain independent in our community.

Financial Support Service

This has seen 123 people personally helped with their financial problems. Working in an asset-rich but cash-poor community we have often found people desperately isolated and in great need of simple help to obtain enough money for their daily requirements. Again, and extremely unfortunately, it is appearing very difficult to obtain enough funding to keep our support worker in her post. Unless funders in and outside the Borough are found to help to keep this valuable service flourishing, this service may have to close down later in the year,

Richmond Community Partnership

Our Benefits Advice workers are based in Kingston as this is a partnership with the Pensions Service. We have helped 1,752 people this year by offering home visits and outreach sessions for financial help and advice and the seeking of greater welfare benefits. The total amount of benefit raised in the year was a record £1,503,008.

Quality Monitoring Project

This service is a short- term contract with the Borough. We have been training volunteers who have offered to talk confidentially to people living in residential care about the services they receive. We are working closely with care homes who have been welcoming in their approach to this service.

Self Directed Support

This is the new and much heralded change in direction by which the Borough will fund people for their social care. They will be given a Personal Budget from which to purchase the services they need to keep them independent in their homes. We joined in the planning process with the Richmond Independent Brokerage Scheme to launch the service this year. RIBS is a consortium of ten organisations in the Borough. Users will be offered advice, information and support throughout the new process. We are housing one of the support staff in the Age Concern Richmond upon Thames office and she is already offering an invaluable service. It is hoped that people will be able to use the resources in such a way that will make real differences to the way in which they manage their lives. It may be difficult for older people to administer their own budgets and we will watch the new system carefully to monitor and guard against any difficulties.

TRUSTEES' ANNUAL REPORT (continued)

YEAR ENDED 31 MARCH 2009

Outreach Programme

This programme has been set up by our creative outreach worker in less advantaged areas of the Borough and has covered Ham, Heathfield, Castelnau and Mortlake. Computer classes, keep fit and movement classes, art and digital photography sessions are being enjoyed in areas where there was previously little on offer for older people.

Social Centres

Barnes Green

This, our flagship centre, where we work with our partners FiSH, RaKAT and the Barnes Community Association, is facing the uncertainty of the tendering outcome for the new contract with the Borough in May 2009. Membership at the centre has risen to over 400 and our partnership has gone from strength to strength resulting in a range of high quality services, which are well attended and highly regarded.

Whitton Centre

This centre has increased its membership and we have worked more closely with the Ethnic Minorities Advocacy Group throughout the year. We enjoyed an Easter visit from our Member of Parliament, Vince Cable, and greatly value his support and interest. He was glad to hear more about our well-used project, the HandyPerson Service, and promoted this in an article in the local paper. This Service does odd jobs for people in their homes, particularly those who wish to avoid the hiring of less well-intentioned people to solve their household problems from shelf-fixing to light bulb replacement

Meadows Hall

This building is gradually falling apart structurally and we are pleased that Richmond Council has approved the redevelopment of the site so that we may, hopefully, offer our clients an improved venue for their many and varied interests. Meanwhile, we will need to find alternative accommodation for the best part of a year from the end of 2009.

Thinking caps on would be very welcomed by us! If you know of a possible site in Richmond- a hard task - do please let us know. In the meantime membership continues to grow and the activities are well attended.

Handyperson Service

This scheme has had 692 requests for our 'men in their van' right across the Borough and continues to be very popular as it becomes more widely publicised. As mentioned above, this allows those who can no longer do their odd jobs around the home to feel they are secure in their own homes and in addition allows them to remain independent in the community. There is a now a charge for this service instead of the donations upon which we relied so heavily in previous years.

Volunteers

We have had the benefit of a Volunteer Co-ordinator over the past two years and this has meant that we now have a strong team of volunteers who have been inducted and trained for the many support roles they have across the centres and in our other services. We thank the co-ordinator for her work over the past two years and look forward to welcoming her successor in the summer. This is an opportunity also to thank all the volunteers who are extremely committed and talented and without whom Age Concern would not be able to run our services.

TRUSTEES' ANNUAL REPORT (continued)

YEAR ENDED 31 MARCH 2009

FINANCIAL REVIEW

Income & Expenditure

The charity's total income only decreased marginally to £747,670 from last year of £751,126. Unrestricted income rose from £105,592 to £139,614 and restricted income fell from £645,534 to £608,056. Expenditure for the year was £828,397 an increase on last year of £94,402 and this resulted in a deficit of £80,727. The increase in expenditure can be attributed to the costs of maintaining the Finance Support project when funding had been exhausted; the increased general running costs of Meadows Hall; the one-off costs associated with the move of office staff from Meadows Hall to Parkway House.

