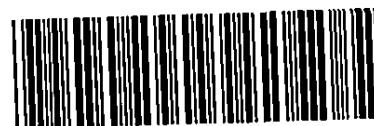


COMPANY REGISTRATION NUMBER 4116911

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE
FINANCIAL STATEMENTS
31 MARCH 2010**

Charity Number 1084211

THURSDAY



LHTHANU3

L18

30/09/2010

324

COMPANIES HOUSE

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

CONTENTS	PAGE
Members of the Board and professional advisers	1
Chairman's statement	2
Trustees' Annual Report	3
Independent auditors' report to the members	11
Statement of financial activities (incorporating the income and expenditure account)	13
Balance sheet	14
Notes to the financial statements	15

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

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 - Chairman Clive Bradley CBE - Company Secretary & Treasurer from 08 February 2010 Cllr Frances Bouchier -(Co-opted member) Geoffrey Boyes John Vosper Keith Atkinson Michael Phelps Margaret Lee - Deputy Chairman to 19 November 2009 Mavis Cunningham Michael Collas Maurice Parry-Wingfield retired on 19 November 2009 Robert Beattie - Company Secretary & Treasurer to 08 February 2010
Secretary	Clive Bradley CBE
Chief Officer & Deputy Chief Officer	Sandra Morrison - Chief Officer Margaret Reynolds - Deputy Chief Officer
Patrons	Baroness Tonge of Kew Dr Vincent Cable MP Marion Wills Susan Kramer MP Andrew Ayling
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

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

CHAIRMAN'S STATEMENT

YEAR ENDED 31 MARCH 2010

Last year we reported on the changes facing Age Concern Richmond and indeed all the services for older people in the Borough, the pace of which has been fast and unpredictable. At the close of the financial year, 2009/10, we are in the midst of the current recession and apprehensive about the future for the voluntary sector, both locally and nationally. However, the last year has proved how resilient the sector is and how well we have all survived so far. This is certainly a reflection on the quality of our services, the hard work of our professional staff and our very committed volunteers together with the excellent relationships that have been fostered with the Council, our voluntary sector partners and, most importantly, by the use of the feedback we have gained from the users of our services. Their verdict underpins our purpose and our aims and I quote from them - "you make such a difference to our lives and give us hope for the uncertainties we face in older age"

Again, we have met our strategic aims and objectives and most of the targets set by our funders. This is in no small way due to the guidance and commitment of our Chief Officer, Sandra Morrison. A major achievement in 2009 was securing the LBRuT contract for the Barnes Green Centre, which was open to organisations across Europe. This was not only because we had already run the Centre for four successful years, but also because we were a tried and tested organisation offering a very high quality service. It needs to be stressed that although the contract provides the building and the basic cost of the service we offer, it is also essential for our funding streams to remain diversified in order to pay for the programmes offered, such as computer and art groups and health and fitness classes, all of which help to keep older people healthier and happier and more able to cope with social isolation. This is, of course, also true for our other two Centres and other services.

I am very fortunate to work with a very experienced and committed Board of Trustees and I should like to pay tribute to them and Sandra Morrison, her staff team, our wonderful volunteers and all our supporters during a difficult year. Without this support Age Concern Richmond upon Thames would not be able to carry out our essential work.

During the past year we have been attending workshops run by the national newly merged Age Concern and Help the Aged (now called AgeUK) and negotiating with them, along with all Age Concerns in the country about our future partnership with them, but it is important that our supporters and funders work with us as we will continue to need funds to sustain this independence.

We look forward to the next year and face the challenges realistically but with the hope that we may all work together to provide support for the frailer and more vulnerable members of our community.

