

**AGE CONCERN METRO ROCHDALE  
REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31 MARCH 2012**

Company Registration Number 4374141

**RSM Tenon Limited**  
Accountants and business advisers  
Cedar House  
Sandbrook Business Park  
Sandbrook Way  
Rochdale  
Lancashire  
OL11 1LQ

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## **AGE CONCERN METRO ROCHDALE**

### **Report of the trustees for the year ended 31 March 2012**

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#### **Trustees**

Mrs V Hirst B E M	Chair
Mr I Royle	Vice Chair
Mr E Jones	Trustee
Mr R Clark	Treasurer
Mrs J Hornby	Trustee

#### **Secretary**

Mr P Gala

#### **Registered Office**

12 South Parade, Rochdale, Lancashire, OL16 1LR

#### **Registered charity number**

1092532

#### **Accountants**

RSM Tenon Limited,  
Cedar House, Sandbrook Business Park, Sandbrook Way, Rochdale, Lancashire, OL11 1LQ

#### **Auditors**

RSM Tenon Audit Limited,  
Cedar House, Sandbrook Business Park, Sandbrook Way, Rochdale, Lancashire, OL11 1LQ

#### **Bankers**

Barclays Bank Plc, 27/29 Long Street, Middleton, Manchester, M24 3TE  
The Royal Bank of Scotland Plc, 5 Market Place, Middleton, Manchester, M24 3AE  
Bank of Scotland Plc, Pentland House, 8 Lochside Avenue, Edinburgh, EH12 9DJ

#### **Solicitors**

AST Hampsons, 128 Yorkshire Street, Rochdale, Lancs, OL16 1LA

## **AGE CONCERN METRO ROCHDALE**

### **Report of the trustees for the year ended 31 March 2012**

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The trustees present their report together with the audited financial statements of the charity for the year ended 31 March 2012

#### **Constitution, governance and management**

##### ***Constitution***

The organisation is a company incorporated on 14 February 2002 and limited by guarantee. It was registered as a charity on 20 June 2002. The company is established under a Memorandum of Association that sets out its objects and powers. It is governed under its Articles of Association and, in the event of the company being wound up, members are required to contribute an amount not exceeding £1.

##### ***Organisational structure***

A board of trustees, that meets at least five times a year, is responsible for the business planning, strategic direction and policies of the charity. The chief officer is tasked with ensuring that the organisation delivers both the strategic and business objectives and has day-to-day management responsibility for the organisation.

##### ***Trustees***

The directors of the charitable company are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. The trustees serving during the year and since year end were

Mrs V Hirst B E M	Chair
Mr I Royle	Vice Chair
Mr E Jones	Trustee
Mr R Clark	Treasurer
Mrs J Hornby	Trustee

A board of trustees, that meets at least five times a year, is responsible for the business planning, strategic direction and policies of the charity. The chief officer is tasked with ensuring that the organisation delivers both the strategic and business objectives and has day-to-day management responsibility for the organisation.

##### ***Trustees' responsibilities***

The trustees (who are also directors of Age Concern Metro Rochdale for the purposes of company law) are responsible for preparing the Trustees' 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 which give a true and fair view of the state of affairs of the charitable company and group and of the incoming resources and application of resources, including the income and expenditure, of the group 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 judgments and estimates that are reasonable and prudent,
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and group 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 charitable company and group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## AGE CONCERN METRO ROCHDALE

### Report of the trustees for the year ended 31 March 2012

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#### Constitution, governance and management (continued)

##### *Trustees' responsibilities (continued)*

In so far as the trustees are aware

- there is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information

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

##### *Trustee's appointment and retirement*

The Articles of Association require that, at an annual general meeting, one-third of trustees shall retire by rotation. The board of trustees may, from time-to-time, appoint additional members but with the proviso that they shall retire at the next annual general meeting. Those retiring, for either reason, may then, should they so wish, offer themselves for re-election.

The board also has the power to co-opt up to three additional members with the restriction that no more than one-third of the total board membership shall have co-opted status.

All current trustees are local older people who work, or have worked, within the borough.

##### *Trustees' induction and training*

When joining the board all trustees receive a copy of the governing document, a set of annual accounts, minutes of the last board meeting and the strategic plan. They also receive a copy of the following leaflets produced by the Charity Commission:

CC3	The Essential Trustee: What you need to know
CC3(a)	Responsibilities of Charity Trustees: A Summary
CC60	The Hallmarks of an Effective Charity

New trustees are introduced to staff and volunteers and are encouraged to take an interest in a particular area of the work of the charity. Trustees, staff and volunteers meet twice annually to review service progress and at specially convened meetings such as strategy formulation and business planning away-days. Age UK via their North Hub and the Board Builder Training and Development Resource provides trustee training. Further support for trustees training is also available at North West regional and other events.