Restricted funds

The majority of our income is treated as restricted as it is for specific purposes within the organisation and is subject to performance monitoring. The grants and contracts are for specific periods all of which finished at the year end date and we have met our targets therefore there are no restricted funds to be carried forward on those projects. We had some restricted income from Richmond Parish Lands to carry forward of £7,758 where the project is due to be completed on 30 June 2009.

Unrestricted funds

The balance of unrestricted funds, including designated funds of £27,000, decreased from £245,359 to 166,874 during the year.

Reserves

Our total reserves are £174,632 of which £7,758 are restricted, £27,000 are designated leaving a balance as unrestricted of £139,874.

Principal Funding Sources

The principal funding sources for the charity are currently by way of grants and contracts from the London Borough of Richmond upon Thames, the Richmond & Kingston Primary Care Trust and major charities supporting welfare of the aged. As a result of increasing constraints on local authority expenditure, the charity continues to seek funding from much broader sources.

Investment Policy

As required in its Memorandum of Association paragraph 4(p), in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law. Our current policy is to hold our main reserves in high yielding cash funds with a high percentage in COIF (Charity Official Investment Fund).

TRUSTEES' ANNUAL REPORT (continued)

YEAR ENDED 31 MARCH 2009

Reserves Policy

Age Concern Richmond upon Thames operates to a reserves policy which determines the level of unrestricted funds which we need to hold as reserves or working capital, to maintain the organisation's core activities and ensure continuity as a going concern in the event that funding from external sources for core or essential activities ceased or was seriously curtailed. Our current level of net unrestricted reserves as shown in note 24 to these accounts of £121,302 which currently represents approximately two and a half months overall current expenditure. The aim of the board is to achieve reserves to meet three months of overall current expenditure.

It is a principle of the policy that unrestricted funds not required as working capital or for other purposes should not be retained unnecessarily but should be invested in the future of the organisation and for the benefit of older people.

PLANS FOR FUTURE PERIODS

We look forward to meeting the many challenges that are raising their heads in the direction of the voluntary sector in the coming year, as we face directives from central and local government without any promises of additional funding. The current financial climate is making it very hard to offer the many services that are essential for those in need in our community, but we will make every attempt to ensure that our charitable objectives meet the public benefit need sought from the voluntary sector.

Our key aims and objectives are to consolidate our services, extend them more effectively throughout the Borough offering a more 'menu-based' range of activities, more personalised support, more choice and more control for older people; to improve and expand our outreach work to involve as many potential users as possible; to improve effectiveness by the creative involvement of volunteers and continue to develop Age Concern Richmond upon Thames's strategic leadership role in the support of older people. Above all, to tap into the creativity of older people themselves in identifying new solutions to familiar challenges

Our volunteer workforce will be expanded and better supported. New recruitment / recording processes and training of our volunteers will have been implemented by the Volunteer Coordinator to ensure the coverage, consistency and continuity of our services. Our priorities for improving policy formulation, agreeing implementation plans, and monitoring performance and outcomes include the following:

- Review staff / management structure to ensure capacity to deal with increased services.
- Establish new sub-committee to advise the Board on fundraising activity and identify opportunities to generate unrestricted funds.
- Monitor staff development, workloads, etc, through evaluation and regular reports, to maintain Investors in People status.
- Increase the appropriate involvement of volunteers.
- Establish improved project control plan: concept, feasibility, approval by Board, design, fundraising, implementation, monitoring and evaluation.
- Review policy and procedure documents on an ongoing basis.
- Review user involvement for internal and external activities.
- Develop a more effective and co-ordinated organisational monitoring system.
- Improve information to volunteers and others.

TRUSTEES' ANNUAL REPORT (continued)

YEAR ENDED 31 MARCH 2009

RESPONSIBILITIES OF THE TRUSTEES

The Trustees (who are also the directors of Age Concern Richmond upon Thames for the purposes of company law) are responsible for the preparing 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 these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities 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 operation.

