

AGEconcern

Barnstaple & North Devon | Supporting Independent Living

Annual Report 2022 / 2023



Reducing Loneliness and Isolation

**Age Concern Barnstaple and North Devon CIO
116-118 Boutport Street
Barnstaple
EX31 1TD**

Tel: 01271 324488

Email: info@ageconcernnorthdevon.org.uk

Charity Number: 1201835

Age Concern Barnstaple and North Devon CIO

Report of the Trustees and

Unaudited Financial Statements

For the Year Ended 31st March 2023

Swift Accounting & Bookkeeping Services Ltd
Chartered Accountants
Ground Floor, The Custom House
The Strand
Barnstaple
Devon
EX31 1EU

Age Concern Barnstaple and North Devon CIO

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Age Concern Barnstaple and North Devon CIO

Report of the Trustees

For the Year Ended 31 March 2023

The trustees present their report with the financial statements of the charity for the year ended 31 March 2023. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Effective 1 January 2019).

The Trustees confirm that the annual report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2019).

OBJECTIVES AND ACTIVITIES

Charitable objects

The principle objective of the charity is the relief of older people in any manner which now or hereafter may be deemed by law to be charitable.

The principal activity of ACBND is that of providing sustainable community services in the Barnstaple and North Devon District, in order to reduce isolation and loneliness, improve health and wellbeing and support independent living for older and vulnerable people.

Details on the main activities undertaken during the year in relation to these objectives are set out below.

ACHIEVEMENT AND PERFORMANCE

Update

2022/23 was a year of great change for ACBND. Amanda Howard joined the Charity as an advisor and fundraiser working with the current Charity Director Andrea Scott and the Board of Trustees. In November 2022 Amanda took on the role of CEO and continued to work with Andrea Scott, who stayed with the Charity for a further 8 months to facilitate a handover. Susan Williams, Charity Administrator retired. The Trustees would like to thank both Andrea and Susan for their many years of dedicated service. As founder and leader for over 30 years we will all be forever grateful to Andrea who was a committed, charismatic and insightful leader who dedicated much of her life to supporting others, she will be missed.

In January 2023 ACBND moved premises to new offices in Boutport St. The new offices afforded more space in a central and accessible location; North Devon District Council supported the office move and provided favourable terms. New office furniture, IT infrastructure, HR support, policies and procedures, internet banking and bookkeeping software were swiftly implemented. Age Concern Barnstaple and District closed and reopened as Age Concern Barnstaple and North Devon CIO on 3rd February 2023. This transition was funded by The Clothworkers Foundation, The Big Lottery, Devon County and North Devon District Councillors and community donations, including a generous legacy.

Age Concern Barnstaple and North Devon CIO

Report of the Trustees For the Year Ended 31 March 2023

Long-standing Trustees Peter Sparkes, Janet Powell and Leslie Davies retired having safely stewarded the Charity to a more secure position. Ian Roome and Rob Ward joined the Trustee Board on March 30th, Ian Roome taking on the role of Chair.

A largely new staff team was recruited between October 2022 and January 2023 with 3 Service Managers, a Volunteer Manager and a Charity Bookkeeper and Administrator. In total 4.5 FTE staff.

Volunteers

Post Covid much work has been done to rebuild volunteer support for the Charity and at the end of March 2023 there were 60 filled volunteer roles. Volunteers are recruited via multiple marketing channels including press and PR, radio, posters and leaflets, community events and roadshows and social media with a new Facebook page launching in January 2023. All volunteers follow the 'Safe Recruitment Process' (application, interview, 2 references, enhanced DBS check) and attend training (compulsory induction training which includes vulnerable adult safeguarding, lone working, confidentiality, boundaries, emergency procedures). We also offer volunteers and carers/family members an additional 2-year training programme which is delivered externally and includes first aid, safe moving and handling, dementia awareness, vulnerable adult safeguarding, wellbeing, bereavement awareness etc.

Volunteer events are quarterly, opportunities for peer support, to build friendships and give back to community are vital in ensuring we retain and grow our volunteer support. Our Volunteer Steering Group is in early stages but already is providing important insight into Charity and service developments.

