



Charitable Incorporated Organisation

Registered Charity Number 1153607

Trustees Report and Accounts

for the year ended

31st March 2015

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Charity Information

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Introduction

The Trustees present their report and financial statement for the year ending 31st March 2015. This report is presented in accordance with the Statement of Recommended Practice, "Accounting and Reporting by Charities" (SORP), issued in March 2005.

The Charity is a Charitable Incorporated Organisation (CIO) governed according to the Constitution dated 28th June 2013. It was established on 30th August 2013 to take forward the work of the Unincorporated Association registered charity number 265351

The CIO's annual reports are published on the Charity Commission Website, with effect from the year ending 31 March 2014. The Association's reports are also published and provide a clear comparative of the financial activities and financial position with previous reporting periods.

The CIO is an independent charity and not part of any "umbrella" body. It is a "friend of Age UK", which pursues similar aims and signposts local beneficiaries to our services.

Statement of Trustees' responsibilities

The Charities Act 2011 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 charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP 2005;
- make judgments and accounting 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to do so.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Organisation

The Trustees are:-

Mr Allan Emmett (chair)
Mr Bob Pennell (treasurer)
Mr John Clifton Thompson
Mrs Maureen Staley

The Members of the CIO are individuals, corporate bodies, or representatives of Organisations that are not incorporated; who undertake to act in good faith to further the purposes of the CIO.

The affairs of the CIO are managed by the Charity Trustees. There must be at least three and not more than twelve Trustees. The Members or Trustees may appoint new Trustees at any time provided that new Trustees appointed by Trustees must retire (and may be re-appointed) at the next AGM.

Decisions are made by simple majority of votes at a meeting of Trustees or by resolution made in writing or in electronic form and agreed by all Trustees. Induction of Trustees is overseen by the Chair

Day to day management of the Charity's affairs and line management of staff is delegated to the Chief Officer, Mrs Tracey Hedgecox.

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. The charity benefits older people who are in need of relief from age related conditions or circumstances. The area of benefits is Bracknell Forest Borough and its neighbours: Wokingham Borough, and the Royal Borough of Windsor and Maidenhead.

Caring Services

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. Users may self-refer or are identified and referred by the local GPs, Social Services and Mental Health Team.

The centre operates five days per week except for public holidays and caters for 20 users per day. The majority of users are transported to and from the centre by our minibus which is fitted with a tail lift for wheelchairs. Users 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 staff provide care throughout the day including assistance with mobility, feeding, and medication. Users 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 Care Quality Commission regulations we aim to comply with standards for domiciliary care. To that end, all of our care staff are trained to Level 2 or Level 3 Vocational Qualifications (NVQ or QCF) plus other appropriate training.

Our staff regularly review care plans and review users' progress with their Community Psychiatric Nurses and support network. This generally identifies a marked improvement in the users' wellbeing and enables them to stay longer in their own homes. Some users are in residential care and 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 and administration. The service benefits the general wellbeing of users, reduces pain and discomfort, and helps to prevent falls.

Community Services

Information services

We operate a telephone answering service on weekday mornings to listen sympathetically to problems and signpost or refer callers to appropriate services. We do not provide advice but do try to use the internet and other means to research and pass on key information or practical assistance with queries.

We maintain an up-to-date web site, and a Facebook page which is updated daily, to inform elderly people directly or through their friends and family about our activities and other local services and issues relevant to them. It also keeps our members, supporters, and other interested parties informed about our activities.

We distribute a quarterly newsletter by email or letter to any older people who wish to register for this service.

Events Strategy

Community Services such as information provision are valuable to our beneficiaries and they are expected as a legacy of the name "Age Concern". In fact, people are referred to us for help by Age UK and other bodies.

However, these services are costly in terms of office facilities, communications and staffing. Since we are not part of any national organisation, and grants generally do not cover ongoing costs; we have to fund these activities directly from the local community. The ageing population and pressure on care sector funding are particularly challenging. The events strategy answers these issues by simultaneously extending the reach of these services and attracting funding from other sources.