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

In so far as the Trustees are aware:

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

Registered office: Suite 301, 3rd Floor Parkway House, Sheen Lane London SW14 8LS

> Veronica Schroter Chair

Signed on behalf of the Trustees

Vernica Schoter

27.10.09

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN RICHMOND UPON THAMES

YEAR ENDED 31 MARCH 2009

We have audited the financial statements of Age Concern Richmond upon Thames for the year ended 31 March 2009 which comprise the statement of financial activities (incorporating the income and expenditure account), the balance sheet and the related notes. The financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charity's members as a body, in accordance with section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity'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 responsibilities of the Trustees (who are also the directors of the company for the purposes of company law) for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom accounting standards ('United Kingdom Generally Accepted Accounting Practice') are set out in the Statement of Trustees' Responsibilities.

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

We report to you our opinion as to whether the financial statements give a true and fair view and have been properly prepared in accordance with the Companies Act 1985 and whether the information given in the Trustees' Annual Report is consistent with those financial statements.

We also report to you if, in our opinion, the charity has not kept proper accounting records, if the charity's financial statements are not in agreement with those accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding Trustees' remuneration and transactions with the charity is not disclosed.

We read the Trustees' Annual Report 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 judgments made by the Trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN RICHMOND UPON THAMES (continued)

YEAR ENDED 31 MARCH 2009

OPINION

In our opinion:

the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the charity's affairs as at 31 March 2009 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 the Companies Act 1985; and
- the information given in the Trustees' Annual Report is consistent with the financial statements.

PKF (UK) LLP Registered Auditors Pannell House, Park Street Guildford, Surrey GU1 4HN PKF(UK) LLP 3111109

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2009

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2009 £	Total Funds 2008 £
INCOMING RESOURCES Incoming resources from generating funds:					
Voluntary income Activities for generating	2	33,229	-	33,229	16,042
funds	3	28,000	_	28,000	21,000
Investment income Incoming resources from	4	8,472	-	8,472	15,761
charitable activities	5	69,913 	608,056	677,969	698,323
TOTAL INCOMING					
RESOURCES		1 <u>39,614</u>	608,056	747,670	751,126
RESOURCES EXPENDED					
Charitable activities	7/9	(62,991)	(757,917)	(820,908)	(727,385)
Governance costs	10	<u>(7,489</u>)		<u>(7,489)</u>	(6,610)
TOTAL RESOURCES					
EXPENDED		(70,480)	(757,917) ———	(828,397)	(733,995)
NET (OUTGOING)/INCOMING RESOURCES BEFORE					
TRANSFERS	14	69,134	(149,861)	(80,727)	17,131
Transfer between funds	15	(147,619)	147,619		
NET (EXPENDITURE)/INCOFOR THE YEAR RECONCILIATION OF FUN		(78,485)	(2,242)	(80,727)	17,131
Total funds brought forward	- -	245,359	10,000	255,359	238,228
TOTAL FUNDS CARRIED					
FORWARD		166,874	7,758	174,632	255,359

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 16 to 25 form part of these financial statements.

BALANCE SHEET

31 MARCH 2009

	2009			2008
	Note	£	£	£
FIXED ASSETS Tangible assets Investments	17 18		18,570 2	1,799 2
			18,572	1,801
CURRENT ASSETS Debtors Cash at bank	19	25,673 208,620		39,857 282,512
CREDITORS: Amounts falling due within one year	20	234,293 (78,233)		322,369 (68,811)
NET CURRENT ASSETS			156,060	253,558
TOTAL ASSETS LESS CURRENT LIABILITIES			174,632	255,359
NET ASSETS			174,632	255,359
FUNDS Restricted income funds	22		7,758	10,000
Unrestricted income funds	23		166,874	245,359
TOTAL FUNDS			174,632	255,359

VERONICA SCHROTER CHAIR

ROBERT BEATTIE

COMPANY SECRETARY & TREASURER

Company Registration Number 4116911

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention, except for investments which are included at market value, and in accordance with applicable United Kingdom accounting standards, the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005 (SORP 2005) and the Companies Act 1985.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities and the value of services provided by volunteers has not been included in these accounts.

Investment income is included when receivable.

Incoming resources from charitable trading activity are accounted for when earned.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage as set out in Note 13.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

Pension Scheme

The charity operates a defined contribution pension scheme for its employees. The contributions are included in the Statement of Financial Activities when they fall due.

