

**TRUSTEES REPORT
& FINANCIAL STATEMENTS
FOR THE YEAR ENDED
MARCH 2011**

Registered Charity 260189



INVESTOR IN PEOPLE

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Chairman's Statement

It has been another busy year, frustrating at times, and yet rewarding. The Age UK/Cymru offer for us to become a 'Brand Partner' has dominated much of the Trustees considerations this year. I am conscious that the public are still confused over what has happened. We have decided to retain the Age Concern name rather than become part of the Age UK/Cymru national brand. The Trustees decided that it was not in the best interests of our charity or the older people we help to change our name and adopt a new Age UK/Cymru brand. We have had to change our logo as seen on the front cover of this Report, but that's all – we remain an independent local charity and all the funds we raise are used to improve the quality of life for older people in Cardiff and the Vale. We will continue to provide local services to help and support older people, especially those who are vulnerable, isolated, and in poverty.

We were extremely proud to learn earlier this year that we were one of the ten winners across the UK of the prestigious GlaxoSmithKline IMPACT Awards. This national award recognises and promotes excellence in community health care, and acknowledges the positive impact we have on the lives of older people in Cardiff and the Vale. In addition to a £25,000 grant and training for 2 members of staff a short promotional video has been made and can be seen on our website. This award was only achieved as a direct result of the excellent work of our staff and volunteers.

In addition to the GlaxoSmithKline IMPACT Award our services and work has been recognised by:

- Investors in People standard
- An excellent CSSIW report for our Hospital Discharge Service
- Advocacy Quality Performance Mark
- Jeff Hawkins our Chief Executive received a Highly Commended award for Leadership in the Voluntary and Not for Profit Sector in the Leading Wales Awards
- Short listed for the Jubilee Peoples Millions Grant for June 2011

Volunteering remains an integral part of our charity. Our 331 volunteers range in years from 16 to over 90 and without their support and commitment we would not be able to provide the wide range of services that we do. In monetary terms it equates to an additional £1 million being spent on helping older people, an excellent advert for the "Big Society."

Our 69 dedicated staff continue to excel in their work with older people and it was pleasing to see their work and that of our volunteers recognised by the GlaxoSmithKline IMPACT Award.

Over the year we have helped over 20,000 older people to achieve a more fulfilling life and raised over £5.6*million in welfare benefits that were going unclaimed. A consultant geriatrician has said, "The NHS is good at looking at the health needs and local authority at the social care needs but Age Concern are the glue that holds us together to some extent as they go further focussing on the whole needs of the person not the patient".

Our joint application to the Big Lottery Fund, in collaboration, with Age Concern organisations in South East Wales was successful. This Safeguarding Older People Advocacy Project, will be worth £1m over 3 years and will enable us to provide additional Advocacy work to enable older people to make their own informed choices.

From a financial viewpoint, in the year to March 2011 we were fortunate to receive legacies totalling £114,000 resulting in an overall surplus of £75,519 for the year. This gave a welcome boost to our reserves, which will be needed to face the challenges that lay ahead as the spending cuts in the Public Sector start to have an impact.

We are grateful for the financial support we receive from Cardiff and the Vale Councils and the University Health Board. We have a strong working relationship with these organisations, developed over many years and will continue to be a 'critical friend' as we all tackle the need to improve services for older people. We believe that we provide good value for money in respect of the income we receive from statutory partners.

Baroness Finlay of Llandaff has recently been appointed as our Patron in recognition that we share the common goal of working towards a society in which older people are respected, treated as equals and enabled to meet their aspirations.

The organisation continues to be led by Jeff Hawkins our Chief Executive, and his motivation and leadership has guided us through another difficult year. My thanks to him, all the staff and volunteers for their continued commitment and hard work. My thanks also to the Trustees for their support and input over the year.

Colin Harvey
Chairman

(*each benefit award given an 18 month value)

Charitable Activities – Aims

Charitable Activity	
Information and Advice	Aim
	<p>Provide direct information and support.</p> <p>Enable older people to secure and uphold their rights at times when they may be vulnerable owing to ill health, discrimination or abuse.</p> <p>Provide independent, accurate and up to date information on benefits entitlement to enable older people to maximise their income.</p>
Community Support	<p>Empower and enable older people to continue to live independently through the provision of a wide range of information and a variety of services provided locally through volunteers to reduce social isolation.</p> <p>Recruit, train, support and supervise volunteers for all relevant charitable activities.</p> <p>Organise and provide short term direct support for older people just after discharge from hospital, in order that they can remain living in the home of their choice for as long as they wish.</p>
Ageing Well and Engagement Programme	<p>Promote the health and wellbeing of older people by delivering a range of holistic activities that engage older people, providing opportunities for participation, involvement and active citizenship.</p>
Operational Management	<p>Maintain sufficient income to support the activities that we believe make a difference to people's lives. Raise independent, unrestricted income to further the objectives of the charity.</p> <p>Provide opportunities and products that meet the needs of people over 50 in a manner that enhances the reputation of Age Concern and provides a sustainable income for its charitable activities.</p>
Partnership Development	<p>Improve joint working between statutory and voluntary sector organisations to meet the needs of older people in Cardiff and the Vale.</p> <p>Involve trustees and key staff in a number of networks that provide for representation of the charity's interests, providing input to service developments and the views of older people to be represented.</p>

Charitable Activities – Who Benefits

Who benefits from our work?

