

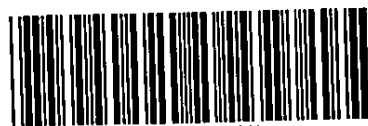
Charity number: 1108413
Registered number: 5207254

AGE CONCERN SHEFFIELD

FINANCIAL STATEMENTS

31 MARCH 2010

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AGE CONCERN SHEFFIELD

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AGE CONCERN SHEFFIELD

LEGAL AND ADMINISTRATIVE INFORMATION

Status

A registered charity established by constitution on 13 January 1981. The charity transferred its assets and activities to an incorporated charity on 31 March 2005.

Charity number

1108413

Company number

5207254

Principal address

44 Castle Square
Sheffield
S1 2GF

Trustees

Mr Paul A L Gilmartin	Chair
Mrs Ruth I Wilson	
Mrs Helen Jackson	
Mrs Margaret J Little	
Mr Graham Moore	
Mr Obinna Monye	
Ms Fiona S King	
Mr Paul G Trudgill	

Company secretary

Ms Rosalind M Eve

President/Vice President

Mr Nick J A Hutton M.B E	President
Prof Alan Walker	Vice President

Executive Management Team

Ms Rosalind M Eve	Chief Executive and Company Secretary
Mrs Helen Davison	Head of Quality and Performance Management
Ms Jacqui Browne	Head of Finance
Mr Graham Harris	
Mrs Michelle Marshall	

Bankers

Barclays Bank plc
2-12 Pinstone Street
Sheffield
S1 2HN

Auditors

Barber Harrison & Platt
2 Rutland Park
Sheffield
S10 2PD

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2010

The trustees are pleased to present their annual report together with the consolidated financial statements of the charity and its subsidiary for the year ended 31 March 2010 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 1993, the Companies Act 2006, the Memorandum and Articles of Association, and the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005)

Objects and principal activities

Age Concern Sheffield is the leading charity working with and for the city's older people. Every year it supports thousands of older people to maintain control of their lives, maintain their independence and live life to the full. The organisation's ethos is one of empowering and enabling people.

Age Concern Sheffield is a local organisation that understands the needs and aspirations of local people. It is also part of a national federation of almost 400 organisations who share a commitment to making later life fulfilling, enjoyable and productive

Age Concern Sheffield meets the Charity Commission's definition of providing a public benefit as all its services deliver the charitable purpose of 'relief for people in need by reason of age' as set out in the Charities Act 2006

Age Concern Sheffield believes older people deserve quality services, dignity, respect and the right to choose how and where they want to live. It therefore:

- provides a range of services, resources and activities to meet the needs of older people;
- consults older people about the type of services they want and need;
- employs specialised, knowledgeable and trained staff,
- works to clear quality standards,
- is committed to excellence in management and governance

Whilst many older people live independent lives to the full without any need of support from anyone, many others suffer chronic ill health, become socially isolated, technologically excluded, physically or mentally frail. As the cost of essential utilities continues to rise those whose only source of income is their pension risk a high level of 'fuel poverty'. Many older people live in areas of deprivation. Many others own their own home in areas of apparent affluence and whilst to the casual observer appear wealthy, have low fixed incomes and little disposable wealth. Depression in later life is a common place.

Despite popular common misconception, a deteriorating quality of life is not an inevitable result of old age. Having the opportunity to make friends, having someone else on your side who sees life from your point of view and ready access to information, facilities and services can make all the difference. This is exactly what Age Concern Sheffield aims to provide, and unsurprisingly, demand for our services continues to grow. To meet this demand, respond to changing aspirations and live within our budget, it has become imperative that we innovate, adapt and redesign the support we give.

The organisation's principal activities over the year 2009/10 are set out below.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Support for independent living

Information giving: reaching out

For over thirty years Age Concern Sheffield has provided a much-used and highly valued information service for older people. For the year 2009-10, approximately 7,740 customers made over 11,000 enquiries (3,658 by e-mail or phone, 1,245 face-to face and 6,142 on line).

The work of the service ranges from simple information and signposting provision, through to advocacy and complex casework delivered over months. Some of the most common enquiries are about:

- welfare benefits entitlement and how to claim;
- how to access practical help, such as our handyperson service;
- problems with utility companies e.g. payment arrangements for large bills, estimated bills and problems when transferring to alternative suppliers,
- services available for an older relative starting to need support;
- making a will.

The service has undergone continuous review and re-design, to extend its reach to a broader group of customers, particularly those who are vulnerable and isolated.

Www.oldersheffield.org.uk: signposting 24 hours a day

Key to service improvement has been the better use of new technology, in particular our web-based database of resources, facilities and services available to older people in Sheffield: www.oldersheffield.org.uk.

Utilisation data demonstrate satisfyingly high usage. Hundreds of searches are made each month by older people looking for social activities and services for themselves, family and friends to find services for people they care for and by professionals to help them support their clients/patients.

It gives Age Concern Sheffield's Information service a whole new dimension, available to all, 24 hours a day, it goes a long way to raise the profile of Age Concern Sheffield and bridge the gap between older people and the statutory and voluntary sectors.

It has become an invaluable tool for Age Concern Sheffield staff and is key to the support planning process for people (who may or may not be eligible for state-funded support).

Despite the obvious value of the website for all older people living in Sheffield, statutory sector funding to maintain it came to an end in March 2010. Age Concern Sheffield nonetheless remains committed to maintaining and developing the website and all aspects of our information service.

Advocating for older people living with a mental health problem or learning disability

Having won the Sheffield Health contract to provide advocacy for people over 65yrs with mental health problems, the service was launched in May 2009. Long overdue, this vital service gives a voice to some of the most vulnerable people in the city. For 2009-10, 114 people used the service and all service targets were exceeded.

As a new service we have worked hard to set up the necessary systems, promote it and get it established so that we reach people living with dementia, serious and enduring mental health problems or a learning disability. Referrals come from older people themselves, carer's, friends and professionals.

The issues that advocates help to address are many and varied. The service has proved a golden opportunity for us to develop closer working relationships with health service professionals. All contracted targets were met for 2009-10.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

ACS Choice: getting the most out of life

The aim of the ACS Choice service is to enable individual paying customers to buy, from Age Concern Sheffield, whatever tailored support they need to continue getting the most out of life. This could be anything from help to get to appointments or go on trips through to membership of social groups (including our long established day centres).

A team of highly skilled staff and volunteers have everything it takes to meet the particular needs of older people whether they are experiencing sensory impairment, memory loss or just not as strong as they used to be.

We originally planned for customer charges to cover the full cost of the service. However, despite highly efficient deployment of staff and a sharp rise in the hourly charge (now £14 per hour), the income generated through charging does not yet cover the operational costs of the service. To ensure the service remains affordable, Age Concern Sheffield is currently subsidising the cost of this service, although we recognise that in the current financial climate this subsidy is unlikely to be available in the future

The service is available for those who are entitled to government-funded 'individual budgets' or 'personalised services' as well as for people who have to pay for their own support. We originally anticipated significant numbers of older people would have budgets by the year end. In the event none of Age Concern Sheffield's income was earned through individual budgets in the course of 2009-10.