Value Added Tax

The charity is registered for VAT however where Value added tax is not recoverable by the charity it is included in the relevant costs in the Statement of Financial Activities.

Taxation

The charity is exempt from Corporation Tax under section 505 of the Income and Corporation Taxes Act 1998.

Consolidation

In the opinion of the Board of Trustees, the charity's subsidiary is not material to the group and consolidated accounts have not therefore been prepared.

Cash flow statement

The Trustees have taken advantage of the exemption in Financial Reporting Standard No 1 (revised) from including a cash flow statement in the financial statements on the grounds that the charity is small.

Fixed assets

All fixed assets are initially recorded at cost. Fixed assets with an initial cost of less than £1,000 are not capitalised.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Vehicles 33% Straight Line Equipment 25% straight line

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits or losses on a straight line basis over the period of the lease.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

2.

2.	VOLUNTARY INCOME			
		Unrestricted Funds £	Total Funds 2009 £	Total Funds 2008 £
	Donations			
	Information, Advice & Advocacy	5,780	5,780	3,544
	Social Centres	7,226	7,226	1,099
	Handyperson Scheme	19,568	19,568	11,399
	Legacies Legacy	655	655	_
		33,229	33,229	16,042
		33,229	55,229	10,042
3.	INCOMING RESOURCES FROM ACTIVITIES FOR C	SENERATING F	UNDS	
		Unrestricted Funds £	Total Funds 2009 £	Total Funds 2008 £
	ACRUTE Ltd	28,000	28,000	21,000
4.	INVESTMENT INCOME			
		Unrestricted	Total Funds	Total Funds
		Funds	2009	2008
		£	£	£
	Bank interest receivable	8,472	8,472	15,761
5.	INCOMING RESOURCES FROM CHARITABLE ACT	FIVITIES		
	Unrestricted		Total Funds	Total Funds

5.

	Unrestricted Funds	Restricted Funds	Total Funds 2009	Total Funds 2008
	£	£	£	£
Information, Advice & Advocacy	_	258,572	258,572	298,461
Social Centres	69,913	267,617	337,530	316,286
Handyperson Scheme	· -	81,867	81,867	83,576
	69,913	608,056	677,969	698,323

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

6. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES BY TYPE

Information Admin P. Admin page	Unrestricted Funds £	Restricted funds	Total Funds £	Total Funds 2008 £
Information, Advice & Advocacy Richmond Parish Lands Charity		20,264	20,264	24,308
Hampton Fuel Allotments Charity	<u>-</u>	23,000	23,000	23,000
Richmond & Twickenham Primary Care Trust	_	448	25,000 448	21,855
Lloyds TSB	_	10,000	10,000	20,000
Barclays Bank	_	-	-	639
Richmond Users of Independent Living Scheme	_	15,906	15,906	_
Paragon Community Housing Ltd	_	-	-	648
London Borough of Richmond upon Thames -				
Grant	_	143,178	143,178	130,182
London Borough of Richmond upon Thames -		-	•	
Contract income	_	41,226	41,226	72,929
London Borough of Richmond upon Thames -				
Rent	-	4,550	4,550	4,900
	_	258,572	258,572	298,461
		200,072		
Social Centres				
London Borough of Richmond upon Thames	-	55,000	55,000	55,000
Richmond Adult Community College	_	17,391	17,391	16,621
Richmond & Twickenham Primary Care Trust	-	-	40.400	4,957
Ethnic Minorities Advocacy Group	-	13,196	13,196	13,153
National Lottery - Awards for All	_	40.500	40 500	4,957
Hampton Fuel Allotments Charity	-	12,500	12,500	_
London Borough of Richmond upon Thames - Contract income		97,080	97,080	94,709
London Borough of Richmond upon Thames -	_	57,000	91,000	34,103
Rent	_	72,450	72,450	74,100
Activities Income	60,364	. 2,400	60,364	45,115
Membership	9,549	_	9,549	7,674
Weinselsing.			 _	
	69,913	267,617	337,530	316,286
Handyperson Scheme				
London Borough of Richmond upon Thames	_	13,000	13,000	13,000
Richmond Parish Lands Charity	_	10,867	10,867	10,951
Hampton Fuel Allotments Charity	_	13,000	13,000	13,000
Richmond & Twickenham Primary Care Trust	_	_	_	7,500
Barnes Workhouse Fund	_	5,000	5,000	4,000
Bridge House Trust	-	30,000	30,000	30,000
Garfield Trust	_	10,000	10,000	_
London Borough of Richmond upon Thames -				
Rent	-	-	-	5,125
		81,867	81,867	83,576

