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AGE CONCERN METRO ROCHDALE
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2010

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COMPANIES HOUSE

RSM Tenon Limited

Accountants and Business Advisers
Cedar House
Sandbrook Business Park
Sandbrook Way
Rochdale
Lancashire
OL11 1LQ

AGE CONCERN METRO ROCHDALE

Financial statements for the year ended 31 March 2010

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AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010

The trustees present their report together with the audited financial statements of the charity for the year ended 31 March 2010.

Reference and administrative information

Charity name Age Concern Metro Rochdale

Charity registration number 1092532

Company registration number 4374141

Registered office 12 South Parade, Rochdale, Lancashire, OL16 1LR

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 the year-end were

Mrs V Hirst B.E.M. -Chairperson

Mrs M. Geoghegan M.B E (resigned on 28 October 2009)

Mr I. Royle – Vice Chairperson

Mr E. Jones

Mr R. Clark – Treasurer

Mr J Lloyd (resigned on 28 October 2009)

Mrs. J Hornby

Secretary

Mr. P Gala

Auditors

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

Accountants

RSM Tenon Limited, Cedar House, Sandbrook Business Park, Sandbrook Way, Rochdale, 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, Lancashire, OL16 1LA

AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010

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 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 also 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 of the incoming resources and application of resources, including the income and expenditure, of the charitable 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 judgements and estimates that are reasonable and prudent; and
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements,
- 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 maintaining proper accounting records that disclose, with reasonable accuracy, at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees 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

AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010

Constitution, governance and management (*continued*)

Trustees induction and training(continued)

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. Trustee training is provided by Age UK via the Board Builder Training and Development Resource. Further support for trustees training is also available at North West regional events.

Staff management and development

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.

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.

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 three-year service level agreement ending 31 March 2011. 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, at the date of this report, is only committed to commissioning the services until November 2010. It has, however, been intimated to us that funding will continue until, at least, 31 March 2011. It may well be that funding will continue after that date but presently we are facing the possibility that the services may have to be discontinued as of April 2011.

AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010 (*continued*)

Constitution, governance and management (*continued*)

Risk assessment (continued)

- Outreach support and assistance was funded until May 2009 by The Big Lottery Attempts have been, and will continue to be, made to attract further funding and the trustees have determined to designate £68,000 of unrestricted reserves to enable the service to continue until, at the earliest, March 2011

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 2010 amounted to £181,927 The position is under regular review by the trustees

Related parties

Age Concern England and Help the Aged have merged to form Age UK The effects upon the federal structure of Age Concern have not yet been finalised but it is safe to say that the previous relationships, which the various Age Concerns had with one another and the national body, will be subject to change 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

AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010 (*continued*)

Key Objective & Activities

Key Objective

The charity's mission is "to promote the well-being of all older people and to help make later life a fulfilling and enjoyable experience". This 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, self-determination, self-esteem and social inclusion.

Activities

Our activities fall under the following headings:

Rotational day service
Middleton luncheon club
Asian ladies luncheon club
Handy person scheme
Friendly visitor scheme
Library runs
Support and assistance
Hospital discharge scheme
Information and advice
Radio programme
Dignity in care awards
Well-being café
Insurance services
Membership
Campaigns

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 2008/2009 | Places 2009/2010 |
|-----------|-----------------------------|---------------------|---------------------|
| Monday: | Pembroke Court (Spotland) | 20 | 20 |
| Tuesday: | Saxon House (Littleborough) | 20 | 20 |
| Thursday: | Falinge Mews (Falinge) | 15 | 15 |
| Friday: | Pendleton Croft (Heywood) | 40 | 40 |

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.

Day service & luncheon clubs - Middleton luncheon club

The luncheon club meets weekly on Tuesday, Wednesday and Thursday at Stanycliffe Community Centre and attracts over forty service users weekly. A part-time staff member, supported by volunteers, delivers the service. A hot midday meal is provided and door-to-door transport is available if required.

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 thirty clients each week at St Andrew's Hall where we supply a culturally appropriate midday meal as well as providing educational activities, trips, entertainment, and lifestyle classes.

AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010 (*continued*)

Achievements and performance (*continued*)

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 2009/10, this service had 407 service users referred to it.

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 33 clients receiving the service.

Outreach - Library runs

Service Users are given the opportunity to join the library run, which offers them the chance to meet with friends over a cup of coffee at their local library. This has proved to be very popular with older people, especially those with mobility problems who would otherwise be denied the opportunity.

