

AGE CONCERN - BRACKNELL FOREST
REGISTERED CHARITY NUMBER 265351
ACCOUNTS AND TRUSTEES REPORT
FOR THE YEAR ENDED
31st MARCH 2012

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AGE CONCERN – BRACKNELL FOREST

TRUSTEES' REPORT FOR THE YEAR ENDED 31st MARCH 2012

Age Concern Bracknell Forest is a registered Charity number 265351.

The charity Trustees are:-

Mr Bob Pennell	Chair
Mr Allan Emmett	Vice-Chair

The following also served as trustees during the year:-

Mrs Eve Marshall	(died 1 January 2012)
Mr John Tobin	(Treasurer resigned 23 February 2012)
Mrs Diane Goodchild	(resigned 23 February 2012)
Mrs Janet Thomas	(resigned 23 February 2012)

Organisation

The charity is an unincorporated association governed according to the constitution adopted 1972, as amended 1983, 2003, 2004, 2008 and 9/12/2010.

The Members of the charity are individuals or representatives of Voluntary Organisations and Statutory Authorities interested in furthering the work of the charity.

The general control and management of the administration of the charity is vested in an Executive Committee, the members of which are all Charity Trustees as defined by the Charity Act 1993 amended 2006. The Executive Committee consists of :

- three honorary officers, a Chair, Vice-chair, and Treasurer elected by the members of the charity at the AGM of the charity;
- up to five other Trustees elected by the members of the charity at any General Meeting of the charity;
- and one or two (subject to the constitution) additional Trustees co-opted by the Executive Committee.

The Executive Committee may appoint Trustees and/or honorary officers to fill casual vacancies provided such Trustees are re-appointed or re-elected at the next AGM.

Executive Committee decisions are made by simple majority of votes at a properly convened meeting.

Induction of Trustees is overseen by the Chair with reference to relevant Charity Commission publications including CC3, CC22, CC48 and RS7 and the charity's own constitution and regulations.

Day to day management of the charities affairs and line management of staff is delegated to the Chief Officer. Pending a new appointment, Mr Bob Pennell acted on a voluntary basis throughout the year.

Objectives and activities

Age Concern Bracknell Forest (ACBF) promotes the relief of elderly people in and around the districts of Bracknell Forest in particular by the provision and operation of day care facilities for elderly people.

In exercising their duty, the charity trustees have reviewed that all of their activities have due regard to public benefit guidance published by the Commission. In particular that the fees charged for day care and for toenail cutting services are low compared with other providers.

Day Care

The main activity is to operate the ACBF Day Care Centre at Forest Park Bracknell. This provides day care for the elderly mentally frail and thereby provides essential respite for their carers. Members are identified and referred by local GPs, Social Services and the Mental Health Team. The centre operates five days per week except for public holidays and caters for 20 members per day. The majority of members are transported to and from the centre by minibus which is fitted with a tail lift for wheelchairs.

Members are charged a fee including meals and transport. Operating costs are subsidised by grants from the local authorities and by charitable donations. In order to make best use of the facilities, we aim to provide for those dementia sufferers whose wellbeing and support network can gain most benefit from the level of care we are able to provide.

Our care staff provide general care throughout the day including assistance with mobility, feeding, toileting, and medication. Members are provided with refreshments and a cooked lunch. Volunteers assist with general care, social interaction, and organising activities. Activities are selected to be therapeutic including singing, arts and crafts, reminiscence, and games involving physical and mental exercise.

Although Adult Day Care is not subject to CQC regulations we aim to comply with standards for domiciliary care. To that end all of our care staff now undertake training to NVQ Level 2 or Level 3 plus other appropriate training.

Our staff regularly review care plans and review users progress with their CPNs and support network. This generally identifies a marked improvement in the users' wellbeing and enables them to stay longer in their own homes. In some cases, after entering a permanent care home, users still attend the Day Centre for essential social contact.