Services

In November 2022 the Charity launched / re-launched 8 community services. In March 2023 low level services charges were introduced to improve Charity sustainability and implement consistency throughout the organisation. The services, charges and service numbers for 2022/23 are as follows:

- Care Line – a free information, signposting and support service covering topics such as benefit applications, home support and housing, carer respite, transport and support for people living with long-term conditions like dementia and Parkinson's. Signposting for debt, energy and legal issues and help with funeral arrangements and bereavement. Office and telephone support is free, home visits cost fuel costs at 50p per mile and a £3 booking fee. Around 30 people a week used this service in 2022/23, 1,560pa.
- Community Transport – volunteer drivers drive people in their own cars for medical, social and practical journeys. Wheelchairs and walking aids can be transported and one to one support to attend medical and other appointments can be provided. Escorts may be required for particularly vulnerable passengers. Journeys cost fuel costs at 50p per mile and a £3 booking fee, 2 hours of waiting time is included (more time is often given by volunteers eg. for hospital appointments). Around 10 people used this service each week in 2022/23.

Age Concern Barnstaple and North Devon CIO

Report of the Trustees

For the Year Ended 31 March 2023

- Shopping Service – An Age Concern volunteer either accompanies and helps someone to undertake their own food shopping or is given a list and payment and does the food shopping for them. Help with shopping lists, to carry bags and put shopping away can be provided. The service costs 50p per mile and a £3 booking fee. Around 20 people used this service each week in 2022/23.
- Befriending and Telephone Befriending – An Age Concern volunteer provides a weekly befriending visit. Visits usually last an hour during which time people enjoy a cup of tea and a chat, look at old photographs, play games, provide support to go for a short walk or sit outside and enjoy the sunshine. Telephone Befriending phone calls provide conversation and companionship and check to make sure that all is well. Telephone Befriending is free, a £5 visit fee is charged for in-home befriending, a 50% discount applies to people in receipt of pension credit. 84 people used this service each week (10 face to face visits, 74 telephone calls) in 2022/23.
- Carer Support – An Age Concern volunteer provides a weekly befriending visit to the cared-for allowing the carer to take a much-needed break. Visits usually last 2-3 hours during which time people enjoy a cup of tea and a chat, look at old photographs and play games. In addition to befriending the cared-for the volunteer also provides support to the carer. Just being heard can make a big difference to how carers feel. 8 people a week used this service in 2022/23. A £5 per hour fee is charged, a 50% discount applies to people in receipt of pension credit.
- Hospital Support – An Age Concern volunteer provides short-term support, often up to 6 weeks, for someone to prepare for, during and after a stay in hospital. This can include packing and preparing for hospital admission, visits during a hospital stay and support at home after hospital discharge, including help with light housework, basic food shopping and simple meal preparation. This service varies greatly, referrals mainly come directly from the hospital discharge team and are complex, often requiring a lot of staff input, on average 1-2 people used this service each week in 2022/23. A £5 visit fee is charged, a 50% discount applies to people in receipt of pension credit.
- Community Activities – This service was launched in the community in November 2022. Age Concern provides 18 activities, clubs and groups a month. All last 2 hours. These are: the Monday Afternoon Club – games, activities and refreshments, 12-15 attendees, cost £1.50; Pop In Mornings on Tuesday and Friday at The Voice Radio Station – call in for company and support, a hot drink and a warm welcome, 10-15 attendees, cost £1; monthly Library Club – interesting speaker and great company, raffle and refreshments, 8-18 attendees, cost £1.50; Seated Exercise class on Friday afternoons – fun seated exercise with refreshments and good company, 10-18 attendees, cost £3.00; Music Melody – sing along to favourite songs, chat and refreshments, 10-15 attendees, cost £2.50; monthly lunch clubs, Fish and Chip Lunch Club £8.00-£11.00 including hot drinks/water, good food and company, 20-30 attendees; Pub Lunch Club - roast carvery, lasagne and salad or pie and chips and a hot pudding £10.00 including hot drinks/water, good food and company, 25-30 attendees. As well as supporting individuals carers also benefit from additional respite breaks when the cared-for attend, escorts and transport can also be provided if needed.
- Wheelchair Hire – cleaned serviced wheelchairs can be hired by the day, £5, or the week £20.