The beneficiaries of the Charity's work have been:

- Over 80 years of age (40% of our service users)
- Over 70 years of age (74% of our service users)
- People with a sensory or physical disability (49% of service users)
- Occupiers of their own homes (60% of service users)
- Female (70% of service users) many living alone and on fixed income.

In the year 2010-2011 we helped and supported approximately 20,000 older people in Cardiff and the Vale of Glamorgan. Although there may be some double-counting, the short reports on service activities, below, identify the breadth and scope of our work.

It has been consistently reported by staff and volunteers that, whatever the reason for contacting us, the thing that most people value and appreciate above all from our Charity is 'the human touch'.

The almost certain decrease of income in real terms, points to the inevitable conclusion that we must be more discriminating and focussed in future with our scarce resources and this in turn may have an impact on the number of beneficiaries the charity can help and support.

Ageing Well and Engagement Programme

The Programme has 2,800 people registered as members of the Programme and who are in receipt of Lifetimes, the Programme's quarterly newsletter. The Ageing Well Programme runs two community venues in Barry and Ely and outreach activities in Llanrumney and across the Vale.

The range of activities and events run each year is wide, covering healthy eating, physical exercise, lifestyle talks, creative arts, lifelong learning, gardening and intergenerational activities. During the year there has been a staggering 14,160 attendances at regular activities and large scale events such as Eisteddfod, Garden Show and Men's Health day. The Senior Health Shop attracts approximately 350 customers each week.

The Programme also delivers EXTEND classes across the two counties and runs a physical activity programme for frail older people, working in 32 residential and nursing homes across Cardiff and the Vale, of which 25 have regular volunteers supporting activities.

We have provided a range of physical activity training courses for over 100 staff and volunteers working in care settings and they continue to receive support through the regular electronic resource network and loan of equipment. All of the activities provided through the Programme are supported by 122 volunteers giving approximately 18,864 hours of service.

Counselling

This service now only operates in Cardiff. During the year there have been 155 referrals of which 115 completed counselling. Of those entering therapy over 40% are deemed to have recovered post therapy and a further 17% demonstrate improvement. 100% of clients have waited 26 days from referral to assessment compared to the NHS 71 days. The main issues raised include: anxiety, depression, physical problems, bereavement and loss, relationships.

Nail Cutting Service

Pilot project now entering its second year has 120 Clients receiving a service and a further 8 awaiting first appointment. Part of a larger project designed to overcome shortfall in service provision for those unable to provide their own footcare has been nominated for the NHS Wales Award 2011.

Good Neighbour Schemes

The seven Schemes have 190 volunteers providing 18,323 hours of practical and emotional support for clients. There are 676 ongoing clients who receive one or more of the GNS services. These include weekly visits, monthly telephone calls and practical help.

The Co-ordinators have responded to 2,199 enquiries, 257 visitors to their local offices and have provided 760 home visits. Every year we are faced with the need to recruit volunteers to help meet the needs of clients of the service. In the last year 88 volunteers left the Schemes and a further 49 joined. This is primarily due to the ebb and flow of student volunteers and less students being taken on.

Charitable Activities – Who Benefits

Hospital Discharge Service

The Hospital Discharge Service plays a vital role in helping people settle safely into their homes following a stay in hospital. During 2010/11 the service has carried out 4,353 visits and provided 586 hours of support through its Carers Sitting Service in the Vale of Glamorgan. In addition 262 people were referred on to other Age Concern Services.

The Community Liaison Officer working with the multi-disciplinary Cardiff East Locality Team (CELT) has supported 260 people in the locality during 2010/11. The post also provides a point of contact for the Liaison Officer working in the Emergency Unit at the University Hospital of Wales who can help identify people who require the support of CELT following hospital assessment.

The Placement Adviser Service assists older people and their families awaiting discharge from hospital and transitional care units find appropriate placements in residential and nursing homes. The service supports the transition from hospital to care home setting with the same Placement Adviser following the person through from referral to placement and continuing to visit for a short time to ensure people are settled in the home they choose. The service operates across Cardiff and the Vale of Glamorgan and in 2010/11 received 520 referrals.

Advocacy Service

Over the last year the service has responded to 3631 direct enquiries from older people living in the community, in hospital and in care homes. Increasingly the service has been involved in the Protection of Vulnerable Adults and has supported a number of older people around issues of elder abuse. Additional funding has been secured to develop advocacy for carers and grandparent carers.