Impending government spending cuts herald the possibility that fewer and fewer older people will be entitled to statutory funding and more and more, if they want support, will have to pay for it out of their own purse – and that of course will only be possible if they have the money to spend in the first place.

Choice activity groups: opportunities to socialise

In the course of the year our activity groups and day centres have gone from strength to strength. Including our very popular swimming club (run in collaboration with Ponds Forge Sports Centre), over 1,000 older people have joined in with one of our groups

We have developed new groups, in particular yoga and exercise classes, and continue to provide vital peer support and social contact opportunities for over 100 vulnerable and isolated people at our six day centres (two of which are for people living with dementia)

Members of the Ravenscroft Day Centre (for physically frail and socially isolated older people) have participated in a pilot to explore the introduction of Personalised Services. Consultation with the members revealed, that whilst they remain keen to participate in a range of activities, as yet, they do not choose to spend their 'virtual' individual budgets on anything other than the day services they already receive.

Housing support: help with a housing crisis

Age Concern Sheffield continues to provide specialist housing-related support for 130 older people at any one time in South-East Sheffield. Clients are eligible for the service if they are facing a crisis that puts their independence at risk. This includes support to facilitate early hospital discharge.

One-to-one support is given, tailored to individual client needs, that enables them to overcome their crisis and restore their confidence. In every case our goal is to enable clients to leave the service and live independently. With the help of improved systems and social worker students we are now delivering the service to more clients than ever before. Whilst the number of contracted clients we are required to deliver the service to has remained static, we are restoring independent living faster and the number of clients we have helped has increased from 165 in 2008-09 to 243 in 2009-10. Each of them has found themselves in a situation where they either risk losing their home or the place where they live no longer meets their needs.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Housing support: help with a housing crisis - cont

Clients often face multiple and complex problems which might include poor physical or mental health, bereavement, debt, abuse or poverty. Often a critical incident will trigger our involvement such as a threat of eviction, loss of a partner, being a victim of crime or a period of illness.

We now run the service at full capacity nearly all of the time and have become better at avoiding long term dependence

Handyperson service: getting jobs around the house fixed

Jointly funded by Sheffield City Council and NHS Sheffield, this very popular service provides indispensable practical help for hundreds of older people unable to carry out household tasks such as changing a light bulb, hanging curtains or tightening a screw.

Following development of Age Concern Sheffield's appointment and administrative systems our handypeople are carrying out odd jobs for many more customers than in previous years: the number of customers rose from 973 in 2008-09 to 1,263 in 2009-10

Progress has been made to further develop the role of the handypeople. They go into the homes of older people, many of whom live alone, have limited mobility and are unaware of other support available to them. In collaboration with South Yorkshire Police, Age Concern Sheffield's handypeople have piloted a scheme whereby a very brief set of questions are asked of each older person to find out what other support they might benefit from. A central 'referrer' then alerts the service concerned and the necessary contact is made. This is a simple scheme, commanding widespread support, and requires very few resources. It promises to make a great deal of difference to the lives of many older people.

Tinsley Help at Home: practical support

The Tinsley Help at Home service provides practical support, tailored to the individual needs of isolated older people, living in the Tinsley neighbourhood. In the last year, the service gave support to 36 clients, just over half of whom were from black or minority ethnic groups. Each were given help to enable independent living at home, social interaction and access health or social services.

Cut off by the M1 Motorway, Tinsley is isolated from other areas. For older people living there, getting access to services can be very difficult. Some have to travel over ten miles to buy affordable food or essential items. A high proportion of people living in the area are from a black or minority ethnic group. Whilst some suffer social isolation, others find it difficult to arrange and attend health appointments because they speak little or no English.

During the last year, student social workers, on placement with Age Concern Sheffield have been working closely with Tinsley clients to review their needs and signpost them to additional services as needed.

The future of this contract remains uncertain as the Council is reviewing its strategy and funding priorities.

Social work student placement scheme

This scheme has been a resounding success. Up to sixteen student social workers are on placement at Age Concern Sheffield at any one time. In the course of their placement students get extensive first hand experience and add value to all of Age Concern Sheffield's services support to older people. Throughout their time at Age Concern Sheffield, they have comprehensive training and professional and workplace supervision. Over the year they have made a significant contribution to service delivery and development, as well as getting their learning needs met.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Social work student placement scheme - cont

The scheme is now getting very positive feedback from customers, students and the two Sheffield Universities. By the end of their placement, some students have switched their primary professional interest from children to older people. Hopefully, many will go on to pursue careers as social workers specialising in supporting older people.

Development plans

Information and Activity Resource Centre

Work is underway to transform our city centre shop into an Information and Activity Resource Centre. Designed to be accessible to those with limited mobility, sensory impairment or who do not speak English, it will meet the needs of an increasingly diverse older population.

In the course of 2009-10, we raised capital funding for the first phase of this transformation. Soon, the Centre's front-of-house will be a vibrant, welcoming and comfortable environment, giving older people somewhere to:

- relax and find their own answers,
- browse accessible information of particular interest to older people,
- find out the contact details of other key organisations and service providers;
- take advantage of computer-based resources including our own searchable on-line database.

A team of staff and volunteer 'Peer Supporters', will be on hand to provide support when needed, enabling people to help themselves.

Peer-led training

Eighteen months ago, with the help of 1-1 support and expert facilitation, nine of Age Concern Sheffield's most vulnerable clients produced a DVD (funded by Awards for All) enabling them to give voice to the difficulties they have faced. Issues they described in the DVD are disturbing (serious mental health problems, physical and mental abuse, alcohol/drug misuse, homelessness, debt and isolation). The process enabled them to:

- articulate their vulnerabilities and the impact they have had on their lives;
- educate and support each other;
- develop their skills, confidence and self-esteem

We now use the DVD to train staff, volunteers and students and we have written a comprehensive and rigorous interactive training programme workbook (funded by Help the Aged), based on the issues raised in the DVD

Plans are now well underway to take this work further. In April, eleven of Age Concern Sheffield's staff successfully completed accredited trainer training. They are currently road-testing a comprehensive modular training programme about the special needs of older people. This peer-led training programme will give older people the opportunity to describe and discuss with trainees their experience of being on the receiving end of support services.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Following programme launch (due in January 2011), Age Concern Sheffield plans to sell the Peer-led programme, generating new income and promoting real understanding of the issues that older people face. Target customers include:

- family members and other non-professional carers of vulnerable older people;
- older people's support and campaign groups,
- young people (promoting intergenerational work);
- front-line staff, students and trainees in voluntary, statutory and commercial sectors (including residential care homes).

Customer engagement

Age Concern Sheffield has always worked hard to make sure that older people are directly involved in shaping the services we provide. In 2009-10 we organised a 'listening event' where 20 older people had the opportunity to question the Rt. Honourable Nick Clegg, MP about his views on funding for social care

Now we are taking this work one step further and plan to set up a Peer Support team. The team will have a crucial role to play supporting each of our services, in addition to the peer led training programme. For example, at the Information and Activity Resource Centre, trained peer supporters help customers find information or get access to the services they need

What makes the ACS Peer Support project important is the direct involvement of older people as leaders and trainers themselves. The project gives them a unique opportunity to influence others and learn new life skills including those needed to: listen; facilitate discussion of sensitive issues, enable others to access services; influence service providers, and promote understanding of issues affecting older people. Such an opportunity is not readily available from elsewhere and yet these people are an invaluable resource to support each other, develop services and develop the skills of carers (both professional and non-professional).