##### *Staff management and development*

A combination of full-time and part-time paid staff is employed to undertake the delivery of direct services. A combination of full-time and part-time paid staff is employed to undertake the delivery of direct services. The senior management team meets weekly and reports directly to the board of trustees. It presently comprises:

Vera Hirst (B E M )	- Chair of Trustees
Paul Gala	- Chief Officer
David Mills	- Finance Officer

All staff members receive regular training, both internally and externally, to ensure they are competent and well equipped to perform their duties professionally. The organisation has a no retirement policy. Personal development plans are in place for all staff and these are reviewed and revised annually. The objective is to create and develop a team of staff, dedicated and qualified, to provide ever better services to local older people. Sadly, during the year our Finance Officer David Mills passed away. David was with the organisation for nearly ten years and made an enormous contribution to the work of our organisation. We shall all miss him.

## **AGE CONCERN METRO ROCHDALE**

### **Report of the trustees for the year ended 31 March 2012**

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#### **Constitution, governance and management (continued)**

##### ***Volunteers***

Assisting the paid staff team is a dedicated group of volunteers, a number of whom have been associated with the organisation for many years. They give their time freely to support our work and are required to undergo relevant training and encouraged to gain nationally recognised qualifications. We have built a highly motivated and enthusiastic team of volunteers that reflects both our client group and the local diversity found within the borough. We are truly grateful for their continued help and support, for without their hard work and dedication it would not be possible to deliver many of the services we offer.

The trustees also give their time freely and we are pleased that this year has been, once again, a very productive one in the areas of strategy and planning.

##### ***Risk management***

In conjunction with the chief officer, the trustees, annually, carry out a detailed review of the charity's activities and produce a strategic plan setting out the major opportunities available to the charity and the risks to which it is exposed.

Systems and procedures are then established in order to eliminate those risks or, where this is not possible, to minimise their impact should they come to fruition. They are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

Forecasts have been prepared which indicate that the charity will have sufficient funds to face a "worst case outcome" during the current year.

##### ***Risk assessment***

The risk management process has identified the following major risks facing the charity:

- Day service and luncheon clubs together with handy person and friendly visitor schemes are funded by Rochdale Metropolitan Borough Council via a service level agreement ending 31 March 2012. There is, however, a clause therein allowing either party to end the agreement at any time before that date by the giving of at least three months' notice of the intention so to do. The council has notified us that all its social services are subject to current review and have only committed to paying us to deliver the service until 31st March 2012.

##### ***Reserves Policy***

The trustees are responsible for ensuring that the charity maintains an appropriate level of reserves to meet assessed risk and to manage cash flow. The trustees have established a reserves policy to maintain a sufficient level of reserves within the charity's unrestricted funds. The funds are available in order to:

- mitigate the effects of short-term cash flow fluctuations,
- allow time to secure other funding in the event of a downturn in one or more areas of current funding,
- help launch projects until regular funding is received,
- provide for unforeseen, and hence unbudgeted expenditure, where the charity needs to meet its obligations.

The trustees have considered each of the above as an integral part of their risk management review and have concluded that the net current assets less restricted funds should not be permitted to fall below £100,000.

Net current assets less restricted funds at 31 March 2012 amounted to £205,918. The position is under regular review by the trustees.

## **AGE CONCERN METRO ROCHDALE**

### **Report of the trustees for the year ended 31 March 2012**

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#### **Constitution, governance and management (continued)**

##### ***Related Parties***

Age Concern England and Help the Aged have merged to form Age UK. The effect upon the Age Concern Federation is now clear and has become Age England Association. Age Concern Metro Rochdale is now and brand partner of Age UK and during the year we have developed new relationships with Age UK during this period. Our legal name remains unchanged with our working name being registered with the Charity Commission. In order to make best use of limited resources and develop our relationship with other organisations, the charity works in partnership with a number of local, regional and national organisations, amongst whom are

Age UK  
Anchor Trust  
Better Government for Older People  
CVS Rochdale  
Department of Work and Pensions  
NHS Heywood, Middleton & Rochdale  
Isherwood and Hose  
Ring & Ride  
Rochdale Borough Wide Housing  
Rochdale Home Improvement Agency  
Rochdale Metropolitan Borough Council  
Rochdale MIND  
Rochdale Older Person's User/Carer Action Forum  
Rochdale Supporting People  
St Vincent's Housing Association  
The Pennine Acute Hospitals NHS Trust  
The Pennine Care NHS Trust  
Victim Support

#### **Key Objective & Activities**

##### ***Key Objective***

The charity believes in, and conforms to, the mission of the Age Concern Federation, which is "to promote the well-being of all older people and to help make later life a fulfilling and enjoyable experience". Concern is not just centred on well-being and enjoyment, but also on fulfilment implying, as it does, a sense of control over one's own destiny, independence and self-determination, self-esteem and social inclusion.