Toenail cutting

Toenail cutting clinics are hosted in the Day Centre on three days per week. The charity provides a surgery and handles bookings, transport and administration. The service benefits the general wellbeing of users, reduces pain and discomfort, and helps to prevent falls. It is subsidised by a grant from the local Primary Care Trust.

Information services

We operate a telephone answering service from 9am to 1pm weekdays and aim to listen sympathetically to problems and signpost where and how to obtain help locally. We do not provide advice but do try to use the internet and other means to find and pass on the key information.

We provide at least one open morning per year which provides refreshments and hosts information desks for a number of key services that benefit elderly people within the borough. We aim to increase the number of events and occasions when we can engage with the public and promote awareness of relevant services that are available.

We maintain an up-to-date web site to inform elderly people directly or through their friends and family about our activities and the services and issues relevant to them.

We provide an annual "CARE Day" in partnership with the Coppid Beech Hotel and Thames Valley Police. The event is hosted by the hotel for around 250 over-70s to enjoy Christmas lunch, entertainment and advice on safety at home.

Transport to hospital

We provide transport to hospital and important medical appointments for elderly people who would otherwise have difficulty attending. We suggest donations to cover expenses for our volunteer drivers.

Handyman services

Age UK Berkshire employ a handyman to provide free assistance to Bracknell residents. We advertise the service, handle requests and make referrals.

Gardeners

Elderly residents often want help with their gardens. We maintain a list of local people who offer to do gardening and refer callers to them according to needs and location.

Outings

Each year, we provide a number of coach outings to interesting venues for the over 65s. The groups are accompanied by Age Concern volunteers and staff.

Fundraising Activities

Fundraising activities are an integral part of the services we deliver. They not only enable and subsidise our work but also build community spirit, and raise awareness of our activities.

Achievements and Performance - for the year ending 31st March 2012

Day Care

The Day Centre opened every weekday except bank holidays, except for one day because of snow, and one day because of a power cut.

Mrs Collins retired and Ms Kim Dawson was promoted to Day Centre Manager in June. The changeover was completed smoothly and the day care standards and capability continued to progressively improve. Kim completed her NVQ3 course and anticipates training to a higher level. Credit is due to Mrs Cheryl Spence of Bracknell College who has undertaken the training of our staff and volunteers and supervision of Ms Dawson.

During the year staff training and procedures have generally improved, a spacious new toilet was added, an additional carer has been employed. We now cater for a more dependent group of members.

Utilisation rose from 85% of sessions in the first quarter to 93% in the fourth. The target is 90% to allow that on average two members leave and two new members join each month. We have an average of two no-shows per day of members who were unable to attend at short notice due to age and frailty.

Fees were raised to £17 per day for new members in January 2011 and this applied to all members from mid August. However, the service is much cheaper than equivalent dementia day care in the area.

The members' activities again included construction of scarecrows for the Ascot week display and this raised £222. A further £1220 was raised by sales and raffles held by the Day Centre staff.

Toenail Cutting

The charity handled 1520 appointments during the year for a total of 299 users.

Information services

We handled over 1200 telephone calls at the Day Centre office. The website handled an average of 238 unique visitors per month and its utilisation grew by 10% over the course of the year.

In April, we hosted an open morning in the Coopers Hill hall, near to the town centre. This provided information desks for ourselves and twelve other organisations assisting elderly people.

Over 250 senior citizens were invited to the CARE Day in October. Our main contribution was to find and qualify attendees which took our volunteers about 100 hours and we provided handouts which included £375 worth of Christmas cards.

Transport to hospital

We provided some 250 trips to hospital and about 650 trips for our own toenail cutting service.

Outings

Six outings were arranged for 40 to 50 people. The venues this year were a tour of the New Forest, the Bluebell Railway, Chichester Market and Bognor, a Barge Trip, visit to Chartwell, and a tour of the Olympic site. All were highly appreciated, particularly the Olympic site.

Fundraising Activities

We were selected as the Mayor's Charity of the year and our trustees were directly involved in several of the many fundraising events arranged in that context. The proceeds would be received next year.

The Spring Walk as usual was opened by the Mayor of Bracknell Forest Council and supported by the brownies. In May 2011 it raised £490.