The key was to be outgoing and use the resources needed for community services to also advertise the benefits provided and thereby win support for our work. We set out to provide benefits through public events, day trips etc. and use the outcomes to inspire people to support us. The events would enable us to:

- engage with a network of beneficiaries to understand and address their needs;
- promote and deliver practical assistance, social interaction, information, exercise, and online access (national field research has identified that a little bit of help and attention makes a substantial difference to older people's quality of life); and
- provide the marketing necessary to ensure very high utilisation of core services and to attract volunteers and financial support directly from the community.

This approach had been piloted in the year to March 2014 and proved successful. The events were very well received in the community and the marketing attracted additional donations, grants and volunteers.

Promoting use of IT

Research has shown that anyone who is not online is considerably disadvantaged and the majority of people who are deprived are over the age of 65. We incorporate demonstration and coaching on the benefits of internet access in many of our public events and have discovered the power of tablets to aid social interaction for beneficiaries. We championed internet inclusion as a priority for Bracknell's "Older People's Partnership" and during this year our partners provided funding for us to deliver their plan of work in 2015-16.

Our Services and resources are kept under review and re-evaluation

Achievements and Performance - for the year ending 31st March 2015

Day Care

The Day Centre opened every weekday except for bank holidays and Christmas week. Average utilisation was 96% with 1.6 non-attendances per day (2014: 96% and 1.3) and a turnover of 2 new users per month. Mrs Cheryl Spence of Bracknell College continued to train our staff and volunteers.

Information services

We handled over 4200 telephone calls (2014: 2500).

The website received 1300 unique visitors per month (2014: 700); and there are now over 400 followers on Facebook (2014: 150).

Over 400 network members receive quarterly newsletters (2014: 200).

Transport to hospital

Although we no longer operate a regular service, about 200 trips were provided (2014: 670).

Toenail Cutting

The Charity handled 1463 appointments during the year for a total of 265 users (2014: 1520 for 299).

Events Strategy

Direct revenues at events plus grants to provide events totalled £7.8k; and indirect revenues from donations, fundraising, and sales stimulated by those activities made a total of £12.5k. That substantially offset the £28k cost of the new charity office and payroll.

An event can be anything that is consistent with our objects and is organised to deliver public benefits and/or generate funds to support our work. The original business plan was to host monthly events to engage the older community throughout the borough. However, it was difficult to secure community centres on other than a weekly basis. The solution was to provide weekly events to combat isolation.

Weekly events required more hours worked by the event organisers, but we discovered there was a huge need for such events and they can provide life-changing benefits. The weekly events created popular demand and our partners offered grants to part-fund similar sessions for the next year.

“Get together” events

These were a series of weekly events at Priestwood Community Centre. Priestwood has one of the largest elderly populations in Bracknell. The aim was to entertain, inform and promote age appropriate exercise and above all to provide social contact for people who were in need. During 2014/15 we held 24 weekly events, which were attended by between 30 and 40 people each week. Feedback confirmed that 100% of attendees scored the events 8/10 or higher and some felt it was life changing. Paul R said “This weekly event is the only time I get to talk to somebody”. Friendships were formed, umpteen cups of tea and biscuits were consumed and everybody enjoyed the wide range of activities for the body and mind. The physical activities included walks, Zumba Gold exercise, and Circle Dancing. Other activities included singing with Meadowvale School, Bingo, quizzes, crafts and guest speakers.

Other events

We held two skittles events with lunch, one at a local pub and the other at a local club; an introduction to short mat bowls and “CommuniTea” events at Bracknell Methodist Church and The Look-In café.

At Christmas we had a pantomime thanks to Garth Hill College and a Christmas Cinema singalong. Thanks to the generosity of the local public we also received and donated approximately 600 Christmas gifts to older people and around 100 food hampers in conjunction with the local food bank.

We held an open day to promote the Day Centre on a gorgeous sunny weekend in June and a volunteer recruitment evening to allow potential volunteers to meet with our existing helpers. We intend to make these annual events.

Outings

We pooled resources to help a local church to fill their coach trips to Bristol and Salisbury Cathedrals and ran our own trip to Chichester in December to visit the Christmas Market.

Promoting use of IT

We secured funding for a series of events encouraging use of the internet and held three iPad for beginner sessions in conjunction with Bracknell Forest Homes. This is part of an ongoing programme. We attended what turned out to be the 10th and final Retirement Fair at Ascot Racecourse and focussed on showing the attendees what the internet could do for them in a fun and low key way. Attendees were encouraged to "Take a selfie" and take part in our "App a day" challenge. #ITIQ50plus,

iPads are an integral part of our day care and are used to put clips of the various activities on Facebook. This is a very practical demonstration of the social benefits of the internet, and is popular with carers of Alzheimer's sufferers to better understand and build on their social interactions.