The service has a regular presence in 44 care homes and has attended outreach sessions and special events.

Service users have been supported and empowered to make informed choices about their issues and concerns.

The Welfare Rights Service

The service has been running for ten years and has assisted over 17,000 people to claim benefits. This year the service supported clients to claim benefits totaling £5.6*million. In total this year the main service has responded to 3,841 enquiries. The service continues to provide a specialist post focusing on older people who have a mental health issue or are in a caring role. A post of Money Wise Advisor has been established as a result of a successful funding application to the Big Lottery.

*(*each benefit award given an 18 month value)*

Our hospital based Information & Welfare Rights Advisor has responded to an estimated 300 further enquiries and assisted clients claim around £300,000*. The on going promotional work carried out by the Benefit Take Up Advisors ensure older people in hard to reach communities are informed of their benefit entitlements.

*(*each benefit award given an 18 month value)*

Charity Shops and Trading

These activities generate independent income, making an important contribution to the Charity's funding strategy. Trading conditions have been challenging and new plans have been made to ensure that income is achieved at the levels required.

Reporting on the Charity's Public Benefit

The Trustees confirm that they have paid regard to the Charity Commissions public benefit guidance.

Charitable Activities – Strategic Objectives

The key elements of our long term strategic objectives are:

- To raise awareness and campaign for a fair deal for older people
- To provide services in line with our objectives and vision
- To build on the Charity's culture and ethos

Aims of the Charity

We will help and support older people, especially those who are vulnerable, isolated, and in poverty.

The Charity's aims are to:

- Enable older people to secure and uphold their rights at times when they may be vulnerable.
- Provide independent, accurate and up to date information.
- Provide a wide range of information and a variety of services through volunteers.
- Recruit, train, support and supervise volunteers.
- Provide support for older people to remain living in their home of choice for as long as they wish.
- Promote health and wellbeing through the delivery of a range of holistic activities.
- Provide opportunities for older people to participate and engage as active citizens.

Organisational Objectives for 2011

- Shape what we do by hearing what service users tell us.
- Undertake research and analysis so that the Charity's developments are influenced by what we learn.
- Generate funds to support the needs of the charity and its beneficiaries.
- Sell commercial products and services.
- Train and develop staff and volunteers to deliver care, support and initiatives that meet the aspirations of older people.

Aims of the Subsidiary Company

The Trading Company's aims are to:

Specifically, though not exclusively, provide opportunities for older people to purchase products and services that meet the needs of people over 50 in a manner that enhances the reputation of the Charity and provides sustainable income to pay for our Charitable Activities.

Risk Assessment

The Board identified that there was a risk that income would not be sufficient to sustain activities at the existing levels.

The 2010-2011 assessment of the Charity's financial health identified that:

1 Public sector grants represent 73% of total income.

The percentage of unrestricted income to total income was up from 21% to 24%.

Salary costs, as a percentage of overall costs, were set to rise to 80%.

Unrestricted funds increased to £273,298, representing 18% of total income.

2 The conclusion from this assessment was that whilst income from the public sector was still realistic, future pressures on the public sector meant that the charity must ensure the relevance of its services and proposed service developments.

3 Income from other sources was necessary.

4 We must remain focussed on using scarce resource effectively.

5 Staff must be engaged in a process to determine how to reduce costs and increase income.

The Board implemented plans to address the forecast deficit of £68,650. This was done in the context of the Charity's Strategic Plan.

The Chairman's Report, page 2, comments on a number of achievements. With the threat of a large deficit addressed, the Charity remains focussed on its strategic objectives, page 6.

Financial Review

Comparison of 2010/2011 with 2009/2010

The Statement of Financial Activities for the year is set out on page 12. Total incoming resources increased by £98,082 from £1,389,419 to £1,487,501. Total resources expended increased by £14,513 from £1,397,469 to £1,411,982. Staff costs represent 80% of total expenditure and these rose from £1,090,257 to £1,126,858.

The original budget forecast a deficit of £68,650. The actual movement in funds identifies a surplus of £75,519.

Reserves Policy

The Trustees have reviewed their reserves policy and the outcome of this is that, to ensure effective stewardship of assets of the charity, Trustees believe that a target of 15% of total income is required for unrestricted funds. Unrestricted funds, after adjustment for fixed assets, stand at £272,883, this represents 18% of income. This is a remarkable achievement given the financial pressures we have experienced over the last few years. It is evident that our risk assessment mitigation plans have been effective and is a testimony to the dedication of our staff, trustees and volunteers and satisfying to note the support we have from funders, supporters and partners.

Although the reserves policy target has been exceeded, the Trustees have determined that designated unrestricted funds should be increased.

In 2012 two large property leases will end. The financial impact of this is difficult to determine due to ongoing negotiations with landlords. At this time an accurate assessment of the charity's obligations with regard to dilapidations and potential relocation costs has yet to be carried out.

Trustees therefore feel it prudent to make extra financial provision in designated funds.