##### ***Activities***

Our activities fall under the following headings

Rotational day service  
Asian ladies luncheon club  
Handy person scheme  
Friendly visitor scheme  
Dignity in care award  
Well-being cafe  
Home support service  
Outreach-access to services  
Information and advice  
Radio programme  
Insurance services  
Hub in the Middleton town ship  
E.ON energy programme  
Service development  
Membership  
Campaigns

## AGE CONCERN METRO ROCHDALE

### Report of the trustees for the year ended 31 March 2012

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#### Achievements and performance

##### **Day service & luncheon clubs - Rotational day service**

Our day services provide an opportunity for older persons to meet friends and to encourage social interaction. The service is delivered, in partnership with organisations such as Anchor Trust and Rochdale Metropolitan Borough Council, from the following, community-based, locations

		Places 2011/2012
Monday	Pembroke Court/ Dolaravera Court (Spotland)	35
Tuesday	Saxon House (Littleborough)	30
Thursday	Falange Mews (Falange)	45
Friday	Pendleton Croft (Heywood)	45

Delivered and co-ordinated by staff members, supported by volunteers, we provide over ninety places for local older people. Door-to-door transport is available and is arranged in partnership with Ring & Ride. A hot and healthy midday meal, activities and excursions are all provided as part of the service. Due to the new commissioning arrangements of Rochdale MBC we discontinued delivering the service in March 2012.

##### **Day service & luncheon clubs – Asian ladies luncheon club**

A luncheon club for Asian ladies has been provided for over fifteen years. The service attracts upwards of forty people each week at St Andrew's Hall where we supply a culturally appropriate midday meal as well as providing appropriate educational activities, trips, entertainment, and lifestyle classes. Due to the new commissioning arrangements of Rochdale MBC we discontinued delivering the service in March 2012.

##### **Outreach - Handy person scheme**

This scheme provides direct practical support for those older people needing assistance with small jobs within the home. The service operates alongside the Rochdale Home Improvement Agency, which deals with larger jobs. In 2011/12, this service had over 500 service users referred to it and undertook 346 tasks. Due to the new commissioning arrangements of Rochdale MBC we discontinued delivering the service in March 2012.

##### **Outreach - Friendly visitor scheme**

This scheme aims to offer companionship and help to those older people living alone and having little or no contact with family and friends. Each client is matched with a volunteer who visits regularly and provides a link to the outside world. The average age of clients on this scheme is eighty-plus and we currently have 35 clients receiving the visiting service. Due to the new commissioning arrangements of Rochdale MBC we discontinued delivering the service in March 2012.

##### **Dignity in care awards**

The aim of the award is to celebrate good practice, recognise those providers, individuals and groups who are making a real difference. The awards were presented by Roy Lilley at a ceremony held in Rochdale town hall in October 2011.

##### **Well-being cafe**

Our well-being café, which was opened as the result of a donation from Littleborough Old Peoples Welfare Association, opened for business in February 2010. It is now firmly established within the Littleborough community.

##### **Home Support Service**

Identified as a gap in provision, we have introduced a new service which helps us to shape our prevention and independence strategies. The home support service provides a range of practical support to help maintain the independence of older people and to help them remain in their own homes for as long as possible. Growing numbers of older people are choosing Age UK Rochdale to help with their support, generating new income for the charity.

## **AGE CONCERN METRO ROCHDALE**

### **Report of the trustees for the year ended 31 March 2012**

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#### **Achievements and performance (continued)**

##### ***Outreach – Access to Services Big Lottery Fund***

Funding from The Big Lottery enabled the creation and development of a borough-wide outreach service to housebound older people. Funding for the service ceased in 2009. The service formed the cornerstone of the charity's work with those most disadvantaged local older people. Due to a successful funding bid to the Big Lottery Fund we are pleased to be able to report the delivery of a new service to older people in the Rochdale Metropolitan Borough which will help those in most need access the services which they most require. The service is due to commence during the first quarter of the new financial year and is funded up to 2015.

##### ***Information and advice***

The charity operates a full-time information and advice service from its Rochdale office and a part-time one from Middleton. The service offers help both by telephone and face-to-face. Enquiries include community care issues, housing problems and welfare benefits and entitlements. We also provide assistance with form filling and letter writing. During the year, this service dealt with over 4,000 enquiries leading to 1,852 one-to-one advice and assistance sessions. Our partnership work continues with the Department of Work and Pensions and Rochdale Borough Wide Housing on a signposting basis. Isherwood & Hose, a local solicitors practice, provides a monthly service giving advice in their area of expertise.

##### ***Crescent Radio***

We have a weekly two-hour slot on the local multi-cultural radio station, Crescent Radio, entitled "Voice 50 plus". Broadcasting each Wednesday, we are able to highlight many of the issues affecting older people in the black and minority ethnic community. Our valuable talkback phone-in, with key members of our staff, helps us to identify matters of concern and is a sounding board for our ideas on problem solution. We look forward to this continuing as a guest of the radio station.

##### ***Insurance company***

Age Concern Insurance Services (Rochdale) Limited is a wholly owned subsidiary of Age Concern Metro Rochdale and trades as an appointed representative of Age UK Enterprises. We provide a range of insurance-based products designed to meet the needs of older people and deliver these products from both our Rochdale and Middleton offices. Trading conditions have continued to be challenging leading to a reduction in the gift aid donation to the charity.

##### ***Hub in the Middleton Township***

We continued to develop the potential of working with other Age UKs or an independent retailer to provide additional services at our Middleton hub. These services are assisting older people in the range of adaptations available and how to obtain them.

##### ***E.ON Handyperson Energy Programme***

Through a national arrangement with E.ON and Age UK we have been involved in delivering energy efficiency measures as part of our winter campaign. Energy audits, energy advice and improvements were part of the delivery model where equipment provided was free of charge.