Fundraising

We arranged a 100 mile spin cycle challenge in May 2014 inspired by veteran rider, David Marshall, who represented us in the Prudential RideLondon 100 event in August.

The combined revenue from these activities was £4000. It also inspired Caley, the granddaughter of one of our day care members, to do her own fundraising challenge which raised £1000.

We also signed up to "Clothes for Charity" as a means of raising funds through unwanted clothing. We held a launch event in conjunction with the Refresh Café and used clothing continues to come in at an average rate of 20kg per fortnight.

This is very welcome and we very much appreciate the individual efforts of our fundraisers. However in these financially stressed times as an organisation we need to do significantly more and will explore possible avenues.

Proceedings - for the year ending 31st March 2015

Incorporation as a CIO was slow while third parties were still uncertain about the new legal framework. The fact that the name and address of the organisation does not change is a simplification but in the early days it caused confusion, for example whether or not agreements need to be novated.

Following legal advice: a transfer of undertakings was executed between the CIO and the Association; the CIO opened an account with a separate bank; and the Association was not dissolved but remains dormant and still holds a bank account. This was sound advice. Some arrangements can take months to complete, for example a lease is still held on behalf of the Association and being transferred to the CIO. It is also useful that historical accounts can be found under the Association's records on the Charity Commission website.

All transactions were transferred to the new bank over the course of 6 months except that for convenience weekly cash and cheques are still paid into the Association's bank. Considerably more bank activity has been created by the success of the events strategy and also because 46% of Day Care fees are now paid online.

Accounts are consolidated on a monthly basis and reconciled with bank accounts to provide trustees with an up-to-date view of financial performance against the annual budget and three-year business plan.

In preparation for the annual pay review in November, the trustees noted the NCVO recommendations of April 2014 and agreed a policy on remuneration for all employees. A careful study of salary histories against CPI, ASHE and ONS statistics showed that salaries had not kept pace with inflation and a substantial increase in payroll was desirable.

The 3-year business plan was revised to accommodate this uplift and workplace pensions to be introduced in 2016. As a result a more challenging but achievable budget was agreed for 2015-16.

Financial review

The results for the year and financial position are set out in the Statement of Financial Activities on page 10 and the Balance Sheet on page 11. Total incoming resources were £191,230 (2014: £188,534); Resources expended were £205,300 (2014: £178,655). The deficit for this year was £14,070 (2014: £9,879 surplus).

The CIO has delivered considerably more public benefits this year through its “events strategy”. The office and staff, to deliver community services, increased annual operating costs by £16,734 (note 4). However, through advertising our work, events organisers enabled a £5,934 increase in other grants and donations (note 2), to offset our dependency on local authority (social care) grants which reduced by £22,637 this year.

Direct revenue from services increased by £18,350, of which £1,811 was incidental income from events. Events are essentially free of charge but having established demand and perceived value of the benefits, in future it will be appropriate to charge for attendance,

All salaries were reviewed under the newly agreed remunerations policy and the trustees decided a payroll uplift of about £17,000 p.a. was needed to properly reward staff.

At 31 March 2015: The restricted fund stood at £511 which is the book value of the minibus and there is a designated fund of £30,022 for expected replacement of the vehicle within the next two years. The general reserve is now £102,087 (note 9) which equals only 5.2 months of operational budget for 2015-16.

The budget for 2015-16 is £235,566 (increased from £192,951 in 2014-15).

Grants totalling £21,884 (note 8) have been received for work committed in the year 2015-16. Of this: £4,800 is the residual of a grant to provide short-time respite to 24 hour carers; £1,568 is to part-fund provision of 12 digital inclusion events; and the remainder funds a digital inclusion coordinator and equipment to deliver work defined by the Older People's Partnership.

Reserves Policy

The Trustees review the policy on reserves and set targets at least once per annum 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 unrestricted funds, designated funds and tangible fixed assets. 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 beneficiaries requiring continual help. These services need to be sustained in the event of unexpected costs or unforeseen reduction of income. A general reserve equal to at least 6 months of operating expenditure is appropriate to bridge short term effects and/or negotiate alternative sources of resourcing or of care services. The General Reserve is that part of unrestricted funds that are freely available to spend, i.e. excluding designated funds and tangible fixed assets.