Veronica Schroter
Chairman

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2010

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 2010

REFERENCE AND ADMINISTRATIVE DETAILS

Reference and administrative details are shown in the schedule of members of the Board and professional advisers on page 1 of the financial statements

THE TRUSTEES

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

Veronica Schroter, Chairman
Michael Phelps
Robert Beattie, Company Secretary & Treasurer (Retired 08 February 2010)
Clive Bradley CBE, Company Secretary & Treasurer (From 08 February 2010)
Margaret Lee, Deputy Chairman (Retired 19 November 2009)
John Vosper
Mavis Cunningham
Cllr Frances Bouchier (Co-opted member)
Michael Collas
Keith Atkinson
Geoffrey Boyes
Maurice Parry-Wingfield (Co-opted member retired 19 November 2009)

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.

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

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.

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

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.

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

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 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 forums and committees. 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 the Strategic Lead 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 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.

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

Information, Advice & Advocacy

First Contact

Our helpline and casework service has assisted 1,421 people this year providing advice and information about services available to help them run their lives and remain independent in our community

Richmond Community Partnership

We have helped 1,942 people this year, offering home visits and outreach sessions for financial help and advice and ensuring income maximisation for each and every person we visit. The total amount of benefits awarded in the year as the result of this service totalled £2.5 million.

Quality Monitoring Service

In September 2009 this service was awarded funding through to 31 March 2012 as the result of a very successful mystery shopping exercise carried out on behalf of the London Borough Richmond upon Thames Quality Assurance Department. ACRuT has been commissioned to deliver three projects as part of this service:

- **Mystery shopping on 'Richmond Direct'** – 'Richmond Direct' is the first point of contact for Adult Services. The information we provide is used to improve the service and training of its staff members.
- **Care Home Peer Review** – the quality Monitoring Service visits older people living in 19 residential homes to find out what they think about the care they receive.
- **Monitoring visits to older people receiving home care** – the Quality Assurance Department has the responsibility for ensuring that quality standards are met by the 12 independent care agencies that provide home care to older people living in Richmond. Our visits take feedback from those older people their thoughts on the home care they receive.

Richmond Independent Brokerage Service

This service helps people to plan the best possible care for themselves at home. It is provided by a consortium of 10 voluntary organisations in the borough that have come together to help people with social care needs. It can help people obtain the care they need in much the same way as a travel agent can help you organise a holiday.

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

Outreach Programme

Our outreach programme has been extended over the last 12-month period enabling us to help even more people throughout the Borough. In addition to the computer classes, keep fit and movement classes, art and digital photography sessions we now provide health checks, medication reviews, nutritional advice, chiropody services, outings and talks. We have been working with the local communities providing services that promote a healthy body and mind filling gaps where services are needed.

Social Centres

Barnes Green

We were awarded a new 3-year contract on 1 July 2009 by Richmond Council to manage the Barnes Green Centre. We continue to work with our partners FiSH and the Barnes Community Association developing a programme of activities for people throughout the week providing a vast range of high quality services.

Whitton Centre

This centre continues to provide as many activities as possible for the 2-days per week we manage the Centre. Membership numbers have remained constant with members remaining loyal and supportive. The number of volunteers has increased during the last 12-month period through the work of our newly recruited Volunteer Coordinator in July 2009.

Meadows Hall

We still await the refurbishment of Meadows Hall and have continued to look for alternative premises over the last year just in case approval is given. The Caring Café that operated on Saturdays moved out due to the uncertainty surrounding Meadows Hall however, it will move back if the redevelopment is carried out.

Despite this uncertainty and poor state of the building members continue to attend, enjoy themselves and remain loyal with new members joining on a daily basis due to the vast range of activities on offer.

Handyperson Service

During this year the Handyperson Service provided 1,131 visits to 1,059 clients, completing 3,564 jobs. We also made 16 visits to 4 local voluntary organisations completing 59 jobs across the Borough. It continues to be a very popular and highly regarded service.

Volunteers

With the recruitment of a new Volunteer Co-ordinator in July 2009 our volunteer numbers have increased to 85 strong. 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 its services.