##### ***Service Development***

We have worked with Age UK during the year with a focus on service development for our information and advice service. This has resulted in developing a new data base and looking at how we are best equipped to continue to deliver flagship services.



## AGE CONCERN METRO ROCHDALE

### Report of the trustees for the year ended 31 March 2012

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#### Achievements and performance (continued)

##### **Membership**

Our membership scheme provides valuable feedback, not just to our organisation, but also to other commissioners and service providers, in the many areas of concern to and challenges faced by older people. During the year we have again worked closely with the User/Carer Action Forum and have been a key contributor to its work. The Forum brings together a number of organisations that work with older people to ensure that older people can make a difference and truly influence statutory providers of services.

##### **Campaigns**

We have a major role to play in ensuring that older people are able to influence the planning and delivery of services and have been involved with a number of campaigns both locally and nationally. The following are examples from the many that we have undertaken:

- Pension credit
- Carers benefit
- Attendance allowance
- Disability living allowance
- Help with heating costs
- Managing your money

##### **Public benefit**

The foregoing list of our activities demonstrates that the whole of our charitable effort is directed towards improving the lives of needy older people both directly and indirectly. By improving their circumstances, we reduce the likelihood and extent of any calls they might otherwise make on public health and social services and so reduce the pressure which those services are presently experiencing. We have complied with the duty under the Charities Act to have regard to the public benefit guidance published by the Charity Commission.

#### Performance Management

##### **Financial review**

A brief summary of income and expenditure for the year is as follows:

	Restricted £	Unrestricted £	Total £
<b>Income</b>			
Charitable activities	262,224	41,921	304,145
Trading	-	77,325	77,325
Donations	1,000	4,729	5,729
Investments	-	1,412	1,412
	<u>263,224</u>	<u>125,387</u>	<u>388,611</u>
<b>Expenditure</b>			
Charitable activities	307,444	-	307,444
Trading	-	36,996	36,996
	<u>307,444</u>	<u>36,996</u>	<u>344,440</u>
<b>Surplus/(deficit)</b>	<u>(44,220)</u>	<u>88,391</u>	<u>44,171</u>

## AGE CONCERN METRO ROCHDALE

### Report of the trustees for the year ended 31 March 2012

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#### Performance Management

##### *Financial review (continued)*

Total incoming resources have remained consistent at £388,611 (2011 - £389,441) whilst total resources expended have reduced to £344,440 (2011 - £397,303) resulting in a surplus for the year of £44,171 (2011 - £7,862 deficit)

##### *Investment policy*

In view of the uncertainties surrounding funding and the possible need to call upon reserves at relatively short notice, it is considered imprudent to commit funds for long-term investment. Wide fluctuations in cash flow require that a significant proportion of total funds be readily available at all times. Considering these factors, the trustees have decided to place the funds on instant access deposit.

##### *Plans for future periods*

This year we have witnessed a changing landscape and experienced changing horizons. Many of the services which we have delivered for a considerable number of years concluded in March 2012. In these times of great uncertainty the trustees are firm in their commitment to safeguarding the future of the organisation. During the year our business and strategic plans focused the organisation on being in a position so that we can respond in a positive way to opportunities which may arise. Our approach to providing assistance continues to ensure a proactive, flexible and innovative response to older people and their carers. Our contact on a day-to-day basis with older people, the involvement with the Users/carer Forum and our membership scheme has provided valuable feedback on the changing requirements of older people. The Trustees recognise the need to continue to seek opportunities to further expand our activities and direct support to older people by developing sustainable income streams and the new direction required to support older people.

We therefore plan to maintain our current services, develop the outreach lottery project, consolidate the innovation that will extend our reach to older people, and continue to provide a framework for older people to help support each other.

- **Further develop our support for independent forums for older people**  
We shall continue to build our partnership working with local older people forums to generate a true approach to the integration of beneficiaries in the design and delivery of statutory and voluntary sector services including Age UK Metro Rochdale.
- **Develop our partnership working with Health and Social Care**  
We shall explore the potential of working on local initiatives by integrating our services into the patient pathways of health and social care service.
- **Develop our relationship with Age UK**  
We shall continue to work closely with Age UK and our shared vision for older people.
- **Personalisation Agenda**  
We shall continue to explore with local older people how to make the most of the opportunity offered by individual budgets in terms of our service delivery.

## AGE CONCERN METRO ROCHDALE

### Report of the trustees for the year ended 31 March 2012 (continued)

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#### Plans for future periods (continued)

- **Home Maintenance Service**  
Identified as a gap in provision, we shall introduce a new service which helps us to shape our prevention and independence strategies. The home maintenance service will provide a range of practical support with small jobs in the home. Growing numbers of older people are choosing Age UK Rochdale to help with their support, generating new income for the charity.
- **Business Directory**  
Identified as a gap in provision, we shall introduce a new service which helps older people, their families and or carers access products and services tailored to their needs. Growing numbers of older people are choosing Age UK Rochdale to help with their support, generating new income for the charity.
- **Collaborative working**  
We shall continue developing new relationships for collaborative working opportunities and joint working initiative, during the year both locally and sub-regionally.
- **Quality Marks**  
During the year we shall continue with our work on internal quality standards and gain ISO 9001 alongside other Age UK internal quality marks.
- **Older peoples Services**  
We shall continue to campaign on behalf of and with local older people.