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 unfit for purpose. A designated fund has been set aside and currently stands at £30,022, which is considered to be sufficient.

Plans for Future Periods

The caring services will be maintained. The Day Care Centre is at capacity and the quality of care is high. However, possibilities are being studied for the provision of additional services out of hours or to make good use of the small room previously used as the Charity office.

The events strategy and community services are rapidly developing. During 2014-15 information provision and attendance at events have doubled. Donations and revenues from other sources increased by 81% to offset the reduction in local authority grants, caused by pressure on adult social care budgets.

The direction of this development has to continue. The pace of change will be slower due to the inertia of work pre-committed by grants. Grants have been awarded, to part-fund provision of weekly "get together" events next year and this commitment is included in the three year business plan. Strategically, the aim is to increase revenues earned at events in order to make them sustainable for the longer term.

A work plan for digital inclusion has been defined within the "Older People's Partnership" and monies have been granted for the CIO to deliver it as the core of our work in this area.

We are extending our work in another important direction. Berkshire Community Foundation has provided funds of £5,000 for us to distribute next year to provide respite to carers.



Allan Emmett
Chair of Trustees
August 2015

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 2015 which are set out on pages 10 to 14.

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 section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the 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 those 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 examiner's statement

In connection with my 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 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 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

Date:

P. T. Sperling
3/9/15.

STATEMENT OF FINANCIAL ACTIVITIES

	Notes	2015 Restricted £	2015 Designated £	2015 Unrestricted £	2015 Total £	2014 Total £
INCOMING RESOURCES						
Grants and Donations	2	0	0	52,940	52,940	69,643
Charitable Trading	3	0	0	137,191	137,191	118,841
Interest Received		0	0	1,099	1,099	50
TOTAL INCOMING RESOURCES		0	0	191,230	191,230	188,534
RESOURCES EXPENDED						
Direct Charitable Expenditure	4	275	0	171,394	171,669	152,347
Administration and Advisory Services	5	0	0	33,631	33,631	26,308
TOTAL RESOURCES EXPENDED		275	0	205,025	205,300	178,655
SURPLUS / (DEFICIT) FOR THE YEAR		(275)	0	(13,785)	(14,070)	9,879
TRANSFER		0	0	0	0	0
BROUGHT FORWARD 1st APRIL 2014 FROM REG. CHARITY NUMBER 265351		786	30,022	140,284	171,092	161,213
CARRIED FORWARD 31st MARCH 2015		511	30,022	126,489	157,022	171,092

The notes on pages 12 to 14 form part of these financial statements

BALANCE SHEET AS AT 31st MARCH 2015

	Notes	2015		2014	
		£	£	£	£
FIXED ASSETS	7		24,913		25,904
CURRENT ASSETS					
Amounts Due and Prepayments		3,575		3,575	
Cash at Bank and in Hand		156,747		145,241	
		<u>160,322</u>		<u>148,816</u>	
CREDITORS					
Amounts falling due within one year	8	<u>28,213</u>		<u>3,628</u>	
NET CURRENT ASSETS			<u>132,109</u>		<u>145,188</u>
TOTAL ASSETS LESS LIABILITIES	9		<u>157,022</u>		<u>171,092</u>
CHARITY FUNDS					
Restricted Funds	10		511		786
Designated Funds	11		30,022		30,022
Unrestricted Funds	12		<u>126,489</u>		<u>140,284</u>
TOTAL CHARITY FUNDS			<u>157,022</u>		<u>171,092</u>

The notes on pages 12 to 14 form part of these financial statements

Accounts approved by Trustees



Bob Pennell - treasurer

August 2015



Allan Emmett - chair

August 2015

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2015

1. ACCOUNTING POLICIES

Basis

The accounts have been prepared under the historical cost convention and in accordance with

- Accounting by Charities - Statement of Recommended Practice (SORP 2005);
- and with Financial reporting standards for Smaller Enterprises (FRSSE);
- and with the Charities Act 2011

The Charitable Incorporated Organisation (CIO) 1153607 was registered on August 30th 2013, to take forward the work of the Unincorporated Association registered number 265351. Assets, liabilities and funds were transferred.