(i) General Reserve Fund

To cover cash flow requirements £154,106. Of this £415 is represented by tangible fixed assets, leaving £153,691 as free reserves.

(ii) Designated Unrestricted Reserves

Designated Unrestricted Reserves

£54,192 - Project Support (providing for potential underfunded activities)
£10,000 - Information Technology
£35,000 - Dilapidations Provision
£20,000 - Relocation Provision

£119,192 - total

Investment Policy

The Charity Trustees believe that they require access to funds on a regular basis and have therefore approved the transfer of funds, when appropriate, to the Charities Official Deposit Investment Fund (CODIF). This fund pays a favourable rate of interest with immediate access to the capital.

Plans for the future

Ensure the relevance of current and proposed activities – We will continue to review our services as part of the review of public sector funding in 2011/2012.

Obtain non statutory income to reduce the reliance on grant and contract by increasing unrestricted income – New sources of income have been identified and the success rate ahead of the end of the financial year means that the 2011/12 budget has been improved. Plans established some years ago to increase legacy income are now being realised.

Be more discriminating and focused on the use of scarce resources – The Staff contribution to reducing costs has been remarkable and these savings will be carried forward in 2011.

Develop exit strategies for services affected by funding issues – Over the last two years we have avoided making any significant numbers of staff redundant and the Charity remains committed to the progressive approach.

Funds and reserves must be sufficient to meet lease and other contractual commitments – This is reviewed annually. Designated funds have been increased again this year to ensure sufficient resources are available to cover project income shortfall and building lease commitments.

Spread the risks associated with contractual obligations through an appropriate legal structure – The Annual General Meeting approved the decision to incorporate the Charity and establish a separate trading subsidiary.

Trustees Responsibilities

The Trustees submit this Annual Report and the audited Financial Statements for the year ended 31 March 2011. In preparing the Annual Report and Financial Statements, they have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' (revised 2005).

Law applicable to charities in England and Wales 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's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to follow best practice to ensure they:

- Select suitable accounting policies and apply them consistently
- Make judgments and estimates that are reasonable and prudent
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any departures disclosed and explained in the financial statement; and
- Prepare the financial statements on a going concern basis unless it is inappropriate to presume that the Charity will continue in operation

The Trustees are responsible for keeping proper accounting records which disclose, with reasonable accuracy at any time, the financial position of the Charity and which enable them to ensure that the Financial Statements comply with the Charities Act 1993, SORP 2005 and the Charity's Constitution. Trustees 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.

Governing Document

Age Concern Cardiff and the Vale of Glamorgan (the Charity) is an unincorporated association with charitable status, governed by a Constitution - Registered Charity Number 260189. Trustees of Age Concern Cardiff and the Vale of Glamorgan are also Trustees of the George Hill Snook Charity for the Aged, Registered Charity Number 213285.

The Charity was first registered in 1974. The Constitution is reviewed periodically and was last amended in 1998. HM Revenue and Customs recognises the charitable status of the organisation and therefore, no provision for taxation has been made in the accounts of the Charity.

Membership

Membership of the Charity is open to voluntary organisations, departments of central government and the local statutory authorities, corporate bodies, and unincorporated associations operating within the area of benefit. Individuals aged eighteen or over living or working in the area are also eligible. A record of membership is maintained by the Charity.

Appointment of Trustees

Applications for potential Trustees are sought by press advertisement, through registration with appropriate local networks and associations, through the Charity's website and through invitations sent out in member mailings.

Membership of the Board of Trustees consists of the Chair and up to eight other trustees elected by members of the Charity as determined by the Charity's Regulations. The Board also has the power to co-opt persons to serve as members of the Board until the next election of Trustees.

Trustees Responsibilities

Board members need not be members of the Charity at the time of their election, but will become members from the time of their election. Trustees are initially elected for three years. Two Trustees are required to stand down each year, but may seek a further appointment.

Trustees Induction and Training

Trustees take an active role in succession planning. Potential Trustees are initially provided with reports that will enable them to judge whether to pursue an appointment. Application forms are completed prior to an interview with the Chair of the Charity and the Chief Executive. If candidates are regarded as suitable, and wish to pursue an appointment, an orientation session is arranged. This forms part of the ongoing induction process and involves meetings with key staff, attendance at seminars and Committees and at least one Board meeting. Following satisfactory completion of the recruitment process the Board will recommend appointment as a Trustee.

Organisation

The Board has the overall responsibility for the governance of the Charity. It meets at least six times a year and is supported by two committees: finance and human resources. Regulations specify the powers of the Board, the committees and the authority delegated to senior staff.

The Director leads the Management Team in the day to day management of the Charity, working within the financial framework, procedures and policies set down by the Board. The Director has delegated authority for human resource planning, employment, service development and finance.

Related Parties

The Charity is an active member of the Age Concern Partnership. The Partnership is made up of independent and autonomous Age Concern organisations, which share common aims and values.