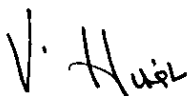
#### Auditors

RSM Tenon Audit Limited has expressed a willingness to continue in office and a resolution to re-appoint will be proposed at the annual general meeting.

#### Small company provisions

This report has been prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006.

#### By order of the trustees:



V Hirst (Chairperson)

24 October 2012

## AGE CONCERN METRO ROCHDALE

### Independent auditors' report

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#### **To the members and trustees of Age Concern Metro Rochdale**

We have audited the financial statements of Age Concern Metro Rochdale for the year ended 31 March 2012 on pages 12 to 21. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and to the trustees, as a body, under Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body and the trustees as a body, for our audit work, for this report, or for the opinions we have formed.

#### ***Respective responsibilities of trustees and auditors***

As explained more fully in the Trustees' Responsibilities Statement set out on page 1, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed auditor under the Companies Act 2006 and section 144 of the Charities Act 2011 and report in accordance with those Acts. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

#### ***Scope of the audit of the financial statements***

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

#### ***Opinion on financial statements***

In our opinion the financial statements

- give a true and fair view, of the state of the group's and the parent charitable company's affairs as at 31 March 2012, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

#### ***Opinion on other matter prescribed by the Companies Act 2006***

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

## AGE CONCERN METRO ROCHDALE

### Independent auditors' report (continued)

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#### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us, or
- the parent charitable company financial statements are not in agreement with the accounting records and returns, or
- certain disclosures of trustees' remuneration specified by law are not made,
- we have not received all the information and explanations we require for our audit, or
- the trustees were not entitled to prepare the financial statements and the trustees' report in accordance with the small companies regime

Anthony Steiner (Senior Statutory Auditor)  
for and on behalf of

*RSM Tenon Audit Limited*

**RSM Tenon Audit Limited**  
**Statutory Auditor**

Cedar House  
Sandbrook Business Park  
Sandbrook Way  
Rochdale  
Lancashire  
OL11 1LQ

*24 October* 2012

RSM Tenon Audit Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

# AGE CONCERN METRO ROCHDALE

## Group statement of financial activities incorporating an income and expenditure account for the year ended 31 March 2012

	Note	Restricted funds £	Unrestricted funds £	2012 £	2011 £
<b>Incoming resources</b>					
<b>Incoming resources from generated funds:</b>					
Voluntary income	2	1,000	4,729	<b>5,729</b>	20,262
Activities for generating funds	3	-	77,325	<b>77,325</b>	73,577
Investment income	4	-	1,412	<b>1,412</b>	2,067
<b>Incoming resources from charitable activities:</b>					
Grants, contracts and service fees	5	262,224	41,921	<b>304,145</b>	293,535
<b>Total incoming resources</b>		<u>263,224</u>	<u>125,387</u>	<b>388,611</b>	389,441
<b>Resources expended</b>					
Cost of generating funds	3	-	36,996	<b>36,996</b>	42,955
Charitable activities	6	276,237	-	<b>276,237</b>	329,400
Governance costs	7	31,207	-	<b>31,207</b>	24,948
<b>Total resources expended</b>		<u>307,444</u>	<u>36,996</u>	<b>344,440</b>	397,303
<b>Net incoming/(outgoing) resources before transfers</b>	8	(44,220)	88,391	<b>44,171</b>	(7,862)
<b>Transfers between funds</b>	16	65,717	(65,717)	-	-
<b>Net movement of funds in the year</b>		<u>21,497</u>	<u>22,674</u>	<b>44,171</b>	(7,862)
<b>Reconciliation of funds</b>					
Fund balances brought forward at 1 April 2011		-	249,596	<b>249,596</b>	257,458
<b>Fund balances carried forward at 31 March 2012</b>	16	<u><b>21,497</b></u>	<u><b>272,270</b></u>	<u><b>293,767</b></u>	<u>249,596</u>

The charity has neither acquired nor discontinued any activity during the year ended 31 March 2012  
There were no gains or losses during the year ended 31 March 2012, other than those reported above

The notes on pages 14 to 21 form part of these financial statements

# AGE CONCERN METRO ROCHDALE

Company number: 4374141

## Group and charity balance sheet at 31 March 2012

	Note	2012 £	Group 2011 £	2012 £	Charity 2011 £
<b>Fixed assets</b>					
Tangible assets	11	66,352	71,662	66,255	71,517
Investment in subsidiary company	12	-	-	2	2
		<u>66,352</u>	<u>71,662</u>	<u>66,257</u>	<u>71,519</u>
<b>Current assets</b>					
Debtors	13	35,036	19,195	109,116	16,309
Investments – short term deposit		171,302	261,960	171,302	261,960
Cash at bank and in hand		97,353	12,911	13,475	6,211
		<u>303,691</u>	<u>294,066</u>	<u>293,893</u>	<u>284,480</u>
<b>Creditors: amounts falling due within one year</b>	14	(76,276)	(116,132)	(73,156)	(112,935)
<b>Net current assets</b>		<u>227,415</u>	<u>177,934</u>	<u>220,737</u>	<u>171,545</u>
<b>Net assets</b>		<u>293,767</u>	<u>249,596</u>	<u>286,994</u>	<u>243,064</u>
<b>Funds</b>					
Restricted funds		21,497	-	21,497	-
Designated funds	17	17,000	68,000	17,000	68,000
Unrestricted funds	16	255,270	181,596	248,497	175,064
<b>Total funds</b>		<u>293,767</u>	<u>249,596</u>	<u>286,994</u>	<u>243,064</u>