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

7. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2009 £	Total Funds 2008 £
Information, Advice & Advocacy		252,241	252,241	189,605
Social Centres	62,991	145,443	208,434	179,246
Handyperson Scheme	´ -	87,008	87,008	81,802
Support costs	_	273,225	273,225	276,732
	62,991	757,917	820,908	727,385

8. RESOURCES EXPENDED BY COST

Total	Total Funds
Funds	2008
£	£
Salary, NI & Pensions 535,282	461,447
Recruitment, training, travel & volunteer	
costs 56,167	40,843
Establishment costs 122,831	118,479
Office expenses 45,911	36,015
Accountancy & legal 1,913	14,815
Insurance 3,189	3,121
Publicity & promotions 5,936	651
Depreciation 5,591	1,798
Activities expenditure and other 44,088	50,216
820,908	727,385

9. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Advice &	Support	Total Funds	Total Funds
	Advocacy	costs	2009	2008
	£	£	£	£
Information, Advice & Advocacy	252,241	94,137	346,378	301,175
Social Centres	208,434	158,624	367,058	318,533
Handyperson Scheme	87,008	20,464	107,472	107,677
	547,683	273,225	820,908	727,385

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

10. GOVERNANCE COSTS

	Unrestricted Funds	Total Funds 2009	Total Funds 2008
	£	£	£
Accountancy fees	1,875	1,875	2,125
Audit fee	4,000	4,000	3,750
Costs of Trustees' meetings	332	332	_
Trustee indemnity insurance	1,282	1,282	735
	7,489	7,489	6,610

11. TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No members of the Board of Trustees received any remuneration during the year. No reimbursed costs were incurred by the members of the Board of Trustees for their duties as a Director / Trustee. Four Board members were reimbursed expenses of £556 for their duties as volunteers.(2008 - £103)

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2008 - Nil).

During the year the charity made a charge on its subsidiary, ACRUTE Limited of £28,000 (2008 - £21,000) to cover the cost of providing the services of this Company. At the year end there was a balance due from ACRUTE Limited of £7,663 (2008 - £21,000).

12. ANALYSIS OF SUPPORT COSTS

	Advice &	Social Ha	andyperson		
	Advocacy	Centres	Scheme	Total 2009	Total 2008
	£	£	£	£	£
Staff costs	51,804	29,054	15,987	96,845	92,511
Premises	14,112	116,458	1,000	131,570	121,600
Office Expenses	28,221	13,112	3,477	44,810	62,621
	94,137	158,624	20,464	273,225	276,732

13. METHOD OF ALLOCATION OF SUPPORT COSTS

Support costs are allocated on the basis of head count, establishment and office expenses are on the basis of estimated usage.

14. NET (OUTGOING)/INCOMING RESOURCES FOR THE YEAR

This is stated after charging:

	2009	2008
	£	£
Staff pension contributions	17,051	16,191
Depreciation	5,591	1,798
Auditors' remuneration:		
- audit of the financial statements	4,000	3,750
Operating lease costs:		
- Other	4,096	3,018

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

15. FUND TRANSFERS

Much of Age Concern Richmond upon Thames grant income is 'restricted', as understood in the relevant accounting convention, i.e. it may be and is only used for the purpose for which the grant is made. Income received for contracted or commissioned activity is initially shown in the accounts as 'restricted', and is similarly used solely for the contracted work, but any surplus which remains after the monitoring process at the end of the contract which confirms that the requirements of the contract have been met in full is transferred to 'unrestricted funds' which can be used at the discretion of the Trustees for the purposes of the charity. During the year the restricted funding was not sufficient to cover the costs of those projects so this has been supplemented by our unrestricted reserves therefore sufficient funds have been transferred to meet these deficits.

16. STAFF COSTS AND EMOLUMENTS

Total staff costs were as follows:

	2009 £	2008 £
Wages and salaries	475,442	407,592
Social security costs	42,790	37,665
Other pension costs	17,051	16,191
	535,283	461,448

Particulars of employees:

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

0000

2000

	2009	2008
	No	No
Information, Advocacy & Advice	8	8
Social Centres	5	3
Handyperson Scheme	3	3
	16	14

No employee received emoluments of more than £60,000 during the year (2008 - Nil).