Over 1,800 people were supported during 2022/23 with over 8,400 units of support. Volunteers donated over 8,000 hours of service which equates to a donation of £83,360 based on the adult living wage.

Age Concern Barnstaple and North Devon CIO

Report of the Trustees For the Year Ended 31 March 2023

Referrals

Service referrals come from statutory sources including GPs, Social Prescribers, Social Workers, the North Devon Hospital Discharge Team, Community Mental Health Teams, Physiotherapists, Dementia Nurses/Advisors and Devon Carers (over 90% for some services) family, friends, neighbours and self-referrals.

Waiting lists are too long, particularly for driving, befriending and carer support services. The main objective in 2023/24 is to double our volunteer support so we can reduce our waiting lists and meet growing community need.

Clients

The people we support are older, aged 60+, 90% are aged 76+, 81-85 being the largest age group. 29% are male, 71% are female. 67% live alone, 24% are carers, 4% live with family, 5% live in sheltered housing. 67% have limited mobility, 47% arthritis, 38% heart/stroke conditions, 35% memory loss/dementia, 57% mental health problems (anxiety, depression, stress) 20% diabetes, 20% respiratory conditions, 9% hearing/sight impairment, 5% cancer. Many receive pension credit and live in rural and deprived areas. 42% (not including the Care Line Service) have Care First numbers ie. are registered with Social Services.

28% have been receiving Age Concern services for 5 years+, 16% are new, 56% have been using services for 1-5 years (excluding Care Line).

Need

Devon is the 3rd largest county in England, 2,534 square miles, 800,000 residents. One of the most sparsely populated counties, with few large settlements and a dispersed/rural population. North Devon is particularly rural/remote with significant deprivation and a profound lack of community services. The most deprived areas in Devon are Ilfracombe, Barnstaple and Forches/Whiddon Valley in North Devon, these 3 areas are in the most deprived 10% of all areas in England. The North Devon population is 100,200 and is older than the national average with a 22.1% rise in people aged 65+ since 2011 to a third of the population. The main town in North Devon is Barnstaple, home to North Devon Council, the District Hospital, 4 GP surgeries and local services - food shops, library, post office, banks. Although a very attractive town with a 'holiday feel' in the summer there are many closed/boarded shops, problems with litter and antisocial behaviour including rough sleeping and street drinking and drug taking which is intimidating to older people. Pavements are very uneven, seating and disabled parking are very limited. The bus station toilet and café building has been closed for 3 years which significantly impacts on the ability of older people to use buses. Public transport is very limited and not user friendly for many older people.

Age Concern held a community consultation in June-August 2022 in Barnstaple/area, 154 people aged 60+ participated. 68% of respondents were aged 75+, 29% male, 71% female. 54% live alone, 8% identify as carers (many more are carers). 2% live with family, 2% live in sheltered/supported housing.

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Report of the Trustees

For the Year Ended 31 March 2023

It was found that available services to support older people are not well known about and transport to access services does not meet community need. Most older people are living independently in their own homes and need affordable community services to maintain independence. Many older people do not use IT and feel 'left behind'; only 36% of respondents feel well connected to community; 45% have poor wellbeing.

The survey highlighted that work needs to be done to help older/vulnerable people feel confident about leaving their homes alone with street drinking/drug taking/rough sleepers/people begging in the streets causing significant stress/anxiety for older/vulnerable residents. Although the number of street-attached people in Barnstaple is small (4 rough sleepers and half a dozen people who come to Barnstaple to beg and for drug/alcohol activity), Barnstaple is a small town with narrow streets and narrow pavements and avoiding antisocial behaviour can be difficult. In addition, Covid-19 has left people needing support to join clubs/groups/use public transport. Police presence, bus station toilets, improved pavements, seating, disabled parking and improved town appearance were all requested in the survey which has been shared with the Town, District and County Council. Projects to address these issues are underway but lack of funding and problem complexity makes progress slow.