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

FINANCIAL REVIEW

Income & Expenditure

The overall income of the organisation was £862,275 as compared to £747,670 (2008-09), an increase of 15%. Unrestricted income decreased marginally to £138,126 from £139,614 (2008-09) and restricted income increased to £724,149 as compared to last year's income of £608,056 (2008-09). The main reasons for this increase were additional grants from London Borough of Richmond for a new project, the Quality Monitoring Service and a one off grant for the Handyperson Services.

The overall expenditure for the year also increased to £876,564 from £828,397 (2008-09) an increase of 6%. Unrestricted expenses increased to £80,140 from £70,480 (2008-09) and restricted expenses also increased to £796,424 from £757,917 (2008-09).

The financial year 2009-10 ended with a deficit of £14,289 as compared to last year's deficit of £80,727. The main reason for the deficit was lower income through activities at Social Centres and some additional overheads incurred at the Social Centres due to the extreme weather conditions.

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.

Unrestricted funds

The balance of unrestricted funds, including designated funds of £27,000, decreased marginally from £166,874 to £160,343 during the year.

Reserves

Our total reserves are £160,343 of which £27,000 is designated to cover dilapidation costs leaving a balance as unrestricted of £133,343.

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).

AGE CONCERN RICHMOND UPON THAMES COMPANY LIMITED BY GUARANTEE

TRUSTEES' ANNUAL REPORT *(continued)*

YEAR ENDED 31 MARCH 2010

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 23 to these accounts of £133,343 which currently represents approximately two 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.

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 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).

Company law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the net income or expenditure, of the charity for the year. 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 Charities SORP,
- make judgments and estimates that are reasonable and prudent,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

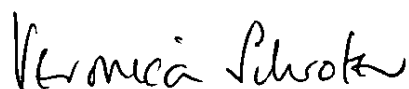
The Trustees are responsible for keeping accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity 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

Signed on behalf of the Trustees



Veronica Schroter
Chairman

17.08.10

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

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

YEAR ENDED 31 MARCH 2010

We have audited the financial statements of Age Concern Richmond Upon Thames for the year ended 31 March 2010 which comprise the statement of financial activities, 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 Chapter 3 of part 16 of the Companies Act 2006. 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') and for being satisfied that the financial statements give a true and fair view 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, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and have been prepared in accordance with the Companies Act 2006. We also report to you whether in our opinion the information given in Trustees' Annual Report is consistent with those financial statements.

In addition we report to you if, in our opinion, the charity has not kept adequate 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 certain disclosures of trustees' remuneration specified by law are not made.

We read 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.

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

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

YEAR ENDED 31 MARCH 2010

Opinion

In our opinion

- the financial statements give a true and fair view of the state of the charity's affairs as at 31 March 2010 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice,
- the financial statements have been prepared in accordance with the Companies Act 2006, and
- the information given in Trustees Annual Report is consistent with the financial statements

PKF(UK)LLP

Richard Faulkner

Senior statutory auditor

For and on behalf of PKF (UK) LLP, Statutory auditors

Guildford, UK

24 September

2010

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

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

YEAR ENDED 31 MARCH 2010

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2010 £	Total Funds 2009 £
INCOMING RESOURCES					
Incoming resources from generating funds					
Voluntary income	2	29,263	-	29,263	33,229
Activities for generating funds	3	31,009	-	31,009	28,000
Investment income	4	885	-	885	8,472
Incoming resources from charitable activities	5	76,969	724,149	801,118	677,969
TOTAL INCOMING RESOURCES		138,126	724,149	862,275	747,670
RESOURCES EXPENDED					
Charitable activities	7/9	(71,327)	(796,424)	(867,751)	(820,908)
Governance costs	10	(8,813)	-	(8,813)	(7,489)
TOTAL RESOURCES EXPENDED		(80,140)	(796,424)	(876,564)	(828,397)
NET (OUTGOING)/INCOMING RESOURCES BEFORE TRANSFERS					
Transfer between funds	14 15	57,986 (64,517)	(72,275) 64,517	(14,289) -	(80,727) -
NET EXPENDITURE FOR THE YEAR		(6,531)	(7,758)	(14,289)	(80,727)
RECONCILIATION OF FUNDS					
Total funds brought forward		166,874	7,758	174,632	255,359
TOTAL FUNDS CARRIED FORWARD		160,343	-	160,343	174,632