Outreach - Support and assistance (part funded by The Big Lottery)

Funding from The Big Lottery enabled the creation and development of a borough-wide outreach service to housebound older people. Big Lottery funding ceased in May 2009 and delivery has subsequently been funded from reserves. The service forms the cornerstone of the charity's work with those most disadvantaged local older people. It has been an outstanding success with solutions being found for many of our service user's issues and problems together with benefit entitlement in excess of £1,750,000 to date being obtained on their behalf. It should be noted that this will continue to grow year-on-year as more service users are assisted.

Outreach - Decent homes scheme

This scheme is delivered in association with Rochdale Home Improvement Agency and aims to minimise the risk of winter deaths and accidents in the homes of older people by ensuring that those homes are adequately insulated and are adapted to meet their individual needs. 65 older people were assisted under this scheme. Funding for this scheme ceased at 31 March 2010 with the scheme itself ceasing as of that date.

Outreach - Hospital discharge scheme

Delivered in association with Heywood, Middleton and Rochdale Primary Care Trust, this pilot scheme provides practical, short-term support for individuals who, when discharged from hospital, are, effectively, left reliant upon their own resources. Its aim is to promote independence and reduce the risk of re-admission. 98 older people were assisted under this scheme. Funding ceased at 31 March 2010 and the service was discontinued at that date.

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 1,552 one-to-one advice and assistance sessions. Our partnership work has led to fortnightly surgeries being held at our offices with the Department of Work and Pensions, Rochdale Borough Wide Housing, and Isherwood & Hose, a local solicitors practice, each giving advice in their area of expertise.

AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010 (*continued*)

Achievements and performance (*continued*)

Radio programme

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

Insurance services

Age Concern Insurance Services (Rochdale) Limited is a wholly owned subsidiary of Age Concern Metro Rochdale and trades as an appointed representative of Age Concern Enterprises Limited. 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.

Dignity in care awards

The aim of the award is to celebrate good practice, and to recognise those providers, individuals and groups who are making a real difference. The awards were presented by Simon Weston at a ceremony held in Rochdale town hall in October 2009

Well-being café

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

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 worked closely with the User/Carer Action Forum and have been a key contributor to its annual involvement day where a number of organisations that work with older people are brought together to ensure that older people can make a difference and truly influence statutory providers of services. We have also undertaken some intergenerational work in primary schools

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 benefits
- Attendance allowance
- Disability living allowance
- Help with heating costs
- Managing your money
- Electric blanket testing
- Digital switchover
- Winter food parcels

Public benefit

The foregoing list of our activities illustrates 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

AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010 (*continued*)

Performance Management

Financial review

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

| | Restricted | Unrestricted | Total |
|--------------------------|-----------------|----------------|----------------|
| | £ | £ | £ |
| Income | | | |
| Charitable activities | 248,855 | 82,394 | 331,249 |
| Trading | - | 86,167 | 86,167 |
| Donations | - | 60,821 | 60,821 |
| Investments | - | 2,380 | 2,380 |
| | <u>248,855</u> | <u>231,762</u> | <u>480,617</u> |
| Expenditure | | | |
| Charitable activities | 289,247 | 62,093 | 351,340 |
| Trading | - | 57,464 | 57,464 |
| | <u>289,247</u> | <u>119,557</u> | <u>408,804</u> |
| Surplus/(Deficit) | <u>(40,392)</u> | <u>112,205</u> | <u>71,813</u> |

As compared with the previous year, restricted income from charitable activities fell by £55,029 of which £43,349 was attributable to cessation of The Big Lottery grant for outreach. Unrestricted income increased by £82,283 and this consisted almost entirely of the application of income deferred at 31 March 2009. Trading income rose by £15,044 as a result of a one-off receipt from Age Concern Enterprises Ltd. Donations increased by £57,238 of which £54,000 was the value of a building given to us by Littleborough Old Peoples Welfare Association upon its dissolution. Investment income fell by £7,666 reflecting the considerable reduction in interest rates.

Restricted expenditure on charitable activities fell by £21,441 chiefly reflecting the decision to continue the outreach and information and advice services, despite the loss of funding. The increase in unrestricted expenditure of £62,093 is the result of funding the two projects from reserves.

The deficit of £40,392 on restricted activities has been funded from the unrestricted surplus with the balance being transferred to unrestricted reserves.