We believe there is nothing more powerful than the voice of older people themselves to deliver, influence and change for the better the support that is available to them

Self-funded and Personalised services

Current demand indicates that there will be an increasing need for specialist support for older people with sensory impairment, dementia or memory loss, learning disability or mental health problems. Some of these customers will be entitled to government-funded support. Many others will have to pay for their own support

Experience gained from the ACS Choice service gave Age Concern Sheffield the opportunity to learn much about how to deliver an economically viable charged-for service, paving the way for increasing levels of direct sales to individual paying customers, in particular.

- how best to deploy staff to ensure maximum efficiency;
- how to cost services for individual paying customers,
- how to design commercially viable services,
- marketing and promotion;
- systems development

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

To ensure the service is financially sustainable, plans are now underway to redesign the service, raise customer charges and secure new funding to support its delivery. In particular:

- we are engaged in talks with Macmillan Cancer Support to agree a commercial alliance whereby they fund the support Age Concern Sheffield delivers for those affected by cancer.
- Talks have begun with Sheffield Health and Social Care NHS Foundation Trust to explore the possibility of a commercial alliance to extend group activities for those living with or recovering from Functional Mental Illness, such as depression or obsessive compulsive disorder
- Substantial preparatory work has already been undertaken to expand our Handyperson service so that the range of home repairs and maintenance is expanded, for individual paying customers, as one of a portfolio of service choices. Selling points for this enhanced service will include:
 - fully trained, Age Concern Sheffield-vetted and reliable personnel who will deliver the service (including staff, sub-contractors and volunteers);
 - volunteer Peer Support befrienders who will be available for those that are isolated;
 - enhanced access to Age Concern Sheffield's Information services,
 - delivery by a well-known and trusted brand.

Government funding cuts

Following the new Coalition Government's Emergency Budget, Sheffield City Council has circulated an Interim Budget Report proposing changes to voluntary sector funding for the year 2010-11 and detailing the approach they intend to take to funding cuts for 2011-13. The report does not propose any changes to Age Concern Sheffield's budget for 2010-11. This will be subject to the outcome of the Comprehensive Spending Review (CSR) when Sheffield City Council expects further significant cuts to be made. Sheffield City Council will announce the extent and nature of cuts to emerge from the CSR in December 2010.

In developing their proposals, Sheffield City Council states that its *'guiding principle has been to minimise, wherever possible, the impact on the VCF sector'*. They also state that *'it is clear that we are not going to be able to make savings of this scale by reducing budgets of individual services – instead we need a radical rethink of the way in which we deliver services at the moment'*. They propose they *'work towards a model where budgets follow individuals in order to provide greater choice and flexibility'* and ensure that they *'do not take decisions now which hinder our ability to do things differently in future years'*.

They also state that *'it is prudent to begin planning for reductions of around 25 – 30% in Council grant'*.

As a provider of innovative, value-for-money services, Age Concern Sheffield is very well placed to win new funding to deliver redesigned services. Radical redesign may present us with development opportunities. However, should cuts be made by Sheffield City Council to Age Concern Sheffield's income, they may present a serious risk to the organisation. To mitigate against this risk the organisation will:

- carry out a comprehensive risk assessment, with ameliorative action, for each of our Sheffield City Council contracts. Work on this will begin in August 2010, to be completed by November 2010;
- complete an Equality Impact Report for each of our Sheffield City Council contracts, to be completed by November 2010;
- continue work to diversify our funding sources, building on the progress made in the course of the past two years and detailed elsewhere in this report,
- continue work to redesign services in line with Personalisation and in close collaboration with Sheffield City Council managers.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Re-branding

Early in 2010, two national charities, Age Concern England and Help the Aged, merged to create one organisation, AgeUK. Following its launch, AgeUK is already proving to be a powerful and effective voice for older people.

As a full member of the Age Concern Federation, the Age Concern Sheffield Board is committed to become a full partner of the new national charity (subject to the final agreement of a legally binding Brand Partnership Agreement). We therefore plan to rebrand Age Concern Sheffield as AgeUK Sheffield in the course of 2010-11 and look forward to establishing an effective working partnership that will benefit Sheffield's older people.

Achievements and performance

More important than any other achievement, we continue to be driven by our mission to ensure that older people have the opportunity to live life to the full and are treated with dignity and respect at all times. For the year 2009-10, Age Concern Sheffield gave support to a total of approximately 13,598 customers.

Each year, we steadily increase the numbers of customers we serve, despite significantly reduced funding and staffing levels. This gives testament to the hard work and commitment of the ACS staff and volunteers as well as the added value resulting from the contribution made by student social workers on placement with Age Concern Sheffield

Age Concern Sheffield has fully consolidated the organisational changes made in 2008. New staff teams are running well. Audit, data analysis and reporting systems have been further refined and strengthened so they aid organisational learning and directly inform management decisions and service delivery.

Financial reporting has been developed so that both the Board and the Management Team can say, with absolute confidence, that at any one time we know the financial state of the organisation. Meticulous, routine review and tight control of expenditure has resulted in significant savings, for example office costs reduced by 10% in the course of the year.

We fully recognise the risks associated with an over-dependence on funding from the statutory sector and have actively pursued developments to ameliorate the risks, maintain the levels of support we deliver and lay the foundations for new income streams

At a time when competition for funding is keener than it has been for many years, Age Concern Sheffield is making the very best use of its available resources and running at maximum efficiency.

Continuous quality improvement

In the course of 2009-10 further quality improvements have been made to our front line services. Age Concern Sheffield has maintained the International Quality Standard ISO9001 and the Age Concern Federation Quality Counts standard. Our self-assessment of the Supporting People Quality Assessment Framework criteria demonstrates that we have risen from Level 3 to Level 2, although this has yet to be validated by the Sheffield City Council Supporting People Team. We have also successfully secured registration with the Care Quality Commission.

Quarterly analysis of key performance indicators enables us to track our progress and take timely corrective action when needed. Each indicator is reviewed by both the Management Team and the Board of Trustees.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Financial review and results for the year

Age Concern Sheffield would like to thank everyone who supported our work during 2009/10 with their time or financial support including:

Age Concern England
Arthur Lee Fund
Awards for All (National Lottery)
The Big Lottery Fund
The H M Burdall Charity
The Church Burgesses Trust
W.G. Edwards Charitable Foundation
The Marjorie Coote Old People's Charity Fund
NHS Sheffield
Percy Bilton Charity
Sir Samuel Roberts Trust
Sheffield City Council
Sheffield Hallam University
Sheffield Town Trust
The Talbot Trust
University of Sheffield
Westfield Contributory Health Scheme Ltd
Zachary Merton & George Woofindin Convalescent Trust

Individual donors

Commentary on the Financial Statements

Results for the year

The result for 2009/10 is £40.5k surplus. This is significantly better than the 2009-10 budget of a £35.7k deficit and the result for 2008/09 of £121k deficit.