Independent Auditors Report

We have audited the Financial Statements of Age Concern Cardiff and the Vale of Glamorgan for the year ended 31 March 2011 which comprises the Statement of Financial Activities, the Balance Sheet and related notes.

These Financial Statements have been prepared under the historical cost convention and the accounting policies set out therein. This Report is made solely to the Charity's Trustees, as a body, in accordance with Section 44 of the Charities Act 1993. Our Audit work has been undertaken so that we might state to the Charity's Trustees those matters we are required to state to them in an auditors' 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 Charity and the Charity's Trustees as a body, for our work, for this report or for the opinions we have formed.

Respective Responsibilities of Trustees and Auditors

The Trustees' responsibilities for the preparation the Trustees' Annual Report and 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.

We have been appointed as auditors under section 43 of the Charities Act 1993 and report in accordance with regulations made under section 44 of that Act. Our responsibility is to audit the financial statement in accordance with relevant legal 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 and are properly prepared in accordance with the Charities Act 1993.

We also report to you if, in our opinion, the Trustees' Annual Report is not consistent with the Financial Statements; if the Charity has not kept proper accounting records; or if we have not received all the information and explanations we require for our audit.

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

Basis of Audit Opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the Financial Statements. It also includes an assessment of significant estimates and judgments made by the Trustees in the preparation of the Financial Statements, and of whether the accounting policies are appropriate to the Charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance as to whether 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.

Opinion

In our opinion the Financial Statements give a true and fair view of the charity's state of affairs as at 31 March 2010 and of its incoming resources and application of resources in the year then ended; have been properly prepared in accordance with the Charities Act 1993; and are consistent with the information given in the Trustees' Annual Report.

Watts Gregory

For and on behalf of Watts Gregory LLP Chartered Accountants & Statutory Auditors
Elfed House, Oak Tree Court,
Cardiff Gate Business Park, CARDIFF. CF23 8RS
July 22nd 2011

Statement of Financial Activities

Year Ended 31 March 2011

	Notes	Unrestricted Funds £	Restricted Funds £	2011 Total £	2010 Total £
INCOMING RESOURCES					
Incoming resources from generated funds					
Voluntary income	2	210,519	-	210,519	102,966
Activities for generating funds	2	150,360	-	150,360	159,969
Investment income	2	1,982	-	1,982	3,837
Incoming resources from charitable activities	2	702	1,123,938	1,124,640	1,122,647
TOTAL INCOMING RESOURCES		363,563	1,123,938	1,487,501	1,389,419
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating funds	4	157,731	-	157,731	157,714
Charitable activities	4	110,620	1,137,831	1,248,451	1,234,055
Governance costs	4	5,800	-	5,800	5,700
TOTAL RESOURCES EXPENDED		274,151	1,137,831	1,411,982	1,397,469
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS					
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS	6	89,412	(13,893)	75,519	(8,050)
Gross transfers between funds	6	(17,166)	17,166	-	-
NET MOVEMENT IN FUNDS FOR THE YEAR	6	72,246	3,273	75,519	(8,050)
Funds brought forward	6	201,052	148,097	349,149	357,199
Funds carried forward	6	<u>273,298</u>	<u>151,370</u>	<u>424,668</u>	<u>349,149</u>

The notes on pages 14 to 22 form part of these financial statements.

Balance Sheet

as at 31 March 2011

	Notes	2011 £	2010 £
FIXED ASSETS			
Tangible assets	12	<u>415</u>	<u>2,312</u>
CURRENT ASSETS			
Debtors	13	39,022	45,396
COIF Charities Deposit Fund		340,000	240,000
Cash at bank and in hand		107,406	120,017
		<u>486,428</u>	<u>405,413</u>
CREDITORS			
Amounts falling due within one year	14	<u>62,175</u>	<u>58,576</u>
NET CURRENT ASSETS		<u>424,253</u>	<u>346,837</u>
NET ASSETS		<u><u>424,668</u></u>	<u><u>349,149</u></u>
FUNDS			
Unrestricted funds: -			
- General reserve	6	154,106	114,408
- Designated funds	6	119,192	86,644
Restricted funds	6	151,370	148,097
		<u>424,668</u>	<u>349,149</u>



TRUSTEE

COLIN HARVEY

The accounts were approved by the Trustees on 22nd July 2011.

The notes on pages 10 to 18 form part of these financial statements.

Notes to the Financial Statements

Year Ended 31 March 2011

1 ACCOUNTING POLICIES

The financial statements have been prepared under the historical cost convention and in accordance with appropriate accounting standards, Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005) issued in March 2005 and the Charities Act 1993. The principal accounting policies adopted in the preparation of the financial statements are as follows -:

Capitalisation and depreciation of fixed assets

Fixed assets costing more than £250 are capitalised by the Charity.