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 15 to 24 form part of these financial statements

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE
REGISTERED NUMBER 4116911
BALANCE SHEET**

31 MARCH 2010

	Note	£	2010 £	2009 £
FIXED ASSETS				
Tangible assets	17		10,267	18,570
Investments	18		<u>2</u>	<u>2</u>
			10,269	18,572
CURRENT ASSETS				
Debtors	19	61,321		25,673
Cash at bank		<u>156,262</u>		208,620
		217,583		234,293
CREDITORS Amount falling due within one year	20	<u>(67,509)</u>		(78,233)
NET CURRENT ASSETS			150,074	156,060
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>160,343</u>	<u>174,632</u>
NET ASSETS			<u>160,343</u>	<u>174,632</u>
FUNDS				
Restricted income funds	22		-	7,758
Unrestricted income funds	23		<u>160,343</u>	<u>166,874</u>
TOTAL FUNDS			<u>160,343</u>	<u>174,632</u>

These financial statements were approved by the Board of Trustees on the 17.06.10 and signed on their behalf by


VERONICA SCHROTER
CHAIRMAN


CLIVE BRADLEY
COMPANY SECRETARY & TREASURER

The notes on pages 15 to 24 form part of these financial statements

**AGE CONCERN RICHMON UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

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 2006

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 have 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 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 in accordance with Note 13

**AGE CONCERN RICHMON UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

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.

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.

**AGE CONCERN RICHMON UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

2 VOLUNTARY INCOME

	Unrestricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Donations			
Information, Advice & Advocacy	734	734	5,780
Social Centres	-	-	7,226
Handyperson Scheme	23,135	23,135	19,568
Gift Aid	284	284	-
Others	5,110	5,110	-
Legacies			
Legacy	-	-	655
	<u>29,263</u>	<u>29,263</u>	<u>33,229</u>

3 INCOMING RESOURCES FROM ACTIVITIES FOR GENERATING FUNDS

	Unrestricted Funds £	Total Funds 2010 £	Total Funds 2009 £
ACRUTE Ltd	<u>31,009</u>	<u>31,009</u>	<u>28,000</u>

4 INVESTMENT INCOME

	Unrestricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Bank interest receivable	<u>885</u>	<u>885</u>	<u>8,472</u>

5 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Information, Advice & Advocacy	-	312,522	312,522	258,572
Social Centres	76,969	290,627	367,596	337,530
Handyperson Scheme	-	121,000	121,000	81,867
	<u>76,969</u>	<u>724,149</u>	<u>801,118</u>	<u>677,969</u>