Improved marketing/service awareness, transport and supported social opportunities for older people, escorts around town and shopping support were all heavily requested. Only 34% of respondents currently think that the quality of life for older people in/around Barnstaple is good.

Impact

Age Concern clients were last consulted in August/September 2022, 81 participated. 57% use Age Concern services because they are lonely/isolated, 49% to help maintain independent living. Transport, Shopping and Care Line services were all particularly mentioned. 71% believe that services provide greater connection to community/reduce loneliness. 85% believe that services provide social contact/reduce loneliness, Community Activities were particularly mentioned for reducing feelings of loneliness and isolation. 68% felt improved health/wellbeing because they use Age Concern services and 63% felt reduced anxiety, stress and depression with 61% feeling improved quality of life and 51% having improved confidence/resilience. 16% are more active/fitter, 15% needed less GP appointments, 14% had reduced medication because of Age Concern services. 99% were happy with Age Concern services (1% would like more and longer visits).

The positive impact and outcomes of ACBND services for clients are significant.

FINANCIAL REVIEW

Principal funding sources

The Charity is funded by a combination of service charges, donations and community fundraising (currently around 38% of total income) statutory funding (currently around 11% of total income) and grants and trusts (currently around 51% of total income).

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Report of the Trustees

For the Year Ended 31 March 2023

Grant funding is particularly challenging, grant awards are smaller and harder to achieve post Covid. Work must be done in 2023/24 to improve the Charity's sustainability through service charges, donations and community fundraising and through increased statutory support.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

Age Concern Barnstaple and North Devon (ACBND) is a Charitable Incorporated Organisation registered in England and Wales on the 3rd February 2023. Formerly Age Concern Barnstaple and District Association, unincorporated registered charity.

Recruitment and Appointment of new Trustees

ACBND is governed by a Board of Trustees which currently comprises a Chair and 4 trustees. The Chair is appointed by the Board from the existing Trustees. Trustees are recruited with regard to the balance on the Board of individuals with relevant skills, experience, knowledge and qualifications. As well as looking for individuals with business, health/social care, North Devon, community and governance expertise, direct experience with the issues which face our clients and volunteer experience is valued. Prior to inviting nominations and applications for Board membership a skills audit review of existing members is undertaken in order to attract prospective members with the required experience, skills and knowledge.

The Board of Trustees meets a minimum of 6 times a year and is responsible for the overall direction and control of ACBND. The Board is responsible for taking decisions on the strategic direction of the Charity, approving major expenditure, major developments and through the Chair giving support and supervision to the CEO. Specifically, Trustees:

- Make sure the Charity is carrying out its purposes for the public benefit
- Comply with the Charity governing document and the law
- Act in the Charity's best interest
- Manage Charity resources responsibly
- Act with reasonable care and skill
- Make sure the Charity is accountable

Induction and training of new trustees

On appointment each Trustee signs a Code of Conduct and completes a register of interests. They are given a Trustee Induction Pack that includes the Charity Governing Document, policies and procedures, including conflict of interest, and other guidance. The pack contains a Trustee job description and a copy of the Charity Commission Guidance Leaflet – 'The Essential Trustee: what you need to know'.

New Trustees meet with the Chair and CEO to discuss:

Their role and responsibilities

- Key documents including the Constitution
- Funding including the latest published accounts and current position
- The Charity's focus on outcomes

Trustees are also invited to an induction tour of all services.

Age Concern Barnstaple and North Devon CIO

Report of the Trustees For the Year Ended 31 March 2023

Organisational structure and decision making

The CEO leads the day to day management of ACBND on authority delegated by the Board of Trustees. The CEO and Chair meet regularly to discuss and implement strategic and operational issues and to monitor and control the performance of the Charity against the Strategic Plan. This work is reported on at Trustee Board Meetings.

Risk Management

The Trustees have a duty to identify and review the risks to which the Charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Day to day accounting and bookkeeping are undertaken by the Charity Administrator under the supervision of the CEO.

Financial Governance is managed through monthly reports from the Xero accounting software package which is linked to the Charity bank account and gives a real-time financial position. The monthly Variance Report shows income and expenditure against budget and allows the Charity Treasurer and Trustees to make adjustments to funding and costs as required.