Income

The consolidated annual income for the charity and trading company was £1,147,177 in 2009-10 compared with £1,253,448 in 2008-09. This shows a reduction of £106,271 (8.5%) on the previous year.

Most of the fall in income was expected and is accounted for by:

- the reduction of £148k from Sheffield City Council, as the two-year Community Link Worker project came to an end in July 2008,
- a reduction of £52k from Sheffield City Council towards the costs of maintaining and promoting www.oldersheffield.org.uk
- a reduction of £6.1k from corporate donations and sponsorship which had been secured as a one-off grant to cover the initial cost of securing ISO9001 and Care Quality Commission accreditation.

Income raised from donations, sponsorship and fund-raising was also down from £133k in 2008-09 to £99k in 2009-10. This shows a reduction of £33.8k (25%), in line with national trends and despite enhanced income generation systems developed for greater efficiency and transparency and therefore open to scrutiny and critical appraisal. The impact of falling income from this source was reduced funding for unrestricted purposes and continuing service provision.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Reduced income was partially offset by new or additional income raised from:

- Sheffield Health (£36k), a new contract won by competitive tender to deliver Advocacy for Older People living with Mental Health Problems or a Learning Disability;
- University of Sheffield and University of Sheffield Hallam (£33.8k) to run the Social Work Student Placement scheme for a full year. Year one of the scheme began in September, whereas year two ran for a full year;
- a fund-raising campaign (£11k) to secure restricted funding to cover the cost of refurbishing the Age Concern Sheffield shop and transform it into an Information and Activity and Resource Centre. These funds were not spent in the year 2009-10 and are carried forward to be spent in 2010-11;
- Age Concern Enterprises (£23k) a goodwill payment to compensate for the demise of the national Heyday membership scheme;
- ACS Choice (£31.3k), a pilot service to develop Age Concern Sheffield's capacity and capability to deliver services paid for by individual paying customers
- Age Concern Support Services (£6.4k): a contract to research and write a report and database mapping service provision for older BME people in Yorkshire and Humberside and identify examples of good practice, The final report 'Later Matters – Tackling Race Inequalities for BME Older People' was published in June 2010

Expenditure

The consolidated annual expenditure for the charity and trading company was £1,106,711 in 2009-10 compared with £1,374,451 in 2008-09. This shows a reduction of £267,740 on the previous year.

A significant proportion of reduced expenditure was expected and is accounted for by the following reductions in:

- employee costs (£168k) salaries and loyalty bonuses paid for the two-year Community Link Worker project which came to an end in July 2008,
- employee costs (£27k): redundancy payments made in 2008-09 to achieve restructuring and reduced management costs
- premises cost (£6.6k) Community Link Worker neighbourhood bases.

In the first five months of the year expenditure on the ACS Choice service was significantly overspent. Our original budget for 2009-10 reflected our intention that customer charges would cover the full cost of the service. In the event full cost recovery was not achieved. However, the following efficiency savings offset both this overspend and the budgeted deficit

- employee costs reduced by £41k in the course of 2009-10. This was achieved by natural wastage, delayed reappointment and doing more of our own in-house training rather than using external training agencies;
- operational costs reduced by £4k (4%);
- office costs reduced by £8k (10%) primarily due to renegotiated contracts for telephones.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Diversification of funding sources

Age Concern Sheffield has long recognised the need to reduce its dependence on statutory sector funding, which renders us vulnerable to government cut backs and market turbulence. In 2008-09 73.5% of our funding came from the statutory sector. In 2009-10 it had reduced to 65.9%, indicating that we have made some progress towards diversifying our funding sources, although we clearly have some way to go. These figures may herald a further decline in annual turnover for 2010-11 as.

- interest rates remain very low and trust funds are not generating sufficient surplus to donate;
- most local trusts continue to donate generously to Age Concern Sheffield but those further afield appear to have withdrawn their support, for now at least,
- government public funding cuts begin to bite

Reserves policy

Age Concern Sheffield's funds comprise both restricted (money to be spent on a specific activity, as determined by the funder) and unrestricted funds. General reserves which have not been designated are viewed as a working reserve.

The trustees have considered the level of working reserves that are needed based on:-

- operating costs,
- possible redundancy costs arising from unexpected termination of contractual arrangements or grants, and
- provisions for the development of the charity

In their opinion the working reserves therefore need to be £152,000. The working reserves at 31 March 2010 are £171,722.

Company status

The company is limited by guarantee and all members have agreed to contribute a sum not exceeding £1 in the event of a winding-up. The number of guarantees at 31st March 2010 was 81.

Trustees

Trustees who served during the year were:

Paul Gilmartin	Chair
Margaret Little	Vice-Chair
Helen Jackson, C.B.E.	Member
Fiona King	Member
Obinna Monye	Member
Graham Moore	Member
Paul Trudgill	Member
Ruth Wilson	Member
Mr Nick Hutton M B E	President
Prof Alan Walker	Vice President

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Structure, management and governance

Age Concern Sheffield is a charitable company, limited by guarantee. Having formerly been an unincorporated charity since its registration in January 1981, the charity transferred its assets to a 'new' charity, number 1108413 on 31 March 2005 and adopted a new Memorandum and Articles.

Age Concern Sheffield is an independent local organisation, accountable to a governing Board of Trustees representing a cross-section of the local community. When Trustees retire, or there is a need for additional Trustees, an open and inclusive recruitment process is initiated and Age Concern Sheffield proactively seeks applications from under-represented groups. New Trustees participate in a comprehensive induction to introduce them to the organisation and its ways of working, and to their role and responsibilities. This includes meetings with senior staff, the opportunity to observe or shadow front-line service delivery and an externally facilitated away-day dedicated to enabling Trustees to fully understand their role and responsibilities. Trustees are supported in their role by a role description and comprehensive Board Members Handbook, which includes the ACS Code of Governance.

The Trustees have considered the Charity Commission's guidance on public benefit, including the guidance on public benefit and fee charging.

None of our trustees receive remuneration or other benefit from their work with the charity. Details of trustee expenses and related party transactions are disclosed in notes 8 and 17 in the accounts.

Trustees meet six times each year to receive reports and make decisions. The Finance & Governance Committee has delegated responsibility from the Board. It meets five times during the year (prior to Board meetings) and has a remit to advise the Board on the strategic and financial planning for the organisation and report on trends, achievements and difficulties. The Human Resources group also has delegated responsibility and meets as necessary to oversee HR-related issues, policies and procedures.

Age Concern Sheffield believes that, wherever it is in the best interests of the city's older people, the organisation should work in partnership with other organisations. Managers therefore represent Age Concern Sheffield and its customers on a wide range of bodies including:

- The Older People's Partnership Board
- Sheffield Health and Social Care NHS Foundation Trust Council of Governors
- Sheffield City Council's Small Grants Advisory Panel

The charity is also involved with a number of networks through its membership of the Age Concern Federation, such as the Yorkshire and Humber Age Concern England Regional Company and also takes opportunities whenever they are offered to learn from and share ideas with other Age Concern organisations.