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

6 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES BY TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Quality Monitoring Service				
London Borough of Richmond upon Thames - Grant		18,288	18,288	-
	-	18,288	18,288	-
Information, Advice & Advocacy				
Richmond Parish Lands Charity	-	19,674	19,674	20,264
Hampton Fuel Allotments Charity	-	24,500	24,500	23,000
Richmond & Twickenham Primary Care Trust	-	-	-	448
Lloyds TSB	-	-	-	10,000
Richmond Users of Independent Living Scheme	-	38,174	38,174	15,906
Paragon Community Housing Ltd	-	3,643	3,643	-
London Borough of Richmond upon Thames - Grant	-	187,695	187,695	143,178
London Borough of Richmond upon Thames - Contract income	-	1,207	1,207	41,226
London Borough of Richmond upon Thames - Rent	-	10,568	10,568	4,550
BIG Lottery	-	8,773	8,773	-
	-	294,234	294,234	258,572
Social Centres				
London Borough of Richmond upon Thames	-	54,992	54,992	55,000
Richmond Adult Community College	-	13,509	13,509	17,391
Barnes Workhouse Fund	-	5,000	5,000	-
Ethnic Minorities Advocacy Group	-	9,897	9,897	13,196
Hampton Fuel Allotments Charity	-	12,500	12,500	12,500
London Borough of Richmond upon Thames - Contract income	-	97,178	97,178	97,080
London Borough of Richmond upon Thames - Rent	-	80,299	80,299	72,450
Other Grants	-	17,252	17,252	-
Activities Income	69,733	-	69,733	60,364
Membership	7,236	-	7,236	9,549
	76,969	290,627	367,596	337,530
Handyperson Scheme				
London Borough of Richmond upon Thames	-	63,000	63,000	13,000
Richmond Parish Lands Charity	-	10,000	10,000	10,867
Hampton Fuel Allotments Charity	-	13,000	13,000	13,000
Barnes Workhouse Fund	-	5,000	5,000	5,000
Bridge House Trust	-	30,000	30,000	30,000
Garfield Trust	-	-	-	10,000
	-	121,000	121,000	81,867

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

7 COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Information, Advice & Advocacy	-	272,322	272,322	252,241
Social Centres	71,327	169,191	240,518	208,434
Handyperson Scheme	-	92,756	92,756	87,008
Support costs	-	262,155	262,155	273,225
	<u>71,327</u>	<u>796,424</u>	<u>867,751</u>	<u>820,908</u>

8. RESOURCES EXPENDED BY COST

	Total Funds 2010 £	Total Funds 2009 £
Salary, NI & Pensions	552,547	535,282
Recruitment, training, travel & volunteer costs	21,691	56,167
Establishment costs	153,289	122,831
Office expenses	36,000	45,911
Accountancy & legal	14,363	1,913
Insurance	3,552	3,189
Publicity & promotions	4,120	5,936
Depreciation	8,303	5,591
Activities expenditure and other	73,886	44,088
	<u>867,751</u>	<u>820,908</u>

9. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Advice & Advocacy £	Support costs £	Total Funds 2010 £	Total Funds 2009 £
Information, Advice & Advocacy	272,322	87,669	359,991	346,378
Social Centres	240,518	143,395	383,913	367,058
Handyperson Scheme	92,756	31,091	123,847	107,472
	<u>605,596</u>	<u>262,155</u>	<u>867,751</u>	<u>820,908</u>

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

10 GOVERNANCE COSTS

	Unrestricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Accountancy fees	2,225	2,225	1,875
Audit fee	5,400	5,400	4,000
Costs of Trustees' meetings	335	335	332
Trustee indemnity insurance	853	853	1,282
	<u>8,813</u>	<u>8,813</u>	<u>7,489</u>

11 TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No member 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. Three Board members were reimbursed expenses of £369 for their duties as volunteers (2009 - £556).

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 (2009 - Nil).

During the year the charity made a charge on its subsidiary, ACRUTE Limited of £31,009 (2009 - £28,000) to cover the cost of providing the services of this Company. At the year end there was a balance due from ACRUTE Limited of £23,172 (2009 - £7,663).

12 ANALYSIS OF SUPPORT COSTS

	Advice & Advocacy £	Social Centres £	Handyperson Scheme £	Total 2010 £	Total 2009 £
Staff costs	52,569	29,205	17,652	99,426	96,845
Premises	5,810	105,112	11,922	122,844	131,570
Office Expenses	29,290	9,078	1,517	39,885	44,810
	<u>87,669</u>	<u>143,395</u>	<u>31,091</u>	<u>262,155</u>	<u>273,225</u>

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

	2010 £	2009 £
Staff pension contributions	21,388	17,051
Depreciation	8,303	5,591
Auditors' remuneration	-	-
-audit of the financial statements	5,400	4,000
Operating lease costs	-	-
- Other	<u>3,341</u>	<u>4,096</u>