An external Accountant produces the Accounts and Annual Report and all external reporting requirements are met.

IT risks are managed via an external provider, Lineal. Cloud-based shared drives and databases provide secure back-up for client and volunteer data. Any virus risks are managed by Lineal who look after the Charity software and hardware and provide both day to day remote staff technical support as well as on-site support and crisis management should this be needed. A provision is made in the budget in case this is required.

HR risks are managed by using an external provider, South West Council (SWC). SWC provide remote support for any HR issues, review policies and procedures, and provide additional support for specific issues if needed. A provision is made in the budget for additional HR and legal support should this be required.

Risk Assessments at the main Charity office, and all project sites, are carried out annually and lead volunteers at projects, and individual lone working volunteers, are trained as required in risk and health and safety, including lone working and safeguarding.

All volunteers are supervised and supported to use Charity policies and procedures correctly.

All Charity policies and procedures are reviewed and updated annually or as required.

The Charity has an annual Health and Safety (H&S) inspection, fire review, and PAT testing. Accident books are used, and incidents are reported. If necessary, H&S is adjusted to reflect experience. A fire register is taken at all clubs, groups and meetings.

All volunteers are recruited using The Safe Recruitment Method which includes the completion of an application form, an interview, 2 references, an enhanced DBS check and compulsory training in policies and procedures.

Age Concern Barnstaple and North Devon CIO

Report of the Trustees For the Year Ended 31 March 2023

Insurance

The Charity insurance is reviewed annually and includes public liability, employee liability and professional indemnity cover. In addition volunteers who drive for the Community Transport Service have their No-Claims bonus protected whilst driving for the Charity.

Reserves Policy

ACBND unrestricted reserves at the end of 2022-23 was £85,000 which equates to 4 months of Charity funding.

Due to the risks outlined in a) to d) below the Charity aspires to hold a reserve equal to six months of operating costs.

This is necessary because:

- a) A source of income, e.g. a grant or community donation, may not be renewed due to economic circumstances beyond ACBND control and funds might be needed to give Trustees time to take action if income falls below expectations. The funding climate is increasingly challenging, and this risk has become more likely.
- b) There may be a need to fund short-term deficits in a cash budget, e.g. money may need to be spent before a funding grant is received. The time taken for funders to process grant applications and make grant payments has increased in recent years, and is often longer than stated in grant guidelines, due to the impact of austerity and more recently Covid-19 on statutory funding and the increased number of applications grant makers now receive.
- c) There is a risk of an unforeseen emergency such as an unexpected large IT repair bill, e.g. for a computer virus cleanse.
- d) ACBND may need to cover unforeseen day-to-day operational costs, e.g. employing temporary staff to cover a long-term sick absence.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Number:
1201835

Registered Office:
116-118 Boutport St
Barnstaple
EX31 1TD

Trustees:
Mr D Hillman
Mr S Harvey
Miss B Gravett
Mr I Roome – elected 30th March 2023
Mr R Ward – elected 30th March 2023
Mr P Sparkes – retired 30th March 2023
Miss L Davies – retired 30th March 2023

Age Concern Barnstaple and North Devon CIO

Report of the Trustees For the Year Ended 31 March 2023

Mrs J Powell – retired 1st January 2023

Independent Examiner

Kieran Stocker ACA BFP FMAAT
Swift Accounting and Bookkeeping Services Ltd
Chartered Accountants
Ground Floor
The Custom House
The Strand
Barnstaple
EX31 1EU

Bankers

National Westminster Bank plc
41 High Street
Barnstaple
Devon
EX31 1DA

PRIORITIES

The Board of Trustees has set the following priorities for 2023/24:

1. Funding services
2. Recruiting volunteers to grow service provision and meet need
3. Marketing services so that people in North Devon who need the Charity's services know about them
4. Charity governance, including financial governance

Trustees would like to thank the wonderful volunteers who are so generous in their donations of time and expertise and the staff team at Age Concern for all their hard work.