In order to meet with the requirements of local authority trading standards, it was necessary to incur capital expenditure of £12,163 on the new property and its fittings. The remaining capital expenditure of £4,210 related to the purchase of computer equipment.

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.

AGE CONCERN METRO ROCHDALE

Report of the trustees for the year ended 31 March 2010 (*continued*)

Plans for future periods

Strategic direction

In these uncertain times, 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 positioned to respond in a positive way to the demands of aging population within the Metropolitan Borough. Our contact on a day-to-day basis with older people, the involvement with the User/Carer Forum and our membership scheme have provided valuable feedback on the changing requirements of older people and we shall continue to seek opportunities to further expand our activities and direct support to older people in the coming years.

We will:

- ***Further develop our information and advice service***

The demand for our services in this area has continued to grow and it is our intention to expand our delivery capacity as soon as is practicable.

- ***Introduce a home support service***

Research in the current year has established the need to provide for an early intervention and preventative service for vulnerable older persons. It is our intention to commence delivery of a home support service in the coming year in order to help meet this need.

- ***Investigate the potential for new collaborative working***

We shall research the possibilities of collaborative and joint working initiatives in order to assist sections of the older age group that we have, so far, been unable to reach.

- ***Re-assess our quality standards***

Having reviewed our existing quality standards and compared them with those available, we have decided to move toward achieving a universally accepted standard that most suits our circumstances.

- ***Study the personalisation agenda***

We shall explore, with local older people, how to make the most of the opportunity offered by individual budgets in terms of service delivery.

- ***Develop the services provided via our well-being café***

Activities and programmes will be developed in the areas of improving physical and mental health. Delivery of services to achieve these ends is likely to be by collaborative efforts with partners.

- ***Expand existing collaborative working***

We will endeavour to widen service provision by acting in partnership with other organisations who can introduce a level of expertise that we ourselves are unable to provide.

Disclosure of information to the auditors

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 the steps that they ought to have taken to make themselves aware of any relevant audit information and have established that the auditor is aware of that information.

AGE CONCERN METRO ROCHDALE

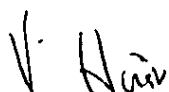
Report of the trustees for the year ended 31 March 2010 (*continued*)

Auditors

Our auditors have changed their name to RSM Tenon Audit Limited and have signed the audit report in their new name

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

By order of the trustees:



V Hirst (Chairperson)

27 October 2010

AGE CONCERN METRO ROCHDALE

Report of the independent auditors

We have audited the financial statements of Age Concern Metro Rochdale Limited for the year ended 31 March 2010 on pages 13 to 21. The financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charitable company's members, as a body, in accordance with Sections 495 and 496 of the Companies Act 2006, under Section 43 of the Charities Act 1993 and regulations made under Section 44 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

The trustees' (who are also the directors of the company for the purposes of company law) responsibilities 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.

We have been appointed auditors under the Companies Act 2006 and section 43 of the Charities Act 1993 and report to you in accordance with those Acts. 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 and the Charities Act 1993. We also report to you whether in our opinion the information given in the 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 the accounting records and returns, if we have not received all the information and explanations we require for our audit, or if certain disclosures of trustees' remuneration specified by law are not made.

We read the 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 judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the group's and the charitable parent company's circumstances, consistently applied and adequately disclosed.

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

AGE CONCERN METRO ROCHDALE

Report of the independent auditors (*continued*)

Opinion

In our opinion

- the financial statements give a true and fair view of the state of the group's and the parent company's affairs as at 31 March 2010, and of the group's 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 Charities Act 1993, and
- the information given in the Trustees' Annual Report is consistent with the financial statements.

RSM Tenon Audit Limited

Alton Wickes (Senior Statutory Auditor)
For and on behalf of

RSM Tenon Audit Limited
Statutory Auditor
Cedar House, Sandbrook Business Park
Sandbrook Way
Rochdale
Lancashire
OL11 1LQ
27 October 2010