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

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 purpose 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

	2010 £	2009 £
Wages and salaries	489,730	475,442
Social security costs	41,429	42,790
Other pension costs	21,388	17,051
	<u>552,547</u>	<u>535,283</u>

Particulars of employees

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

	2010 No	2009 No
Information, Advocacy & Advice	9	8
Social Centres	5	5
Handyperson Scheme	3	3
	<u>17</u>	<u>16</u>

No employee received emoluments of more than £60,000 during the year (2009 - Nil)

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

17 TANGIBLE FIXED ASSETS

	Equipment £
COST	
At 1 April 2009	42,256
Additions	-
Disposals	-
At 31 March 2010	<u>42,256</u>
DEPRECIATION	
At 1 April 2009	23,686
Charge for the year	8,303
On disposals	-
At 31 March 2010	<u>31,989</u>
NET BOOK VALUE	
At 31 March 2010	<u>10,267</u>
At 31 March 2009	<u>18,570</u>

18 INVESTMENTS

Movement in market value

	2010 £	2009 £
Market value at 1 April 2009 & 31 March 2010	<u>2</u>	<u>2</u>
Historical cost at 31 March 2010	<u>2</u>	<u>2</u>

Analysis of investments at 31 March 2010 between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Other investments				
UK Group undertakings	2	-	2	2

Company in which the charity has a 100% interest in the share capital of

	2010 £	2009 £
Aggregate capital and reserves		
ACRUTE Limited - UK Registered Company 5687989	1,804	1,804
Profit/(loss) for the year		
ACRUTE Limited - UK Registered Company 5687989	-	(1,973)

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

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

19 DEBTORS

	2010 £	2009 £
Trade debtors	38,149	16,239
Amounts owed by group undertakings	23,172	7,663
Prepayments	-	1,771
	<u>61,321</u>	<u>25,673</u>

20. CREDITORS Amounts falling due within one year

	2010 £	2009 £
Trade creditors	33,822	33,959
Taxation and social security	20,876	17,593
Grants in Advance	-	20,806
Accruals	7,144	5,875
Deferred Subscription Fees	5,667	-
	<u>67,509</u>	<u>78,233</u>

21 COMMITMENTS UNDER OPERATING LEASES

At 31 March 2010 the charity had annual commitments under non-cancellable operating leases as set out below

	Assets other than Land and buildings	
	2010 £	2009 £
Operating leases which expire		
Within 2 to 5 years	<u>3,341</u>	<u>4,096</u>

22 RESTRICTED INCOME FUNDS

	Balance at 1 Apr 2009 £	Incoming Resources £	Outgoing Resources £	Transfers £	Balance at 31 Mar 2010 £
Information, Advice & Advocacy	4,911	312,522	(359,991)	45,709	-
Social Centres		290,627	(312,586)	18,808	-
Handyperson Scheme	2,847	121,000	(123,847)	-	-
	<u>7,758</u>	<u>724,149</u>	<u>(796,424)</u>	<u>64,517</u>	<u>-</u>

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 handyperson operation for older people in the London Borough of Richmond upon Thames

**AGE CONCERN RICHMOND UPON THAMES
COMPANY LIMITED BY GUARANTEE**

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2010

23 UNRESTRICTED INCOME FUNDS

	Balance at 1 Apr 2009 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 2010 £
Dilapidation Fund	27,000	-	-	-	27,000
General Funds	139,874	138,127	(80,140)	(64,517)	133,343
	<u>166,874</u>	<u>138,127</u>	<u>(80,140)</u>	<u>(64,517)</u>	<u>160,343</u>

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 £
Unrestricted Income Funds:				
Designated Funds	-	-	27,000	27,000
General Funds	10,267	2	123,074	133,343
Total Funds	<u>10,267</u>	<u>2</u>	<u>150,074</u>	<u>160,343</u>

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 2010 the company had 480 members (2009 - 386 members)