Incoming resources

Incoming resources are recognised on a receivable basis

Expenditure and liabilities

Liabilities are recognised on an accruals 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

Tangible fixed assets are capitalised if they can be used for more than one year, and cost at least £500

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

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

Employees

Employees are properly shown as average number of full time equivalents for the year.

2. GRANTS AND DONATIONS RECEIVABLE

	Restricted 2015 £	Unrestricted 2015 £	Restricted 2014 £	Unrestricted 2014 £
Bracknell Forest Borough Council	0	39,695	0	62,332
Parish and Town Councils	0	1,463	0	950
Berkshire Community Foundation	0	448	0	0
Other Donations	0	11,334	0	6,361
	<u>0</u>	<u>52,940</u>	<u>0</u>	<u>69,643</u>

3. INCOME FROM CHARITABLE TRADING (UNRESTRICTED)

	2015 £	2014 £
Charges for Day Care Centre Care	109,181	89,153
Toenail Cutting Service	21,475	24,964
Community Services	6,535	4,724
	<u>137,191</u>	<u>118,841</u>

4. **DIRECT CHARITABLE EXPENDITURE**

	Restricted 2015 £	Unrestricted 2015 £	Restricted 2014 £	Unrestricted 2014 £
Day Centre Costs				
Payroll	0	85,564	0	81,967
Meals for Clients	0	17,012	0	14,362
Other and Depreciation	275	30,046	422	33,643
Refurbishment	0	2,369	0	2,284
	<u>275</u>	<u>134,991</u>	<u>422</u>	<u>132,256</u>
Community Services Costs				
Payroll	0	17,175	0	10,678
Office	0	12,570	0	4,819
Other	0	6,658	0	4,172
	<u>0</u>	<u>36,403</u>	<u>0</u>	<u>19,669</u>
Total	<u>275</u>	<u>171,394</u>	<u>422</u>	<u>151,925</u>

5. **ADMINISTRATION AND ADVISORY SERVICES (UNRESTRICTED)**

	2015 £	2014 £
Payroll	27,249	20,242
Other Costs	5,882	5,566
Independent Examination	500	500
	<u>33,631</u>	<u>26,308</u>

6. **EMPLOYEES**

The average number of full time equivalent employees for the year was:-

	2015	2014
Caring Services	5.7	5.6
Administration	1.0	0.8
Community Services	1.3	0.5
Total	<u>8.0</u>	<u>6.9</u>

Note - All staff are employees, no agency staff have been employed

7. **FIXED ASSETS**

	Written Down Value as at 1st April			Written Down Value as at 31st March	
	Cost £	2014 £	Additions £	Depreciation £	2015 £
Minibus	28,842	786	0	275	511
Fixtures and Fittings	16,251	210	0	42	168
Day Centre Lease	40,400	24,908	0	674	24,234
	<u>85,493</u>	<u>25,904</u>	<u>0</u>	<u>991</u>	<u>24,913</u>

8. **CREDITORS**

Amounts falling due within one year :-

	2015 £	2014 £
Grants received for work in 2015-16	21,884	
Expenses accrued for repayment	6,329	3,628
	<u>28,213</u>	<u>3,628</u>

9. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Fixed Assets £	Net Current Assets £	Total £
Restricted Fund (Minibus)	511	0	511
Designated Fund (Minibus replacement)	0	30,022	30,022
Unrestricted Fund	24,402	102,087	126,489
	<u>24,913</u>	<u>132,109</u>	<u>157,022</u>

10. RESTRICTED FUNDS

	£
Balance as at 1st April 2014	786
Depreciation on Minibus for the year	<u>(275)</u>
Balance as at 31st March 2015	<u>511</u>

11. DESIGNATED FUNDS

	£
Balance as at 1st April 2014	30,022
Interest	<u>0</u>
Balance as at 31st March 2015	<u>30,022</u>

12. UNRESTRICTED FUNDS

	£
Balance as at 1st April 2014	140,284
Surplus for the year	<u>(13,785)</u>
Balance as at 31st March 2015	<u>126,489</u>

13. FUTURE COMMITMENTS

The Trustees have no material future commitments as at 31st March 2015 other than those shown in the accounts.