Age Concern Sheffield Enterprises Ltd is a wholly owned subsidiary of Age Concern Sheffield which gift-aids all its profits back to the charity to provide a valuable source of unrestricted income. Its primary business is a popular face-to-face service located at our city-centre shop on Castle Square, selling a wide range of products including household, travel and motor insurance, energy (gas and electricity) and funeral plans. All the products are tailored to meet the particular requirements of people over 50 and the insurance products are regulated by the Financial Services Authority.

Risk management

The Board of Trustees appointed a Governance Review Group in May 2004, to consider all aspects of the charity's governance including risk. As a result a detailed procedure was developed to identify risks and assess their likelihood and potential impact. The annual assessment was carried out across all services and the organisation as a whole between January 2010 and March 2010, and the major risks identified. An action plan to mitigate the risks was developed and implemented.

AGE CONCERN SHEFFIELD

TRUSTEES' ANNUAL REPORT - continued FOR THE YEAR ENDED 31 MARCH 2010

Trustees' responsibilities

The trustees (who are also directors of Age Concern Sheffield 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 of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. 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;
- 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 charitable company will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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 Board of Trustees present their report and audited Financial Statements for the year ended 31 March 2010. The accounts comply with the Companies Act 2006, the charity's governing document and the relevant Statement of Recommended Practice (the Charities SORP 2005)

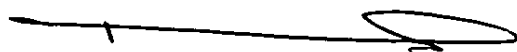
Auditors

A resolution to give the authority to the Directors to appoint the auditors for the year 2010-11 will be proposed at the Annual General meeting.

By Order of the trustees

This report has been in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

By order of the trustees



Paul Gilmartin
Chair

19 October 2010

AGE CONCERN SHEFFIELD

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN SHEFFIELD

We have audited the group and individual charity financial statements of Age Concern Sheffield for the year ended 31 March 2010 which comprise the consolidated and individual charity Statement of Financial Activities, the consolidated and individual charity Balance Sheets and the related notes. These financial statements have been prepared under the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities (effective April 2008)

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. 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 its 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 Age Concern Sheffield 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) are set out in the Statement of Trustees' Responsibilities.

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

We report to you our opinion as to whether the financial statements give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice and are properly prepared in accordance with the Companies Act 2006. We also report to you in our opinion the information given in the Trustees' Annual Report is consistent with the financial statements.

In addition we report to you if, in our opinion, the charity has not kept proper accounting records, if the 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 information specified by law regarding trustees' remuneration and other transactions is not disclosed.

We read the Trustees' Annual Report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to 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 charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all 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 SHEFFIELD

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF AGE CONCERN SHEFFIELD - continued

Opinion

In our opinion:

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

Jane Marshall (Senior Statutory Auditor)
For and on behalf of Barber Harrison & Platt

20 October 2010

Chartered Accountants
Statutory Auditor

2 Rutland Park
SHEFFIELD
S10 2PD

AGE CONCERN SHEFFIELD

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2010

	Notes	Unrestricted funds £	Restricted funds £	Total 2010 £	Total 2009 £
Incoming resources					
<i>Incoming resources from generated funds</i>	2				
Voluntary income		16,348	2,555	18,903	45,417
Investment income		270	-	270	5,525
Commercial trading operations		148,031	-	148,031	122,655
Other income		6,733	-	6,733	3,886
<i>Incoming resources from charitable activities</i>	3				
Group Support		106,101	62,540	168,641	160,234
Support in the Home		664,516	21,900	686,416	777,948
Information & Advocacy		62,183	56,000	118,183	137,783
Total incoming resources		1,004,182	142,995	1,147,177	1,253,448
Resources expended	4				
<i>Costs of generating funds</i>					
Fundraising costs		28,567	6,490	35,057	45,192
Commercial trading operations		91,661	-	91,661	83,589
<i>Charitable activities</i>					
Group Support		119,013	68,857	187,870	178,531
Support in the Home		604,781	23,900	628,681	850,326
Information & Advocacy		68,514	66,600	135,114	180,141
<i>Governance costs</i>		28,328	-	28,328	36,672
Total resources expended		940,864	165,847	1,106,711	1,374,451
Net incoming/(outgoing) resources for the year before transfers	6	63,318	(22,852)	40,466	(121,003)
Transfers between funds	14	(32,423)	32,423	-	-
Net incoming/(outgoing) resources before other recognised gains and losses		30,895	9,571	40,466	(121,003)
Other recognised gains and losses					
Actuarial loss on pension scheme	13	-	-	-	(21,000)
Net movement in funds		30,895	9,571	40,466	(142,003)
Fund balances at 1 April 2009		91,827	17,298	109,125	251,128
Fund balances at 31 March 2010		122,722	26,869	149,591	109,125

The statement of financial activities includes all gains and losses recognised in the year.
All incoming resources and resources expended derive from continuing activities.

AGE CONCERN SHEFFIELD

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account) FOR THE YEAR ENDED 31 MARCH 2010

	Notes	Unrestricted funds £	Restricted funds £	Total 2010 £	Total 2009 £
Incoming resources					
<i>Incoming resources from generated funds</i>	2				
Voluntary income		16,348	2,555	18,903	45,417
Activities for generating funds		152,633	-	152,633	114,867
Investment income					
Gift aid payments from subsidiary		140,498	-	140,498	143,489
Bank interest		21	-	21	2,364
Other income		6,733	-	6,733	3,886
<i>Incoming resources from charitable activities</i>	3				
Group Support		106,101	62,540	168,641	160,234
Support in the Home		199,941	21,900	221,841	324,705
Information & Advocacy		62,183	56,000	118,183	137,783
Total incoming resources		684,458	142,995	827,453	932,745
Resources expended					
Costs of generating funds					
Fundraising costs		28,567	6,490	35,057	45,192
Charitable activities					
Group Support		119,013	68,857	187,870	178,531
Support in the Home		379,813	23,900	403,713	612,200
Information & Advocacy		68,514	66,600	135,114	180,141
Governance costs		26,053	-	26,053	36,672
Total resources expended		621,960	165,847	787,807	1,052,736
Net incoming/(outgoing) resources for the year before transfers	6	62,498	(22,852)	39,646	(119,991)
Transfers between funds	14	(32,423)	32,423	-	-
Net incoming/(outgoing) resources before other recognised gains and losses		30,075	9,571	39,646	(119,991)
Other recognised gains and losses					
Actuarial loss on pension scheme	13	-	-	-	(21,000)
Net movement in funds		30,075	9,571	39,646	(140,991)
Fund balances at 1 April 2009		82,467	17,298	99,765	240,756
Fund balances at 31 March 2010		112,542	26,869	139,411	99,765