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

17. TANGIBLE FIXED ASSETS

					Equipment £
	COST At 1 April 2008 Additions Disposals				35,457 22,362 (15,563)
	At 31 March 2009				42,256
	DEPRECIATION At 1 April 2008 Charge for the year On disposals				33,658 5,591 (15,563)
	At 31 March 2009				23,686
	NET BOOK VALUE At 31 March 2009				18,570
	At 31 March 2008				1,799
18.	INVESTMENTS				
	Movement in market value			2009 £	2008 £
	Market value at 1 April 2008			2	2
	Market value at 31 March 2009			<u></u>	
	Historical cost at 31 March 2009	e		2	2
	Analysis of investments at 31	March 2009 bet Unrestricted Funds £	ween funds Restricted Funds £	Total Funds 2009 £	Total Funds 2008 £
	Other investments	_	-	-	_
	UK Group undertakings	2	-	_2	2
	Company in which the charity ha	as a 100% interes	st in the share cap		
				2009 £	2008 £
	Aggregate capital and reserve ACRUTE Limited - UK Registere Profit and (loss) for the year		7989	1,804	3,777
	ACRUTE Limited - UK Register	ed Company 568	7989	(1,973)	3,173

Consolidated accounts have not been prepared as the subsidiary is not material to the group, therefore the accounts show information about the company as an individual entity.

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

19. DEBTORS

	Trade debtors Amounts owed by group undertakings	2009 £ 16,239 7,663 1,771	2008 £ 15,528 21,000 3,329
	Prepayments	25,673	39,857
20.	CREDITORS: Amounts falling due within one year		
		2009 £	2008 £
	Trade creditors	33,959	38,804
	Taxation and social security	17,593	21,557
	Grants in advance	20,806	_
	Accruals	5,875	8,450
		78,233	68,811

21. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2009 the charity had annual commitments under non-cancellable operating leases as set out below.

Assets other than Land and buildings

	2009 £	2008 £
Operating leases which expire: Within 2 to 5 years	4,096	3,121

22. RESTRICTED INCOME FUNDS

	Balance at 1 Apr 2008 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 2009 £
Information,	~	_			
Advice & Advocacy	10,000	258,572	(343,379)	79,718	4,911
Social Centres	_	267,617	(307,068)	39,451	· -
Handyperson Scheme	_	81,867	(107,470)	28,450	2,847
	10,000	608,056	(757,917)	147,619	7,758

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2009

22. RESTRICTED INCOME FUNDS (continued)

Purposes of Restricted Funds

Information, Advice & Advocacy: This fund is for our work with older people who need information, advice and advocacy assistance including benefits and recovery from health issues. **Social Centres:** This fund is for the work of operating our social centres for older people at

Meadows Hall, Barnes Green and Whitton Day Centre.

Handyperson Scheme: This fund is for the work in operating a handy person operation for older people in the London Borough of Richmond upon Thames.

23. UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 2008 £	Incoming resources	Outgoing resources £	Transfers £	Balance at 31 Mar 2009 £
Dilapidation Fund	24,000	_	·	3,000	27,000
General Funds	221,359	139,614 _.	(70,480)	(150,619)	139,874
	245,359	139,614	(70,480)	(147,619)	166,874

Purposes of Designated Funds

The Trustees have designated £27,000 of our unrestricted reserves for dilapidations to meet any potential repair liabilities which might arise when the current lease of Meadows Hall Social Centre eventually expires.

24. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible fixed assets £	Investments £	Net current assets £	Total £
Restricted Income Funds:				
Information, Advice & Advocacy	_	_	4,911	4,911
Handyperson Scheme	_	_	2,847	2,847
··				
	_	_	7,758	7,758
Haranda da da a ama Francia.				
Unrestricted Income Funds:				
Designated Funds	_	-	27,000	27,000
General Funds	18,570	2	121,302	139,874
	18,570	2	148,302	166,874
Total Funds	18,570	2	156,060	174,632

25. COMPANY LIMITED BY GUARANTEE

The members of the organisation include the current Trustees who would be liable for £1 on the dissolution of the charity.

At 31 March 2009 the company had 386 members (2008 - 346 members)