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006

The financial statements on pages 12 to 21 were approved and authorised for issue by the trustees on 24 October 2012 and signed on their behalf by

The surplus for the year of the charity only was £43,930 (2011 deficit of £8,151)



V Hirst  
Trustees



R Clark

The notes on pages 14 to 21 form part of these financial statements

## AGE CONCERN METRO ROCHDALE

### Notes forming part of the financial statements for the year ended 31 March 2012

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#### 1 Accounting policies

##### *Basis of accounting*

The financial statements have been prepared under the historical cost convention in accordance with The Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005) issued in March 2005, the Companies Act 2006 and applicable accounting standards

##### *Group financial statements*

The financial statements consolidate the results of the charity and its wholly owned subsidiary company, Age Concern Insurance Services (Rochdale) Limited, on a line-by-line basis. A separate statement of financial activities incorporating an income and expenditure account for the charity itself is not presented because advantage has been taken of exemptions afforded by section 408 of the Companies Act 2006 and paragraph 397 of SORP 2005

##### *Cash flow statement*

The directors have taken advantage of the exemptions in Financial Reporting Standard No. 1 (revised) from including a cash flow statement in the financial statements on the grounds that the company and group are small

##### *Incoming resources*

Incoming resources are included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Income is deferred when the donor specifies that it must be used in future periods or when the associated expenditure relates to future periods

No amounts are included for services donated by volunteers. Where incoming resources have related expenditure, these are reported gross in the statement of financial activities

##### *Resources expended*

Expenditure is accounted for on an accruals basis and is classified under headings that aggregate all costs related thereto. Costs of generating funds are those incurred in trading activities that raise funds. Charitable activities include both direct and support expenditure associated with the delivery of the charity's work. Support costs are comprised of central resources that are all allocated to charitable activities on a basis consistent with their use. Governance is the cost of managing the assets of the charity together with the execution of its constitutional and statutory obligations

##### *Funds*

Unrestricted funds are expendable at the discretion of the trustees in furtherance of the charity's objects. If part of an unrestricted fund is earmarked for a particular project, it may be designated as a separate fund. The designation has an administrative purpose only; it does not legally restrict the trustees' discretion to apply the fund. Restricted funds are to be used in accordance with specific instructions imposed by the donor. Losses on restrictively funded projects are offset by way of transfer from unrestricted funds

##### *Tangible fixed assets and depreciation*

Tangible fixed assets are capitalised at cost less capital grants received in respect thereof. Depreciation is provided to write off the net costs of tangible fixed assets over their estimated useful lives as follows

Long Leasehold Buildings	- 2% straight line
Leasehold building improvements	- 20% reducing balance
Fixtures and fittings	- 20% reducing balance
Office equipment	- 20%-33 <sup>1/3</sup> % reducing balance



## AGE CONCERN METRO ROCHDALE

### Notes forming part of the financial statements for the year ended 31 March 2012 (continued)

#### 1 Accounting policies (continued)

##### *Operating leases*

Leases of property and equipment are classified as operating leases

Rentals applicable to operating leases are charged to the statement of financial activities in the period during which the cost is incurred

##### *Pensions*

Employees of the charity and its subsidiary company are entitled to join the defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. Contributions are funded by the employer and, optionally, by the employee. The employer's contribution is charged to the statement of financial activities in the period in which it is payable.

##### *Related parties*

Advantage has been taken of the provisions in Reporting Standard 8 not to disclose details of transactions with fellow group companies on the basis that consolidated group financial statements are produced and are publicly available.

#### 2 Voluntary income

	<b>Restricted £</b>	<b>Unrestricted £</b>	<b>Total £</b>	<b>2011 £</b>
Donations and bequests	<u>1,000</u>	<u>4,729</u>	<u>5,729</u>	<u>20,262</u>

#### 3 Trading operations and investment in trading company

The wholly owned trading subsidiary, Age Concern Insurance Services (Rochdale) Limited, is a supplier of insurance services. It pays almost all of its profits to the charity by gift aid.