AGE CONCERN METRO ROCHDALE

Group statement of financial activities incorporating an income and expenditure account for the year ended 31 March 2010

| | Note | Restricted funds £ | Unrestricted funds £ | Total funds 2010 £ | 2009 £ |
|---|------|-----------------------|-------------------------|--------------------------|----------------|
| Incoming resources | | | | | |
| Incoming resources from generated funds | | | | | |
| <i>Voluntary income</i> | | | | | |
| Donations | 2 | - | 60,821 | 60,821 | 3,583 |
| <i>Activities for generating funds</i> | | | | | |
| Trading operation | 3 | - | 86,167 | 86,167 | 71,123 |
| Investment income | 4 | - | 2,380 | 2,380 | 10,046 |
| Incoming resources from charitable activities | | | | | |
| Grants, contracts and service fees | 5 | 248,855 | 82,394 | 331,249 | 303,995 |
| Total incoming resources | | <u>248,855</u> | <u>231,762</u> | <u>480,617</u> | <u>388,747</u> |
| Resources expended | | | | | |
| Costs of generating funds | | | | | |
| Trading operation | 3 | - | 57,464 | 57,464 | 47,382 |
| Charitable activities | 6 | 274,421 | 62,093 | 336,514 | 295,862 |
| Governance | 7 | 14,826 | - | 14,826 | 12,925 |
| Total resources expended | | <u>289,247</u> | <u>119,557</u> | <u>408,804</u> | <u>356,169</u> |
| Net incoming/(outgoing) resources before transfers | 8 | (40,392) | 112,205 | 71,813 | 32,578 |
| Transfers between funds | 16 | 40,392 | (40,392) | - | - |
| Net movement of funds in the year | | <u>-</u> | <u>71,813</u> | <u>71,813</u> | <u>32,578</u> |
| Reconciliation of funds | | | | | |
| Funds balances at 1 April 2009 | | - | 185,645 | 185,645 | 153,066 |
| Funds balances at 31 March 2010 | 16 | <u>-</u> | <u>257,458</u> | <u>257,458</u> | <u>185,644</u> |

The charity has neither acquired nor discontinued any activity during the year ended 31 March 2010. There were no gains or losses during the year ended 31 March 2010, other than those reported above.

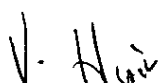
The notes on pages 15 to 21 form part of these financial statements.

AGE CONCERN METRO ROCHDALE*(Company number 4374141)***Group and charity balance sheets as at 31 March 2010**

| | Note | Group | | Charity | |
|---|------|----------------|----------------|----------------|----------------|
| | | 2010 £ | 2009 £ | 2010 £ | 2009 £ |
| Fixed assets | | | | | |
| Tangible assets | 11 | 75,531 | 12,467 | 75,314 | 12,142 |
| Investment in subsidiary company | 12 | - | - | 2 | 2 |
| | | <u>75,531</u> | <u>12,467</u> | <u>75,316</u> | <u>12,144</u> |
| Current assets | | | | | |
| Debtors | 13 | 18,883 | 19,682 | 17,069 | 36,920 |
| Investment – short term deposit | | 299,943 | 287,613 | 299,943 | 287,613 |
| Cash at bank and in hand | | 18,464 | 33,606 | 11,722 | 8,876 |
| | | <u>337,290</u> | <u>340,901</u> | <u>328,734</u> | <u>333,409</u> |
| Creditors: amounts falling due within one year | 14 | (155,363) | (167,723) | (152,835) | (165,733) |
| Net current assets | | <u>181,927</u> | <u>173,178</u> | <u>175,899</u> | <u>167,676</u> |
| Net assets | | <u>257,458</u> | <u>185,645</u> | <u>251,215</u> | <u>179,820</u> |
| Funds | | | | | |
| Designated funds | 17 | 68,000 | 112,000 | 68,000 | 112,000 |
| Unrestricted funds | 16 | 189,458 | 73,645 | 183,215 | 67,820 |
| Total funds | | <u>257,458</u> | <u>185,645</u> | <u>251,215</u> | <u>179,820</u> |

The financial statements on pages 13 to 21 were approved and authorised for issue by the trustees on 27 October 2010 and signed on their behalf by

The surplus for the year of the charity only was £71,395 (2009 £32,087)



V Hirst



R Clark

Trustees

The notes on pages 15 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 2010

1 Accounting policies

Basis of preparation

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

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 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 cost of tangible fixed assets over their estimated useful lives as follows

| | |
|---------------------------------|--------------------------------|
| Leasehold buildings | 2% straight line |
| Leasehold building improvements | 20% reducing balance |
| Fixtures and fittings | 20% reducing balance |
| Office equipment | 20% - 33 1/3% reducing balance |

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.

AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2010

1 Accounting policies (*continued*)

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 | 2010 | | | 2009 |
|------------------------|------------|--------------|--------|-------|
| | Restricted | Unrestricted | Total | Total |
| | £ | £ | £ | £ |
| Donations and bequests | - | 60,821 | 60,821 | 3,583 |

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:

| | 2010 | 2009 |
|--|----------|----------|
| | £ | £ |
| Turnover | 86,167 | 71,123 |
| Cost of sales and administrative expenses | (57,464) | (47,382) |
| Net profit | 28,703 | 23,741 |
| Amount gifted to the charity | (28,285) | (23,250) |
| Retained in the subsidiary | 418 | 491 |
| Balance sheet at 31 March 2010 | | |
| Tangible fixed assets | 217 | 325 |
| Current assets | 13,627 | 31,692 |
| Creditors: amounts falling due within one year | (7,599) | (26,190) |
| Total net assets | 6,245 | 5,827 |
| Aggregate share capital and reserves | 6,245 | 5,827 |

| 4 Investment income | 2010 | | | 2009 |
|--|------------|--------------|-------|--------|
| | Restricted | Unrestricted | Total | Total |
| | £ | £ | £ | £ |
| Arising from an interest bearing deposit | - | 2,380 | 2,380 | 10,046 |

AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2010 (*continued*)

5 Incoming resources from charitable activities

| | 2010 | | | 2009 |
|--------------------------------|-----------------|-------------------|----------------|----------------|
| | Restricted £ | Unrestricted £ | Total £ | Total £ |
| Local Authority: | | | | |
| Day service and luncheon clubs | 81,513 | - | 81,513 | 78,700 |
| Outreach | 105,358 | 47,889 | 153,247 | 98,215 |
| Information and advice | 13,540 | 19,153 | 32,693 | 29,757 |
| Big Lottery: | | | | |
| Outreach | 8,715 | - | 8,715 | 52,064 |
| Primary Care Trust: | | | | |
| Outreach | 23,320 | 13,397 | 36,717 | 28,500 |
| Other: | | | | |
| Outreach | 900 | 1,955 | 2,855 | 111 |
| Service users: | | | | |
| Day service and luncheon clubs | 15,509 | - | 15,509 | 16,648 |
| | <u>248,855</u> | <u>82,394</u> | <u>331,249</u> | <u>303,995</u> |

| 6 Charitable activities | | Day service & luncheon clubs £ | Outreach £ | Information & advice £ | 2010 Total £ | 2009 Total £ |
|---|----------------------------|---|----------------|------------------------------|--------------------|--------------------|
| | | £ | £ | £ | £ | £ |
| Direct costs | | | | | | |
| Staff | | 46,055 | 138,952 | 25,187 | 210,194 | 188,826 |
| Volunteers | | 70 | 1,078 | - | 1,148 | 719 |
| Goods and services | | 26,504 | 25,940 | 9,596 | 62,040 | 50,072 |
| | | <u>72,629</u> | <u>165,970</u> | <u>34,783</u> | <u>273,382</u> | <u>239,617</u> |
| | Basis of Allocation | | | | | |
| Support costs | | | | | | |
| Staff | Time spent | 5,331 | 9,214 | 2,030 | 16,575 | 19,217 |
| Office | Usage | 12,657 | 21,878 | 4,821 | 39,356 | 33,442 |
| Depreciation | Usage | 2,316 | 4,003 | 882 | 7,201 | 3,586 |
| | | <u>20,304</u> | <u>35,095</u> | <u>7,733</u> | <u>63,132</u> | <u>56,245</u> |
| Resources expended - charitable activities | | <u>92,933</u> | <u>201,065</u> | <u>42,516</u> | <u>336,514</u> | <u>295,862</u> |
| Divided: | | | | | | |
| Restricted funds | | 92,933 | 158,125 | 23,363 | 274,421 | 295,862 |
| Unrestricted funds | | - | 42,940 | 19,153 | 62,093 | - |
| | | <u>92,933</u> | <u>201,065</u> | <u>42,516</u> | <u>336,514</u> | <u>295,862</u> |

AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2010 (*continued*)

| | Day service & luncheon clubs £ | Outreach £ | Information & advice £ | 2010 Total £ | 2009 Total £ |
|---|---|---------------|------------------------------|--------------------|--------------------|
| 7 Governance | | | | | |
| Staff | | | | 7,104 | 6,134 |
| Other | | | | 1,779 | 1,601 |
| Legal, professional and external audit fees | | | | 5,943 | 5,190 |
| Restricted funds | 4,768 | 8,242 | 1,816 | 14,826 | 12,925 |
| 8 Net incoming/(outgoing) resources <i>These are after charging</i> | | | | | |
| External audit fees | | | | 6,126 | 5,889 |
| Depreciation | | | | 7,309 | 3,749 |
| Operating lease rentals - land & buildings | | | | 21,000 | 21,000 |
| 9 Staff costs | | | | | |
| Salaries | | | | 233,596 | 202,031 |
| Social security | | | | 17,921 | 15,338 |
| Pensions | | | | 13,813 | 13,859 |
| | | | | 265,330 | 231,228 |

The trustees neither received nor waived any remuneration during the year (2009 £Nil)

No employee received emoluments of £60,000 or more (2009 £Nil)

10 Number of employees

The average number of employees, calculated on a full-time equivalent basis, analysed by function was:

| | 2010 Number | 2009 Number |
|-------------------------------|----------------|----------------|
| Charitable activities | 7 | 6 |
| Trading activities | 2 | 2 |
| Management and administration | 2 | 2 |
| Non-executive trustees | 6 | 7 |
| | 17 | 17 |

AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2010 (*continued*)

| | Leasehold building improvements £ | Leasehold building £ | Fixtures & fittings £ | Office equipment £ | Total £ |
|---------------------------------|---|----------------------------|-----------------------------|--------------------------|------------|
| 11 Tangible fixed assets | | | | | |
| Group cost | | | | | |
| At 1 April 2009 | 21,411 | - | 16,181 | 35,111 | 72,703 |
| Additions | 10,648 | 54,000 | 4,055 | 1,670 | 70,373 |
| At 31 March 2010 | 32,059 | 54,000 | 20,236 | 36,781 | 143,076 |
| Group depreciation | | | | | |
| At 1 April 2009 | 16,947 | - | 15,087 | 28,202 | 60,236 |
| Provided for the year | 3,022 | 1,080 | 1,031 | 2,176 | 7,309 |
| At 31 March 2010 | 19,969 | 1,080 | 16,118 | 30,378 | 67,545 |
| Group net book value | | | | | |
| At 31 March 2010 | 12,090 | 52,920 | 4,118 | 6,403 | 75,531 |
| At 31 March 2009 | 4,464 | - | 1,094 | 6,909 | 12,467 |
| Charity cost | | | | | |
| At 1 April 2009 | 21,411 | - | 16,181 | 27,916 | 65,508 |
| Additions | 10,648 | 54,000 | 4,055 | 1,670 | 70,373 |
| At 31 March 2010 | 32,059 | 54,000 | 20,236 | 29,586 | 135,881 |
| Charity depreciation | | | | | |
| At 1 April 2009 | 16,947 | - | 15,087 | 21,332 | 53,366 |
| Provided for the year | 3,022 | 1,080 | 1,031 | 2,068 | 7,201 |
| At 31 March 2010 | 19,969 | 1,080 | 16,118 | 23,400 | 60,567 |
| Charity net book value | | | | | |
| At 31 March 2010 | 12,090 | 52,920 | 4,118 | 6,186 | 75,314 |
| At 31 March 2009 | 4,464 | - | 1,094 | 6,584 | 12,142 |

There was no capital expenditure contracted for but not provided in the financial statements (2009 £Nil)

12 Investment in subsidiary company

| | Charity 2010 £ | Charity 2009 £ |
|---|----------------------|----------------------|
| 2 (2009 – 2) £1 ordinary shares at cost | 2 | 2 |

AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2010 (*continued*)