With the exception of small items of project equipment, depreciation has been computed to write off the cost of tangible fixed assets over their expected useful lives using the following rates :-

Fixtures, fittings and equipment - 25% per annum of cost

Charity shop fixtures - 33% per annum of cost

Small items of project equipment (costing less than £750) - 100% per annum of cost

Basis of recognition of incoming resources

Incoming resources are generally included on the basis of amounts receivable during the year, once all conditions governing their receipt have been met.

Legacies are regarded as receivable once reasonable assurance has been obtained from the personal representatives of the estate as to the sum expected to be received.

Grants relating to the provision of funding for the general purposes of the Charity are included in voluntary income. Grants for specific projects are regarded as restricted funds and are included in incoming resources from charitable activities.

Performance related grants are recognised to the extent that the relevant services have been completed.

Basis of recognition of liabilities

Liabilities are recognised as soon as there is a legal or constructive obligation which commits the Charity to the expenditure. Expenditure includes any VAT which can not be fully recovered and is reported as part of the expenditure to which it relates.

Resources expended

Overheads are allocated to activities on the basis of staff time or other appropriate criteria.

The Charity's policy for including resources expended within the various headings is as follows :-

Costs of generating funds - include costs of fundraising, charity shops and trading.

Charitable Activities - include resources applied in meeting charitable objectives.

Governance costs - include costs of preparing statutory accounts, costs of Trustees meetings and audit fees.

Notes to the Financial Statements

Year Ended 31 March 2011

Pension Scheme

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in a fund administered by the Legal and General Assurance Society Ltd. The annual contributions payable are charged to the Statement of Financial Activities.

Funds structure

The general reserve fund is an unrestricted fund available to meet unforeseen contingencies and for the general purposes of the Charity.

The designated funds are amounts set aside from unrestricted funds to be used for particular purposes in the future. They remain unrestricted. Transfers are made from the funds to support underfunded activities.

Restricted funds are resources which may only be applied for particular purposes within the Charity's objects.

Deferred income

Incoming resources are deferred where, either the donor specifies that they must be used in future accounting periods, or where the donor has imposed conditions which have to be fulfilled before the Charity becomes entitled to the income.

Operating leases

Rentals payable are charged on a straight line basis over the lease term.

Netting off expenses and related income

It is the Charity's policy not to net off expenses and income.

Stocks

Publications, stationery and other small consumables are written off to the statement of financial activities upon acquisition. The value of such stocks at the year end was immaterial.

Cash flow statement

The size of the Charity is below that for which a cash flow statement is required.

Gifts in kind

Gifts donated for resale are included as income when they are sold.

Volunteering

No amounts are included in the financial statements for services donated by volunteers.

Notes to the Financial Statements

Year Ended 31 March 2011

2 ANALYSIS OF INCOMING RESOURCES BY ACTIVITY

	Grants £	Donations/ Fund Raising £	Other £	2011 Total £	2010 Total £
Voluntary income					
Unrestricted	55,994	31,297	123,228	210,519	102,966
Restricted	-	-	-	-	0
	<u>55,994</u>	<u>31,297</u>	<u>123,228</u>	<u>210,519</u>	<u>102,966</u>
Activities for generating funds					
Trading	-	174	83,887	84,061	88,750
Charity shops	-	-	66,299	66,299	71,219
	<u>-</u>	<u>174</u>	<u>150,186</u>	<u>150,360</u>	<u>159,969</u>
Investment income - bank interest	-	-	1,982	1,982	3,837
Incoming resources from charitable activities					
Operational management	117,657	-	702	118,359	120,321
Community support	368,201	8,809	375	377,385	379,842
Information & advice	448,926	12,525	1,159	462,610	459,779
Ageing well	172,196	4,070	15,424	191,690	187,939
Miscellaneous	-	-	-	-	-
Donations/fundraising transferred to voluntary income	-	(25,404)	-	(25,404)	(25,234)
	<u>1,106,980</u>	<u>0</u>	<u>17,660</u>	<u>1,124,640</u>	<u>1,122,647</u>
Total incoming resources	<u>1,162,974</u>	<u>31,471</u>	<u>293,056</u>	<u>1,487,501</u>	<u>1,389,419</u>