Summaries of the trading result and balance sheet are as follows

	<b>2012 £</b>	<b>2011 £</b>
Turnover	77,325	73,577
Cost of Sales and administrative expenses	<u>(36,996)</u>	<u>(42,955)</u>
Net Profit	40,329	30,622
Amount gifted to the charity	<u>(40,088)</u>	<u>(30,333)</u>
Retained in the subsidiary	<u>241</u>	<u>289</u>
<b>Balance sheet at 31 March 2012</b>		
Tangible fixed assets	97	145
Current Assets	91,711	14,462
Creditors: amounts falling due within one year	<u>(85,033)</u>	<u>(8,073)</u>
Total net assets	<u>6,775</u>	<u>6,534</u>
Aggregate share capital and reserves	<u>6,775</u>	<u>6,534</u>

# AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2012 (continued)

## 4 Investment income

	Restricted £	Unrestricted £	Total £	2011 £
Arising from an interest bearing deposit	-	1,412	1,412	2,067

## 5 Incoming resources from charitable activities

	Restricted £	2012 Unrestricted £	Total £	2011 £
<b>Local Authority:</b>				
Day service and luncheon clubs	99,760	-	99,760	81,513
Outreach	72,240	-	72,240	92,455
Information and advice	-	-	-	33,224
Floating support	-	-	-	25,690
<b>Primary Care Trust:</b>				
Outreach	-	-	-	29,224
<b>Other:</b>				
Outreach	20,884	7,500	28,384	6,770
Information and advice	62,923	17,604	80,527	-
<b>Service users:</b>				
Day service, cafe and luncheon clubs	6,417	16,817	23,234	24,659
	<u>262,224</u>	<u>41,921</u>	<u>304,145</u>	<u>293,535</u>

## 6 Charitable activities

		Day service & luncheon clubs £	Outreach £	Information & advice £	2012 Total £	2011 £
<b>Charitable activities</b>						
<b>Direct costs</b>						
Staff		51,254	118,377	20,296	189,927	198,687
Volunteers		392	2,004	-	2,396	1,356
Goods and services		889	13,109	-	13,998	59,136
		52,535	133,490	20,296	206,321	259,179
<b>Basis of Allocation</b>						
<b>Support costs</b>						
Staff	Time spent	6,844	11,774	2,843	21,461	26,652
Office	Usage	13,774	23,695	5,723	43,192	34,523
Depreciation	Usage	1,678	2,887	698	5,263	9,046
		22,296	38,356	9,264	69,916	70,221
<b>Resources expended – charitable activities</b>		74,831	171,846	29,560	276,237	329,400
<b>Divided:</b>						
Restricted funds		74,831	171,846	29,560	276,237	262,048
Unrestricted funds		-	-	-	-	67,352
		74,831	171,846	29,560	276,237	329,400

# AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2012 (continued)

	Day service & luncheon clubs	Outreach	Information & advice	2012 Total	2011
	£	£	£	£	£
<b>7 Governance</b>					
<i>Direct costs</i>					
Staff	2,928	5,038	1,217	9,183	11,422
Other	687	1,181	285	2,153	1,626
Goods and services	6,337	10,901	2,633	19,871	11,900
	<u>9,952</u>	<u>17,120</u>	<u>4,135</u>	<u>31,207</u>	<u>24,948</u>

<b>8 Net incoming/(outgoing) resources</b>		
<i>These are after charging:</i>		
	2012 £	2011 £
External audit fees	6,050	6,050
Depreciation	5,311	7,061
Loss on disposal of tangible fixed assets	-	2,058
Operating lease rentals - land and buildings	21,000	21,000
- Other	720	720
	<u>33,081</u>	<u>36,849</u>

<b>9 Staff costs</b>	2012 £	2011 £
Salaries	211,014	225,810
Social security	14,377	17,475
Pensions	11,658	13,679
	<u>237,049</u>	<u>256,964</u>

The trustees neither received nor waived any remuneration during the year (2011 £Nil) and received no expenses (2011 - £Nil)

No employee received emoluments of £60,000 or more (2011 £Nil)

## 10 Number of employees

The average number of employees analysed by function was

	2012 Number	2011 Number
Charitable activities	9	11
Trading activities	2	2
Management and administration	2	3
Non-executive trustees	5	5
	<u>18</u>	<u>21</u>

# AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2012 (continued)

<b>11 Tangible fixed assets</b>	<b>Leasehold building improvements £</b>	<b>Long Leasehold building £</b>	<b>Fixtures &amp; fittings £</b>	<b>Office equipment £</b>	<b>Total £</b>
<i>Group Cost</i>					
At 1 April 2011	24,306	54,000	24,108	23,775	126,189
Additions	-	-	-	-	-
Disposals	-	-	-	-	-
At 31 March 2012	<b>24,306</b>	<b>54,000</b>	<b>24,108</b>	<b>23,775</b>	<b>126,189</b>
<i>Group Depreciation</i>					
At 1 April 2011	15,935	2,160	17,716	18,716	54,527
Provided for the year	1,674	1,080	1,279	1,277	5,310
On disposals	-	-	-	-	-
At 31 March 2012	<b>17,609</b>	<b>3,240</b>	<b>18,995</b>	<b>19,993</b>	<b>59,837</b>
<i>Group net book value</i>					
At 31 March 2012	<b>6,697</b>	<b>50,760</b>	<b>5,113</b>	<b>3,782</b>	<b>66,352</b>
At 31 March 2011	8,371	51,840	6,392	5,059	71,662
<i>Charity Cost</i>					
At 1 April 2011	24,306	54,000	24,108	16,580	118,994
Additions	-	-	-	-	-
Disposals	-	-	-	-	-
At 31 March 2012	<b>24,306</b>	<b>54,000</b>	<b>24,108</b>	<b>16,580</b>	<b>118,994</b>
<i>Charity Depreciation</i>					
At 1 April 2011	15,935	2,160	17,716	11,666	47,477
Provided for the year	1,674	1,080	1,279	1,229	5,262
On disposals	-	-	-	-	-
At 31 March 2012	<b>17,609</b>	<b>3,240</b>	<b>18,995</b>	<b>12,895</b>	<b>52,739</b>
<i>Charity net book value</i>					
At 31 March 2012	<b>6,697</b>	<b>50,760</b>	<b>5,113</b>	<b>3,685</b>	<b>66,255</b>
At 31 March 2011	8,371	51,840	6,392	4,914	71,517