AGE CONCERN SHEFFIELD

BALANCE SHEETS

AS AT 31 MARCH 2010

		Group		Charity	
	Notes	2010 £	2009 £	2010 £	2009 £
Fixed assets					
Tangible assets	9	-	-	-	-
Investments	10	-	-	2	2
		<u>-</u>	<u>-</u>	<u>2</u>	<u>2</u>
Current assets					
Debtors	11	67,945	110,846	181,176	187,568
Cash at bank and in hand		213,630	151,678	68,186	46,629
		<u>281,575</u>	<u>262,524</u>	<u>249,362</u>	<u>234,197</u>
Creditors: amounts falling due in less than one year	12	(82,984)	(100,399)	(60,953)	(81,434)
Net current assets		<u>198,591</u>	<u>162,125</u>	<u>188,409</u>	<u>152,763</u>
Total assets less current assets		198,591	162,125	188,411	152,765
Defined benefit pension scheme liability	13	(49,000)	(53,000)	(49,000)	(53,000)
Net assets		<u>149,591</u>	<u>109,125</u>	<u>139,411</u>	<u>99,765</u>
Funds					
Unrestricted funds					
General funds		171,722	144,827	161,542	135,467
Unrestricted funds excluding pension liability		171,722	144,827	161,542	135,467
Pension reserve		(49,000)	(53,000)	(49,000)	(53,000)
Total unrestricted funds		<u>122,722</u>	<u>91,827</u>	<u>112,542</u>	<u>82,467</u>
Restricted funds	14	26,869	17,298	26,869	17,298
Total funds		<u>149,591</u>	<u>109,125</u>	<u>139,411</u>	<u>99,765</u>

The financial statements have been prepared in accordance with the special provisions in Part 15 of the Companies Act 2006 relating to small companies.

The financial statements on pages 14 to 30 were approved by the Board of Trustees on 19 October 2010 and were signed on its behalf by:


P A L Gilmartin
Chair

Company number 5207254

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2010

1. Accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. They have been applied consistently during the year, and in the preceding year.

(a) Basis of preparation

The financial statements have been prepared under the historic cost convention, in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005) issued in March 2005, applicable UK Accounting Standards, the Companies Act 2006 and the Financial Reporting Standard for Smaller Entities (April 2008). The principal accounting policies adopted in the preparation of the financial statements are set out below.

(b) Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Age Concern Sheffield Enterprises Limited on a line by line basis.

(c) Fund accounting

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

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

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

(d) Incoming resources

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

- Voluntary income is received by way of grants, donations and gifts and is included in full in the SOFA when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Pecuniary legacies are recognised as they are received. Residuary legacies are recognised at the earlier of receipt or agreement of the estate accounts.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Incoming resources from charitable trading activity are accounted for when earned.
- Investment income is recognised on a receivable basis.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

1. Accounting policies - continued

(e) Resources expended

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

- Costs of generating funds are those costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both the direct costs and support costs relating to such activities.
- Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.
- Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources on the basis of the number of staff working in a given area.

(f) Finance and operating leases

Rentals applicable to operating leases are charged to the SOFA over the period in which the cost is incurred. Assets purchased under finance leases are capitalised as fixed assets. Obligations under such agreements are included in creditors. The difference between the capitalised costs and the total obligation under the lease represents finance charges. Finance charges are written-off to the SOFA over the period of the lease so as to produce a constant periodic rate of charge.

(g) Tangible fixed assets

Fixed assets are stated at cost less accumulated depreciation. Individual fixed assets costing £500 or more are capitalised at cost.

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows

Leasehold improvements	over remaining term of lease
Office and other equipment	20% - 30%
Computer equipment	33%

(h) Pensions

The charitable company contributes to a defined contribution pension scheme on behalf of its employees. The assets of this scheme are entirely separable to those of the charity. The pension cost shown represents contributions payable by the charity on behalf of the employees.

The company participates in the Age Concern Retirement Benefit scheme, a multi employer defined benefit scheme.

The costs of providing the pensions are charged in the Statement of Financial Activities in accordance with Financial Reporting Standard FRS17 – 'Retirement Benefits', see note 13 for details.

(i) Cash flow statement

The charity has taken advantage of the exemption in Financial Reporting Standard 1 from preparing a Cash Flow Statement on the grounds that it is a small charitable company.

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

2. Incoming resources from generated funds

	Unrestricted funds £	Restricted funds £	Total 2010 £	Total 2009 £
Voluntary income				
Donations	1,348	-	1,348	4,643
Legacies	-	-	-	1,000
Sponsorship	-	-	-	6,100
Grants				
Anonymous	-	-	-	2,000
Age Concern England (Green Paper Listening Event)	-	555	555	-
Arthur Lee Fund	-	-	-	1,000
Barclays OLGB Grant	-	-	-	1,000
Charities Trust	-	-	-	4
Church Burgesses Trust	-	-	-	2,750
Big Lottery Fund – (Awards for All)	-	-	-	3,195
Help the Aged	-	2,000	2,000	200
Hyman Winstone Foundation	-	-	-	250
H&L Cantor Trust	-	-	-	25
JG Graves Charitable Trust	-	-	-	1,000
Marjorie Coote Trust	15,000	-	15,000	15,000
May Hearnshaw Charitable Trust	-	-	-	1,000
The Margaret Foundation	-	-	-	2,500
Sheffield Town Trust	-	-	-	3,750
	<u>16,348</u>	<u>2,555</u>	<u>18,903</u>	<u>45,417</u>
Investment income				
Bank interest	270	-	270	5,525
Activities for generating funds				
Commercial trading operations	148,031	-	148,031	122,655
Other income	<u>6,733</u>	<u>-</u>	<u>6,733</u>	<u>3,886</u>
Total incoming resources from generated funds	<u>171,382</u>	<u>2,555</u>	<u>173,937</u>	<u>177,483</u>

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

3. Incoming resources from charitable activities

	Group Support £	Support in the Home £	Information and Advocacy £	Total 2010 £	Total 2009 £
Grants (all restricted)					
Arthur Lee Fund	-	-	-	-	1,000
Big Lottery (Community Fund)	-	-	-	-	7,916
Big Lottery Fund Grant (FAAF)	5,430	-	-	5,430	-
Big Lottery Fund Grant (TTT)	6,200	-	-	6,200	-
Church Burgesses	-	-	3,500	3,500	-
Department of Health OFV Grant	-	-	-	-	19,128
Dixon Barrow	-	-	-	-	3,525
Percy Bilton Charity	-	-	500	500	-
Samuel Roberts Trust	-	2,500	-	2,500	2,500
Sheffield City Council	47,910	-	-	47,910	47,325
Sheffield City Council – Partnerships for Older People Projects	-	20,400	-	20,400	20,400
Sheffield Town Trust	-	-	5,000	5,000	-
South Yorkshire Police	-	(2,000)	-	(2,000)	2,000
Talbot Trust	3,000	-	-	3,000	3,000
Z Merton & G Woofindin Convalescent Trust	-	1,000	-	1,000	1,000
Westfield Health	-	-	45,000	45,000	45,000
WG Edwards Charitable Foundation	-	-	2,000	2,000	-
	<u>62,540</u>	<u>21,900</u>	<u>56,000</u>	<u>140,440</u>	<u>152,794</u>
Fees and other income (unrestricted)					
Contracts					
Sheffield City Council	103,990	512,591	-	616,581	608,703
Partnerships for Older People Projects (POPPS) – Community Links Workers	-	-	-	-	148,067
Partnerships for Older People Projects (POPPS) – Sign Post Agency	-	-	25,992	25,992	78,332
Sheffield PCT	-	11,614	35,990	47,604	11,355
Albert Hunt Trust	-	-	-	-	2,000
Arthur Lee Trust	-	1,000	-	1,000	-
Church Burgesses Trust	-	3,000	-	3,000	-
H M Burdall Charity	-	500	-	500	2,500
Sheffield Town Trust	-	4,000	-	4,000	-
Other income					
Life Long Learning fees	2,083	-	-	2,083	2,420
Charges for services	315	66,043	-	66,358	34,733
Reimbursed expenses	(287)	939	-	652	1,071
	-	-	-	-	3,000
Universities	-	64,824	-	64,824	30,960
Donations	-	5	201	206	30
	<u>106,101</u>	<u>664,516</u>	<u>62,183</u>	<u>832,800</u>	<u>923,171</u>
Total incoming resources from charitable activities	<u>168,641</u>	<u>686,416</u>	<u>118,183</u>	<u>973,240</u>	<u>1,075,965</u>