We produced and sold our own Christmas cards this year to promote our independence as a local charity. Production costs were recovered through sales, 1250 were distributed free of charge to CARE day attendees, and surplus stock is held over for sale next year.

Proceedings - for the year ending 31st March 2012

Following the resignation of Mrs Frenett in February, Mr Pennell continued to act as Chief Officer on a voluntary basis throughout the year. A new chief officer and administrator would duly be appointed early in the next charity year. Pending this, the CO's assistant, Mrs Wigmore was made redundant in June because she was unable to take on the hours and duties now required for administration; and Mrs Janet Thomas volunteered additional days to provide continuity of office administration.

In July the trustees had considered the offer to be associated as a "friend of Age UK" and had decided that on balance it was not in the interests of the charity. In October Members endorsed the proposal not to accept the agreement. However a new deadline and amended agreement were offered and the trustees decided that it may be acceptable if there are no obligations impacting local services

A number of refurbishments were made to improve Day Centre accommodation. The old floor tiles were replaced with a brighter, cleaner and safer oak-effect vinyl flooring. The central divider was removed to make dining area and lounge lighter and more spacious. Double glazing panels and window blinds were replaced. The bathroom was altered to be more spacious, incorporate a modern wet-room style shower and a new WC and hand-basin. Two of the existing three WCs were also upgraded.

A new PC and server were installed as a basis for securing operational data and clients' information.

The trustees were very involved with fundraising activities including the Mayor's Charity program and their own initiatives, as well as the operational changes. Mrs Eve Marshall unfortunately passed away on January 1st and three other trustees resigned to the Executive Committee on February 23rd following a particularly stressful period of activity. Cllr Mr Cliff Thomas agreed to take on the role of trustee and would duly be appointed in the new charity year.

Reserves Policy

The policy on reserves is reviewed and target levels are set at least once per annum by the trustees acting as a whole with reference to the guidance and terminology published by the Charity Commission.

The policy is also reviewed when warranted by changes in risk assessment or business plans.

The review includes restricted funds, unrestricted funds, designated funds and reserves.

Transfers to and from funds are authorised by the trustees acting as a whole.

The day care and toenail cutting services are provided directly to a group of beneficiaries requiring continual help. In the event of unexpected costs or unforeseen reduction of income, services need to be sustained while alternative funds and resources can be negotiated or ultimately the services be closed down and alternative care found for the beneficiaries. Future funding is uncertain while the services rely on annually awarded grants that may be affected by changes in social care and benefits provision. A general reserve covering 4-6 months of operating expenditure is needed.

The minibus is an essential asset used daily as part of day care provision. It is a costly item that we expect to replace within ten years of purchase, and possibly at short notice if it becomes too unreliable or costly to maintain. Whereas the market value depreciates exponentially a dedicated fund will be maintained to spread the cost of replacement evenly over the years of ownership. In view of the age of the present vehicle the dedicated fund for minibus replacement should be set at £30,000 and incremented annually by £4,000.

These funds may be invested but should be available at three months notice.

Financial review

The results for the year and financial position are set out in the Statement of Financial Activities on page 8 and the Balance Sheet on page 9.

Total incoming resources were	£173,412	(2011 : £170,862);
Resources expended were	£141,490	(2011 : £162,090)
The surplus for the year was	£31,922	(2011 : £8,772).

The extraordinary surplus was needed to restore reserves to the level necessary to sustain services in the event of unforeseen expenses or funding problems. Contributing factors were:

- The voluntary work donated by Mr Pennell and Mrs Thomas amounted to a saving of about £26,000.
- A new management accounting system was implemented and deployed in June.
This helped to control finances and identify ongoing cost base reductions.
- Increased fees for day care were phased in during the first six months.

In reviewing the reserves policy, the trustees noted that the restricted fund was insufficient to cover the anticipated replacement of the minibus. They could not identify any actual restriction placed on the current asset carried forward. Therefore a dedicated fund would be more appropriate and the "restricted" current asset to be transferred in at a later date..