| | Group | | Charity | |
|--|-------------------|------------------|------------------|-----------------|
| | 2010 | 2009 | 2010 | 2009 |
| | £ | £ | £ | £ |
| 13 Debtors | | | | |
| Amount owed by subsidiary company | - | - | 5,071 | 24,200 |
| Other debtors | 1,023 | 2,347 | 1,023 | 2,284 |
| Prepayments | 8,807 | 10,436 | 8,807 | 10,436 |
| Accrued income | 9,053 | 6,899 | 2,168 | - |
| | <u>18,883</u> | <u>19,682</u> | <u>17,069</u> | <u>36,920</u> |
| 14 Creditors: amounts falling due within one year | | | | |
| Trade creditors | 3,201 | 7,727 | 3,201 | 7,727 |
| Taxes and social security | 4,943 | 4,501 | 4,515 | 4,501 |
| Other creditors | 2,565 | 5,656 | 2,565 | 5,656 |
| Accruals | 8,171 | 9,314 | 6,071 | 7,324 |
| Deferred income (see note 15) | 136,483 | 140,525 | 136,483 | 140,525 |
| | <u>155,363</u> | <u>167,723</u> | <u>152,835</u> | <u>165,733</u> |
| 15 Deferred income | | | Group | Charity |
| | | | £ | £ |
| Balance at 1 April 2009 | | | 140,525 | 140,525 |
| Amounts released to incoming resources | | | (103,742) | (103,742) |
| Amounts deferred in the period | | | 99,700 | 99,700 |
| | | | <u>136,483</u> | <u>136,483</u> |
| Balance at 31 March 2010 | | | | |
| | | | | |
| | At 1 April | Incoming | Outgoing | At |
| | 2009 | Resources | resources | 31 March |
| | £ | £ | £ | 2010 |
| | | | | £ |
| 16 Movement in funds: | | | | |
| Restricted funds | | | | |
| Day service and luncheon clubs | - | 96,118 | (97,700) | 1,582 |
| Information and advice | - | 20,444 | (26,301) | 5,857 |
| Outreach (Big Lottery) | - | 8,715 | (29,406) | 20,691 |
| Outreach (Other) | - | 123,578 | (135,840) | 12,262 |
| | <u>-</u> | <u>248,855</u> | <u>(289,247)</u> | <u>40,392</u> |
| | | | | |
| Unrestricted funds | | | | |
| Information and advice | - | 19,153 | (19,153) | - |
| Outreach (Other) | - | 63,241 | (42,940) | 20,301 |
| Designated funds (see note 17) | 112,000 | - | - | (44,000) |
| Voluntary and investment income | - | 63,201 | - | (63,201) |
| General and gift aid | 67,820 | - | - | 95,094 |
| | <u>179,820</u> | <u>145,595</u> | <u>(62,093)</u> | <u>(12,107)</u> |
| | | | | |
| Movement in charitable funds | <u>179,820</u> | <u>394,450</u> | <u>(351,340)</u> | <u>28,285</u> |
| Trading operation | 5,825 | 86,167 | (57,464) | (28,285) |
| | <u>185,645</u> | <u>480,617</u> | <u>(408,804)</u> | <u>-</u> |
| Movement in total funds | | | | <u>257,458</u> |

AGE CONCERN METRO ROCHDALE

Notes forming part of the financial statements for the year ended 31 March 2010 (*continued*)

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 twelve months.

| | Group | | Charity | |
|------------------------|---------------|----------------|---------------|----------------|
| | 2010 | 2009 | 2010 | 2009 |
| | £ | £ | £ | £ |
| Outreach | 68,000 | 63,000 | 68,000 | 63,000 |
| Information and advice | - | 49,000 | - | 49,000 |
| | <u>68,000</u> | <u>112,000</u> | <u>68,000</u> | <u>112,000</u> |

18 Analysis of group net assets between funds

| | Restricted fund | Unrestricted fund | Total |
|-------------------------------|-----------------|-------------------|----------------|
| | £ | £ | £ |
| Tangible fixed assets | - | 75,531 | 75,531 |
| Short term deposits | - | 299,943 | 299,943 |
| Cash at bank and in hand | 1,785 | 16,679 | 18,464 |
| Other net current liabilities | (1,785) | (134,695) | (136,480) |
| | <u>-</u> | <u>257,458</u> | <u>257,458</u> |

19 Operating lease commitments

At 31 March 2010 the group had the following operating lease commitments which expire in

| | 2010 | | 2009 | |
|-------------------------|--------------------|----------|--------------------|----------|
| | Land and buildings | Other | Land and buildings | Other |
| | £ | £ | £ | £ |
| Less than one year | 6,500 | - | - | - |
| One to two years | - | - | 6,500 | - |
| Greater than five years | 14,500 | - | 14,500 | - |
| | <u>21,000</u> | <u>-</u> | <u>21,000</u> | <u>-</u> |

20 Contingent liabilities

The charity has received grants, designated as restricted funds in the financial statements, in respect of certain of its 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 condition have been, or will be, met

21 Ultimate controlling party

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