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

4. Resources expended

	Costs of generating funds £	Group Support £	Support in the Home £	Information and Advocacy £	Governance costs £	Total 2010 £	Total 2009 £
Staff costs	56,847	99,622	396,241	80,875	17,884	651,469	875,817
Premises costs	23,395	6,365	32,668	19,722	-	82,150	73,956
Administrative costs	3,761	5,903	16,516	3,924	10,444	40,548	53,968
Depreciation	-	-	-	-	-	-	692
Projects costs	7,658	36,081	15,445	3,729	-	62,913	58,840
Support costs	35,057	39,899	167,811	26,864	-	269,631	311,178
	<u>126,718</u>	<u>187,870</u>	<u>628,681</u>	<u>135,114</u>	<u>28,328</u>	<u>1,106,711</u>	<u>1,374,451</u>

Note on support costs

Support costs are analysed as follows:

	Management and business support costs £	Infrastructure costs £	Development Costs £	Total £
Costs of generating funds	27,974	4,007	3,076	35,057
Group Support	31,839	4,560	3,500	39,899
Support in the Home	137,100	15,638	15,073	167,811
Information & Advocacy Service	21,436	3,071	2,357	26,864
	<u>218,349</u>	<u>27,276</u>	<u>24,006</u>	<u>269,631</u>

- (1) Management & business support costs – these represent the management costs of the charity, I.T. services, human resources and financial/budgeting support. These costs specifically form part of the funding arrangements in place for these services.
- (2) Infrastructure costs – these represent otherwise unrecovered central costs which did not form part of the original funding agreements but which have been allocated across all services in order to show the full costs of the services/projects
- (3) Development costs – this is expenditure on staff and infrastructure development which has been financed from the charity's Development Fund.

Accommodation costs in respect of specific activities are shown under premises costs; central accommodation costs are recharged under management and business support costs

The method of apportionment used has been based on the split of funding received for the different areas of the charity's activities.

5. Corporation tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

No tax charges have arisen in the charity.

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

6. Net incoming/(outgoing) resources for the year

This is stated after charging:

	Group		Charity	
	2010	2009	2010	2009
	£	£	£	£
Auditor's remuneration	7,001	6,964	4,751	4,685
Depreciation	-	4,103	-	2,066
	<u>7,001</u>	<u>11,067</u>	<u>4,751</u>	<u>6,751</u>

7. Staff costs

Staff costs during the year were as follows:

	Group		Charity	
	2010	2009	2010	2009
	£	£	£	£
Wages and salaries	715,076	925,587	503,243	678,500
Social security costs	50,020	69,545	33,378	53,611
Pension costs	22,200	20,961	20,485	17,895
	<u>787,296</u>	<u>1,016,093</u>	<u>557,106</u>	<u>750,006</u>

The average weekly number of employees (full time equivalent) during the year was as follows:

Management & Administration	10	9	7	6
Day Support Services	6	6	6	6
Partnership for Older People's Projects	1	6	1	6
Supporting People	10	10	-	-
Home Services	11	10	11	10
Information & Advocacy Services	3	4	3	4
	<u>41</u>	<u>45</u>	<u>28</u>	<u>32</u>

No employee has earned over £60,000 during the year (2009: none).

8. Trustees' remuneration and expenses

No Trustees nor any persons connected with them received any remuneration during the year. £32 was reimbursed to one trustee for travel expenses during the year (2009: £nil).

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

9. Fixed assets: tangible assets

Group	Leasehold improvements £	Office & other equipment £	Computer equipment £	Total 2010 £
Cost				
As at 1 April 2009 and 31 March 2010	33,567	93,345	31,487	158,399
	<u>33,567</u>	<u>93,345</u>	<u>31,487</u>	<u>158,399</u>
Depreciation				
As at 1 April 2009 and 31 March 2010	33,567	93,345	31,487	158,399
	<u>33,567</u>	<u>93,345</u>	<u>31,487</u>	<u>158,399</u>
Net Book Value				
At 31 March 2010	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2010 and at 31 March 2009	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Charity				
Cost				
As at 1 April 2009	33,567	46,687	13,051	93,305
Disposals	-	-	-	-
	<u>33,567</u>	<u>46,687</u>	<u>13,051</u>	<u>93,305</u>
At 31 March 2010	33,567	46,687	13,051	93,305
	<u>33,567</u>	<u>46,687</u>	<u>13,051</u>	<u>93,305</u>
Depreciation				
As at 1 April 2009	33,567	46,687	13,051	93,305
Charge for the year	-	-	-	-
Disposals	-	-	-	-
	<u>33,567</u>	<u>46,687</u>	<u>13,051</u>	<u>93,305</u>
At 31 March 2010	33,567	46,687	13,051	93,305
	<u>33,567</u>	<u>46,687</u>	<u>13,051</u>	<u>93,305</u>
Net Book Value				
At 31 March 2010	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2009	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

10. Fixed asset investments

	Group		Charity	
	2010	2009	2010	2009
	£	£	£	£
Investment in subsidiary company	-	-	2	2

The trading subsidiary, Age Concern Sheffield Enterprises Ltd, is wholly owned by the charity. The principal activities of the company are the collection of insurance commissions and the provision of services under contract with the Sheffield City Council.

A summary of the company's results and balance sheet for the year ended 31 March 2010 is as follows:

Profit and loss account

	2010	2009
	£	£
Turnover and other income	639,733	622,708
Administration costs	(498,415)	(480,230)
Donation to parent charity	(140,498)	(143,489)
Net gain/(loss)	820	(1,011)

Balance sheet

	2010	2009
	£	£
Current assets	164,546	206,519
Current liabilities	(154,364)	(197,157)
	10,182	9,362
Called up share capital	2	2
Profit and loss account	10,180	9,360
	10,182	9,362

The called up share capital of the company is held on behalf of the charity by the Chief Executive and a Director of the charity (one £1 ordinary share each).

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

11. Debtors

	Group		Charity	
	2010	2009	2010	2009
	£	£	£	£
Age Concern Sheffield Enterprises Limited	-	-	130,249	135,489
Other debtors	13,631	66,631	12,264	21,588
Prepayments and accrued income	54,314	44,215	38,663	30,491
	<u>67,945</u>	<u>110,846</u>	<u>181,176</u>	<u>187,568</u>

12. Creditors

	Group		Charity	
	2010	2009	2010	2009
	£	£	£	£
Due within one year				
Age Concern Sheffield Enterprises Limited	-	-	2,084	36,256
Other creditors	14,899	9,724	13,110	7,800
Taxation and social security	33,141	37,155	14,518	15,088
Accrued expenditure	34,944	17,284	31,241	21,790
Deferred income	-	36,236	-	500
	<u>82,984</u>	<u>100,399</u>	<u>60,953</u>	<u>81,434</u>

13. Pension scheme

Defined benefit

The company participates in the Age Concern Retirement Benefits scheme, which is a multi-employer defined benefit scheme.