At 31 March 2012:

Restricted funds carried forward were	£16,969	(2011 : £17,963).
Unrestricted reserves carried forward were	£84,473	(2011 : £50,801).

The restricted fund would be supplemented by a dedicated fund of £14,890 for replacement of the minibus, leaving a general reserve of £69,583 which is equivalent to 5 months operational expenditure.

Bob Pennell
Chair of Trustees



September 2012

AGE CONCERN - BRACKNELL FOREST

ACCOUNTS AND TRUSTEES REPORT FOR THE YEAR ENDED 31st MARCH 2012

Independent Examiners Report to the Trustees of Age Concern - Bracknell Forest

I report on the accounts of the charity for the year ended 31st March 2012 which are set out on pages 8 to 12.

Respective responsibilities of trustees and examiner.

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

It is my responsibility to :-

- examine the accounts under section 43 of the 1993 Act;
- follow the procedures laid down in the general directions given by the Charity Commission under section 43(7)(b) of the 1993 Act; and
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with these records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiners statement

In connection with our examination, no matter has come to my attention;

1. Which gives me reasonable cause to believe that, in any material respect, the requirements:-

- to keep accounting records in accordance with section 41 of the 1993 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act

have not been met; or

2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Peter Sperling ACA
P. Sperling & Co.
1, Morlew Yard
Marsh Lane
Taplow
Berkshire
SL6 0DF

AGE CONCERN - BRACKNELL FOREST

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2012

	Notes	2012 Restricted £	2012 Unrestricted £	2012 Total £	2011 Total £
INCOMING RESOURCES					
Grants and Donations	2	0	82,801	82,801	105,274
Charitable Trading	3	0	90,594	90,594	65,569
Interest Received		7	10	17	19
TOTAL INCOMING RESOURCES		7	173,405	173,412	170,862
RESOURCES EXPENDED					
Direct Charitable Expenditure	4	1,001	128,455	129,456	129,052
Administration and Advisory Services	5	0	12,034	12,034	33,038
TOTAL RESOURCES EXPENDED		1,001	140,489	141,490	162,090
SURPLUS / (DEFICIT) FOR THE YEAR		(994)	32,916	31,922	8,772
BROUGHT FORWARD 1st APRIL 2011		17,963	78,141	96,104	87,332
CARRIED FORWARD 31st MARCH 2012		16,969	111,057	128,026	96,104

The notes on pages 10 to 12 form part of these financial statements

AGE CONCERN - BRACKNELL FOREST

BALANCE SHEET AS AT 31st MARCH 2012

	Notes	2012		2011	
		£	£	£	£
FIXED ASSETS	7		28,443		30,200
CURRENT ASSETS					
Amounts Due and Prepayments		15,854		0	
Cash at Bank and in Hand		95,262		77,898	
		-----		-----	
		111,116		77,898	
		-----		-----	
CREDITORS					
Amounts falling due within one year	8	11,533		11,994	
		-----		-----	
NET CURRENT ASSETS			99,583		65,904
			-----		-----
TOTAL ASSETS LESS LIABILITIES	9		128,026		96,104
			-----		-----
CAPITAL AND RESERVES					
Restricted Funds	10		16,969		17,963
Unrestricted Funds	11		111,057		78,141
			-----		-----
			128,026		96,104
			-----		-----

Accounts approved by Trustees



Bob Pennell
September 2012



Allan Emmett
September 2012

The notes on pages 10 to 12 form part of these financial statements

AGE CONCERN - BRACKNELL FOREST

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2012

1. ACCOUNTING POLICIES

Basis

The accounts have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice - Accounting by Charities

Grant Income

Grant income is recognised on a receivable basis

Fixed Assets and Depreciation

The Initial lease cost of the day centre is depreciated using the straight line method over the sixty year life of the agreement