3 ANALYSIS OF INCOMING RESOURCES BY SOURCE

	Unrestricted £	Restricted £	2011 Total £	2010 Total £
Grants				
Cardiff County Council	20,112	640,337	660,449	673,620
Vale of Glamorgan Council	7,378	214,984	222,362	217,812
Cardiff Local Health Board	28,074	153,040	181,114	188,604
Charles Heywood Foundation	0	15,000	15,000	-
Henry Smith Foundation	-	15,000	15,000	-
Age Concern Cymru	-	500	500	10,700
Age UK / Age Concern England	-	5,000	5,000	5,000
National Assembly for Wales	-	5,000	5,000	980
Big Lottery Fund	-	19,023	19,023	-
Waterloo Foundation	-	12,000	12,000	15,000
Comic Relief	-	5,935	5,935	17,805
Legal and General Assurance Society	-	-	-	15,000
Hafod Care Association	-	10,761	10,761	8,892
AC Powys	430	0	430	-
Public Health Wales	-	9,800	9,800	-
WCVA	-	600	600	2,415
	<u>55,994</u>	<u>1,106,980</u>	<u>1,162,974</u>	<u>1,155,828</u>
Total Grants				
Donations/Fund Raising	31,471	0	31,471	42,550
Legacies/Trust Funds	119,724	-	119,724	4,000
Trading/Charity Shops	150	-	150,186	159,709
Investment Income	1,982	-	1,982	3,837
Other	4,206	16,958	21,164	23,495
	<u>363,563</u>	<u>1,123,938</u>	<u>1,487,501</u>	<u>1,389,419</u>
Total Incoming Resources	<u>363,563</u>	<u>1,123,938</u>	<u>1,487,501</u>	<u>1,389,419</u>

Notes to the Financial Statements

Year Ended 31 March 2011

4 ANALYSIS OF RESOURCES EXPENDED BY ACTIVITY

	Salaries & Expenses £	Support Costs £	Audit Fee £	Other Costs £	2011 Total £	2010 Total £
Costs of generating funds						
Trading	48,720	-	-	35,463	84,183	86,283
Charity shops	50,901	-	-	22,647	73,548	71,431
Termination/move costs	-	-	-	-	-	-
Income generation	-	-	-	-	-	-
	<u>99,621</u>	<u>-</u>	<u>-</u>	<u>58,110</u>	<u>157,731</u>	<u>157,714</u>
Charitable activities						
Partnership development	110,620	-	-	-	110,620	102,754
Operational management	110,371	5,746	-	2,368	118,485	120,950
Community support	296,292	36,878	-	45,985	379,155	373,194
Information & advice	384,114	32,296	-	62,339	478,749	455,101
Ageing well	104,563	9,750	-	47,129	161,442	182,056
	<u>1,005,960</u>	<u>84,670</u>	<u>-</u>	<u>157,821</u>	<u>1,248,451</u>	<u>1,234,055</u>
Governance costs	-	-	4,000	1,800	5,800	5,700
Total Resources Expended	<u>1,105,581</u>	<u>84,670</u>	<u>4,000</u>	<u>217,731</u>	<u>1,411,982</u>	<u>1,397,469</u>

5 ANALYSIS OF SUPPORT COSTS

	Salaries & Expenses £	Office Costs £	Total Direct £	Technical Support £	2011 Total £	2010 Total £
Operational management	1,516	2,880	4,396	1,350	5,756	5,754
Community support	16,250	11,478	27,728	9,150	36,878	33,769
Information and advice	12,710	11,478	24,188	8,108	32,296	31,620
Ageing well	2,500	4,500	7,000	2,750	9,750	12,502
Total	<u>32,976</u>	<u>30,336</u>	<u>63,312</u>	<u>21,358</u>	<u>84,670</u>	<u>83,645</u>

Direct Support Costs relate to administration carried out on behalf of operational activities. Allocation is on the basis of an estimate of staff time.

Technical Support relates to the information database. Allocation is on the basis of an estimate of usage.

Notes to the Financial Statements

Year Ended 31 March 2011

6 MOVEMENT IN FUNDS

	Incoming resources £	Resources expended £	Movement in funds £	Transfers £	Funds 01/04/2010 £	Funds 31/03/2011 £
General reserve fund	363,563	274,151	89,412	(49,714)	114,408	154,106
Designated funds	-	-	-	32,548	86,644	119,192
Total Unrestricted	363,563	274,151	89,412	(17,166)	201,052	273,298
Core Operational Management	75,288	76,334	(1,046)	-	575	-471
Vale Operational Management	42,369	42,151	218	-	-	218
Total Operational Management	117,657	118,485	(828)	-	575	(253)
Cardiff Good Neighbours	108,821	101,416	7,405	-	5,522	12,927
Hospital Discharge Service	226,940	242,659	(15,719)	-	42,793	27,074
Vale Good Neighbours	32,815	35,080	(2,265)	2,265	-	-
Total Community Support	368,576	379,155	(10,579)	2,265	48,315	40,001
Advocacy and Residential Care	171,396	174,255	(2,859)	-	24,575	21,716
Placement Advisers	114,695	112,983	1,712	-	14,172	15,884
Welfare Rights	135,167	150,068	(14,901)	14,901	-	-
Welfare Rights UHW	23,612	28,547	(4,935)	-	4,935	-
Diversity project	5,215	12,896	(7,681)	-	8,049	368
Total Information and Advice	450,085	478,749	(28,664)	14,901	51,731	37,968
Ageing Well & Engagement	101,919	86,592	15,327	-	32,809	48,136
Senior Health Shop	31,813	28,271	3,542	-	5,147	8,689
Counselling Service	53,888	46,579	7,309	-	9,520	16,829
Total Ageing Well	187,620	161,442	26,178	-	47,476	73,654
Total Restricted	1,123,938	1,137,831	(13,893)	17,166	148,097	151,370
TOTAL	1,487,501	1,411,982	75,519	0	349,149	424,668

Transfers between funds are made up of the following transactions.