The scheme is in deficit and so individual Age Concern offices have been asked to make additional payments to make up this deficit. In August 2008 it was agreed that in principle Age Concern Sheffield would pay £8,412 per year for 10 years starting in 2008/09. Payments of £8,412 have been made this year.

The company's contributions to the final salary scheme for the period were £nil (2009. £nil) as there are no remaining active members of the scheme.

A full actuarial valuation was carried out as at 1 April 2007 and updated to 31 March 2010 by a qualified actuary.

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

13. Pension scheme - continued

FRS 17 details

Amounts recognised in the balance sheet

	2010 £,000	2009 £,000
Fair value of scheme assets	182	150
Present value of scheme liabilities	(231)	(203)
Deficit in the scheme	(49)	(53)

Amounts recognised in the SOFA

Expected return on scheme assets	9	11
Interest on scheme liabilities	(13)	(14)
Total pension cost recognised in the SOFA	(4)	(3)

Amounts recognised in the statement of total recognised gains and losses

Actuarial loss relating to the year	-	(21)
Cumulative actuarial gain at 31 March	13	13

Change in scheme assets

Fair value of scheme assets at 1 April	150	171
Expected return on scheme assets	9	11
Employer contributions	8	3
Benefits paid	(10)	(7)
Actuarial gain/(loss) on assets	25	(28)
Fair value of scheme assets at 31 March	182	150

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

13. Pension scheme - continued

	2010 £,000	2009 £,000
Change in scheme liabilities		
Scheme liabilities at 1 April	203	203
Interest cost	13	14
Benefits paid	(10)	(7)
Actuarial (loss)/gain due to experience	(17)	9
Actuarial gain/(loss) due to change in assumptions	42	(16)
Scheme liabilities at 31 March	231	203

Principle weighted average actuarial assumptions

	2010	2009
Inflation assumption	3.5%	2.9%
Rate of increase in salaries	n/a	n/a
Discount rate	5.7%	6.7%
Rate of increase in pensions	2.4-3.6%	2.3-3.3%

Expected return on scheme assets

	Long term rate return expected at 31.03.10	Value at 31.03.10 £,000	Long term rate return expected at 31.03.09	Value at 31.03.09 £,000
Equities	7.40%	94	7.50%	71
Gilts	3.90%	48	3.30%	42
Bonds	5.00%	26	6.20%	24
Property	5.90%	13	6.00%	12
Cash	0.00%	1	0.00%	1
	5.99%	182	7.20%	150

Historical analysis

Details of assets, liabilities and experience gains and losses for the year to 31 March

	2010 £,000	2009 £,000	2008 £,000	2007 £,000
Fair value of scheme assets	182	150	171	174
Value of scheme liabilities	231	203	203	234
Deficit in the scheme	(49)	(53)	(32)	(60)
Experience adjustments on scheme assets	25	(28)	(4)	unknown
Experience adjustments on scheme liabilities	(17)	(9)	(14)	unknown

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

13. Pension scheme - continued

Balance sheet reconciliation

	2010 £,000	2009 £,000
Gross balance sheet liability at 1 April	(53)	(32)
Pension expense recognised in the SOFA in the year	(4)	(3)
Amounts recognised in the statement of total recognised gains and losses in the year	-	(21)
Actual contributions made by the employer in the year	8	3
	<hr/>	<hr/>
Gross balance sheet liability at 31 December	(49)	(53)

Defined contribution

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge for this scheme represents contributions payable by the company to the fund and amounted to £22,200 (2009: £14,895)

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

14. Restricted funds

	Brought forward £	Incoming resources £	Outgoing resources £	Transfers £	As at 31 March 2010 £
Central Services					
The J. G. Graves Charitable Trust	1,702	-	-	-	1,702
Westfield Health	3,915	-	(3,915)	-	-
Help the Aged	-	2,000	(2,000)	-	-
Crystal Peaks Shopping Centre	7,458	-	(20)	-	7,438
Age Concern England	-	555	(555)	-	-
	<u>13,075</u>	<u>2,555</u>	<u>(6,490)</u>	<u>-</u>	<u>9,140</u>
Day/Group Services					
Sheffield City Council Day Centres	1,223	47,910	(59,259)	10,126	-
Barclays OLGB Grant	1,000	-	(471)	-	529
Big Lottery Fund Grant (FAAF)	-	5,430	(6,127)	697	-
Big Lottery Fund Grant (TTT)	-	6,200	-	-	6,200
Talbot Trust	-	3,000	(3,000)	-	-
	<u>2,223</u>	<u>62,540</u>	<u>(68,857)</u>	<u>10,823</u>	<u>6,729</u>
Support in the home					
Handyperson Service (Grants from Sheffield City Council POPPS and Supporting People funding)	-	20,400	(20,400)	-	-
Samuel Roberts Trust	-	2,500	(2,500)	-	-
South Yorkshire Police	2,000	(2,000)	-	-	-
Z Merton & G Woodfindin Convalescent Trust	-	1,000	(1,000)	-	-
	<u>2,000</u>	<u>21,900</u>	<u>(23,900)</u>	<u>-</u>	<u>-</u>
Information & Advocacy					
Information Service Westfield Contributory Health Scheme	-	45,000	66,600	21,600	-
Church Burgesses Trust	-	3,500	-	-	3,500
Percy Bilton Charity	-	500	-	-	500
Sheffield Town Trust	-	5,000	-	-	5,000
WG Edwards Charitable Foundation	-	2,000	-	-	2,000
	<u>-</u>	<u>56,000</u>	<u>(66,600)</u>	<u>21,600</u>	<u>11,000</u>
	<u>17,298</u>	<u>142,995</u>	<u>(165,847)</u>	<u>32,423</u>	<u>26,869</u>

Restricted funds relate to specific services/ projects being undertaken. These are shown separately but categorised in the main activities of the charity.

Transfers

The transfers from unrestricted to restricted funds have been made to cover the deficits on specifically funded projects.

AGE CONCERN SHEFFIELD

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2010

15. Analysis of group net assets between funds

	Restricted funds £	Group Unrestricted funds £	Total £
Current assets	26,869	254,706	281,575
Creditors, amounts falling due in less than one year	-	(82,984)	(82,984)
Defined benefit pension liability	-	(49,000)	(49,000)
Total net assets	26,869	122,722	149,591

16. Lease commitments

	Land and buildings		Equipment	
	2010 £	2009 £	2010 £	2009 £
Leases expiring in: Two to five years	11,493	-	4,320	-

17. Related party

Graham Moore has been a Trustee and Director since April 2007. He is also Chairman and Chief Executive of Westfield Health who have made an annual donation to the charity for a number of years. £45,000 was donated in the year to 31 March 2010 (2009 £51,100).