Fixtures and fittings are depreciated at 20% of written down value

The minibus has been depreciated at 35% of written down value

2. GRANTS AND DONATIONS RECEIVABLE

	Restricted 2012 £	Unrestricted 2012 £	Restricted 2011 £	Unrestricted 2011 £
Bracknell Forest Borough Council	0	62,332	0	62,332
Berkshire Health Authority	0	6,000	0	25,000
Parish and Town Councils	0	1,850	0	2,950
East Berkshire Primary Care Trust	0	8,812	0	8,307
Other Donations	0	3,807	0	6,685
	-----	-----	-----	-----
	0	82,801	0	105,274
	-----	-----	-----	-----

INCOME FROM CHARITABLE TRADING (UNRESTRICTED)

	2012 £	2011 £
Charges for Day Care Centre Care	65,971	39,524
Toenail Cutting Service	17,312	17,333
Holidays and Outings	5,057	3,964
Other	2,254	4,748
	-----	-----
As at 31st August 2011	90,594	65,569
	-----	-----

DIRECT CHARITABLE EXPENDITURE

	Restricted 2012 £	Unrestricted 2012 £	Restricted 2011 £	Unrestricted 2011 £
Day Centre Costs				
Payroll	0	72,249	0	86,417
Meals for Clients	0	11,162	0	13,185
Other and Depreciation	1,001	29,069	1,540	25,407
Refurbishment	0	11,660	0	0
	-----	-----	-----	-----
	1,001	124,140	1,540	125,009
Holidays and Outings	0	4,315	0	2,503
	-----	-----	-----	-----
	1,001	128,455	1,540	127,512
	-----	-----	-----	-----

AGE CONCERN - BRACKNELL FOREST

NOTES TO THE ACCOUNTS (continued) FOR THE YEAR ENDED 31st MARCH 2012

5. ADMINISTRATION AND ADVISORY SERVICES (UNRESTRICTED)

	2012	2011
	£	£
Payroll	2,935	24,695
Other Costs	8,679	7,923
Independent Examination	420	420
	12,034	33,038

6. EMPLOYEES

The number of full time and part time employees at the end of the year was:

	2012	2011
Caring Services	6	6
Administration and Advisory Services	1	2
Total	7	8

Note - All staff are employees, no agency staff have been employed during the year.

7. FIXED ASSETS

	Cost	Written Down Value as at 1st April 2011	Additions	Depreciation	Written Down Value as at 31st March 2012
	£	£	£	£	£
Minibus	28,842	2,860	0	1,001	1,859
Fixtures and Fittings	16,251	410	0	82	328
Lease	40,400	26,930	0	674	26,256
	85,493	30,200	0	1,757	28,443

8. CREDITORS

Amounts falling due within one year :-

	2012	2011
	£	£
Accruals and Deferred Income	11,533	11,994

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets	Net Current Assets	Total
	£	£	£
Restricted Fund	1,859	15,110	16,969
Unrestricted Fund	26,584	84,473	111,057
	28,443	99,583	128,026

10. RESTRICTED FUNDS

	£
Balance as at 1st April 2011	17,963
Bank Interest	7
Depreciation on Minibus for the year	(1,001)
Balance as at 31st March 2012	16,969

AGE CONCERN - BRACKNELL FOREST

NOTES TO THE ACCOUNTS (continued) FOR THE YEAR ENDED 31st MARCH 2012

11. UNRESTRICTED FUNDS

	£
Balance as at 1st April 2011	78,141
Surplus for the year	32,916

Balance as at 31st March 2012	111,057

12. FUTURE COMMITMENTS

The Trustees have no material future commitments as at 31st March 2012 other than those shown in the accounts.

13. THE TRUSTEES' RESPONSIBILITY

The Charities Act requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the charity and of the income and expenditure of the Charity for the period. In preparing those financial statements the Trustees are required to :-

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on a going concern basis unless it is inappropriate to do so

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable the financial statements to comply with the Charities Act 1993. The Trustees believe that the accounts comply with current statutory requirements and the requirements of the Statement of Recommended Practice (SORP) concerning Accounts and Reporting by Charities. They are also responsible for taking reasonable steps for the prevention and detection of fraud and other irregularities.