A transfer of £32,548 was made from the general reserve fund to designated funds (see note 7 for breakdown) and transfers of £17,166 were made from unrestricted to restricted funds to clear deficits on underfunded projects.

Notes to the Financial Statements

Year Ended 31 March 2011

7 DESCRIPTION OF FUNDS

	£	
Unrestricted		
General Reserve	<u>154,106</u>	
Designated		
Project and Support	54,192	Providing for potentially underfunded activities.
Information Technology	10,000	Future capital and revenue requirements.
Dilapidations provision	35,000	
Relocation provision	20,000	
Total Designated	<u>119,192</u>	
Total Unrestricted	<u>273,298</u>	
Restricted		
Operational Management	(253)	Management of projects and service development.
Community Support	40,001	Volunteer befriending and support to older people in the community. Support to older people discharged from hospital.
Information and Advice	37,968	Assisting older people, both in the community and in residential care to resolve disputes and exercise their rights. Assisting with claims for benefits and form completion.
Ageing Well	73,654	Programmes to involve older people in activities to promote better health.
Total Restricted	<u>151,370</u>	
Total Funds	<u>424,668</u>	

Notes to the Financial Statements

Year Ended 31 March 2011

8 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets £	Other Net Assets £	2011 Total £	2010 Total £
Unrestricted	415	272,883	273,298	201,052
Restricted	-	152,072	151,370	148,097
	<u>415</u>	<u>424,955</u>	<u>424,668</u>	<u>349,149</u>

9 ANALYSIS OF DEFERRED INCOME

	Balances 01/04/2010 £	Transfers in £	Transfers out £	Balances 31/03/2011 £
Operational Management	-	-	-	-
Community Support	-	-	-	-
Information & Advice	12,000	12,000	(12,000)	12,000
Ageing Well	-	-	-	-
	<u>12,000</u>	<u>12,000</u>	<u>(12,000)</u>	<u>12,000</u>

10 STAFF COSTS

	2011 £	2010 £
Salaries	1,023,960	990,647
Social Security	83,057	79,650
Pension Contributions	19,841	19,960
	<u>1,126,858</u>	<u>1,090,257</u>
Number of employees	69	68
Equivalent full time employees	50	50

No employee was paid more than £60,000 in the year. (2010 - none)

The pension cost charge represents contributions paid by the Charity to the fund. At 31 March 2011 there were unpaid contributions of £2,998 (2010- £3,068).

11 TRUSTEES

The Trustees neither received nor waived any emoluments during the year (2010 - none).

Expenses of £728 were paid to one trustee during the year in respect of travel expenses. (2010 - £189).

Notes to the Financial Statements

Year Ended 31 March 2011

12 FIXED ASSETS

	Fixtures & Equipment £
Cost at 1st April 2009	98,343
Additions	-
Disposals	-
Cost at 31st March 2010	<u>98,343</u>
Depreciation at 1st April 2009	96,031
Charge for the year	1,897
Disposals	-
Depreciation at 31st March 2010	<u>97,928</u>
Net book value	
At 31st March 2011	415
At 31st March 2010	<u>2,312</u>

13 DEBTORS

	2011 £	2010 £
Prepayments	24,270	28,713
Other debtors	14,752	16,683
	<u>39,022</u>	<u>45,396</u>

14 CREDITORS - Falling due within one year

	2011 £	2010 £
Deferred income	12,000	12,000
Trade creditors	26,988	25,853
Taxation & social security	23,187	20,723
	<u>62,175</u>	<u>58,576</u>

Notes to the Financial Statements

Year Ended 31 March 2011

15 AUDITORS REMUNERATION

	2011	2010
	£	£
Audit fee	4,000	4,000
Other services	2,075	2,340

16 LEASING COMMITMENTS

At 31 March 2011 the Charity had annual commitments under operating leases as detailed below:-

	Vehicles & Equipment £	Buildings £	2011 Total £	2010 Total £
Operating leases which expire within one year	3,327	23,592	26,919	7,208
Operating leases which expire within 2 to 5 years	7,249	20,950	28,199	50,420
Operating leases which expire within 5 to 15 years	-	-	-	6,483

Leasing costs included in the Statement of Financial Activities are as follows:-

	Unrestricted £	Restricted £	2011 Total £	2010 Total £
Buildings	22,000	57,330	79,330	89,890
Vehicles and equipment	9,917	-	9,917	23,042
	<u>31,917</u>	<u>57,330</u>	<u>89,247</u>	<u>112,932</u>

17 ULTIMATE CONTROLLING PARTY

In the opinion of the Trustees there is no one ultimate controlling party of the Charity.

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