There was no capital expenditure contracted for but not provided in the financial statements (2011 £Nil)

<b>12 Investment in subsidiary company</b>	<b>Charity 2012 £</b>	<b>Charity 2011 £</b>
2 (2011 2) £1 ordinary shares at cost	<b>2</b>	<b>2</b>

# AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2012 (continued)

13 Debtors	Group		Charity	
	2012 £	2011 £	2012 £	2011 £
Amount owed by subsidiary company	-	-	81,913	4,876
Other debtors	1,605	537	1,605	537
Prepayments	5,044	9,396	5,044	9,396
Accrued income	28,387	9,262	20,554	1,500
	<u>35,036</u>	<u>19,195</u>	<u>109,116</u>	<u>16,309</u>
14 Creditors amounts falling due with one year				
Trade creditors	195	2,789	195	2,789
Taxes and social security	3,997	4,956	3,729	4,609
Other creditors	1,329	3,569	1,329	3,569
Accruals	25,270	16,978	22,418	14,128
Deferred income (see note 15)	45,485	87,840	45,485	87,840
	<u>76,276</u>	<u>116,132</u>	<u>73,156</u>	<u>112,935</u>
15 Deferred income			Group £	Charity £
Balance at 1 April 2011			87,840	87,840
Amounts released to incoming resources			(44,355)	(44,355)
Amount deferred in the period			2,000	2,000
Balance at 31 March 2012			<u>45,485</u>	<u>45,485</u>

# AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2012 (continued)

16 Movement in funds:	At 1 April 2011 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2012 £
<b>Restricted funds</b>					
Day service and luncheon clubs	-	100,325	(84,784)	(15,541)	-
Information and advice	-	62,923	(36,801)	(5,625)	20,497
Outreach (Other)	-	98,976	(185,859)	86,883	-
Voluntary and investment income	-	1,000	-	-	1,000
	-	263,224	(307,444)	65,717	21,497
<b>Unrestricted funds</b>					
Day service and luncheon clubs	-	1,513	-	(1,513)	-
Outreach (Other)	-	22,804	-	(22,804)	-
Designated funds (see note 17)	68,000	-	-	(51,000)	17,000
Voluntary and investment income	-	23,745	-	(23,745)	-
General and gift aid	175,064	-	-	73,433	248,497
	243,064	48,062	-	(25,629)	265,497
<b>Movement in charitable funds</b>	243,064	311,286	(307,444)	40,088	286,994
Trading operation	6,532	77,325	(36,996)	(40,088)	6,773
<b>Movement in total funds</b>	249,596	388,611	(344,440)	-	293,767

## 17 Designated funds

The trustees have designated the following funds in order to maintain services for which funding has ceased. These services are considered to be of fundamental importance and must be kept going until further funding can be secured. The amount set aside is sufficient to maintain delivery of the services for a period of at least three months (2012 - twelve months).

	Group 2012 £	2011 £	Charity 2012 £	2011 £
Outreach	17,000	68,000	17,000	68,000

## AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2012 (continued)

### 18 Analysis of group net assets between funds

	Restricted fund £	Unrestricted Fund £	Total £
Tangible fixed assets	-	66,352	66,352
Short term deposits	-	171,302	171,302
Cash at bank and in hand	21,497	75,856	97,353
Other net current liabilities	-	(41,240)	(41,240)
	<u>21,497</u>	<u>272,270</u>	<u>293,767</u>

### 19 Commitment under operating leases

As at 31 March 2012 the group had the following operating lease commitments which expire in

	2012		2011	
	Land and buildings £	Other £	Land and buildings £	Other £
Less than one year	6,500	-	6,500	-
One to two years	-	-	-	-
Greater than five years	14,500	720	14,500	720
	<u>21,000</u>	<u>720</u>	<u>21,000</u>	<u>720</u>

### 20 Contingent liabilities

The charity has received grants designated as restricted funds in the financial statements, in respect of certain charitable activities. Certain of these grants may be repayable should the grant conditions not be met. No provision has been made in respect of any amounts repayable as, in the trustees' opinion, all grant conditions have been, or will be met.

### 21 Ultimate controlling party

The charity's ultimate controlling party is its board of trustees.