Approved by order of the board of trustees on 13.12.23 and signed on its behalf by:



Mr I Roome – Chair of Trustees

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees For the Year Ended 31 March 2023

Independent examiner's report to the trustees of Age Concern Barnstaple and North Devon CIO

I report the charity trustees on my examination of the accounts of Age Concern Barnstaple and North Devon CIO (the Trust) for the year ended 31 March 2023

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and contents of accounts set out in the Charities (accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Kieran Stocker ACA BFP FMAAT
Swift Accounting and Bookkeeping Services Ltd
Chartered Accountants
Ground Floor
The Custom House
The Strand
Barnstaple
EX31 1EU

12th July 2023

Age Concern Barnstaple and North Devon CIO

Statement of Financial Activities For the Year Ended 31st March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	88,370	-	88,370	43,997
Grants	4	75,457	-	75,457	
Charitable activities					
Charitable activities	7	3,364	-	3,364	28,529
Other trading activities	5	-	-	-	15
Investment income	6	-	-	-	56
Total		167,191	-	167,191	72,597
EXPENDITURE ON					
Charitable activities					
Charitable activities	8	169,933	1,302	171,235	82,030
Total		169,933	1,302	171,235	82,030
NET INCOME/(EXPENDITURE)		(2,742)	(1,302)	(4,044)	(9,433)
Transfers between funds	20	-	-	-	-
Net Movement in Funds		(2,742)	(1,302)	(4,044)	(9,433)
RECONCILIATION OF FUNDS					
Total funds brought forward		86,785	1,521	88,306	97,739
TOTAL FUNDS CARRIED FORWARD		84,043	219	84,262	88,306
CONTINUING OPERATIONS					
All income and expenditure has arisen from continuing activities					

The notes form part of these financial statements

Age Concern Barnstaple and North Devon CIO

Balance Sheet

For the Year Ended 31st March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
FIXED ASSETS					
Tangible Assets	17	14,509	219	14,728	1,521
CURRENT ASSETS					
Debtors	18	5,683	-	5,683	10,328
Cash at bank and in hand		71,680	-	71,680	83,500
		<u>77,363</u>	<u>-</u>	<u>77,363</u>	<u>93,828</u>
CREDITORS					
Amounts falling due within one year	19	(7,829)	-	(7,829)	(7,043)
NET CURRENT ASSETS		<u>69,534</u>	<u>-</u>	<u>69,534</u>	<u>86,785</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>84,043</u>	<u>219</u>	<u>84,262</u>	<u>88,306</u>
NET ASSETS		<u>84,043</u>	<u>219</u>	<u>84,262</u>	<u>88,306</u>
FUNDS	20				
Unrestricted Funds:					
General fund				34,043	36,785
Closure & Shut Down Fund				50,000	50,000
				<u>84,043</u>	<u>86,785</u>
Restricted Funds				219	1,521
TOTAL FUNDS				<u>84,262</u>	<u>88,306</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 13/2/23. And were signed on its behalf by:




The notes form part of these financial statements

1. STATUTORY INFORMATION

Age Concern Barnstaple and North Devon CIO is an incorporation charity, with registered charity number 1201835. The charity's principal address can be found in the Report of the Trustees.

The presentation currency of the Financial Statements is the Pound Sterling (£).

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014. There were no material departures from that standard.

The financial statements have been prepared under the historical cost convention.

The principal accounting policies adopted in the preparation of the financial statements are set out below and remain unchanged from the previous period, and also have been consistently applied within the same accounts.

Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably

The following specific policies are applied to particular categories of income:

2. ACCOUNTING POLICIES - continued

Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity where this can be qualified. The value of services provided by volunteers has not been included.

Income from investment is included in the year in which it is receivable.

Legacies are included when the charity is advised by the personal representative of an estate that payment will be made or property transferred and the amount involved can be qualified.

No incoming resources are included in the SOFA net of expenditure.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure includes and VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allowed directly to such activities and those costs of an indirect nature necessary to support them.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

Support costs are those incurred directly in support of expenditure on the objects of the charity.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Short leasehold	- Over period of the lease
Fixtures and fittings	- 15% straight line and straight line over 3 years

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended by management.

Taxation

The charity is exempt from tax on its charitable activities.

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees For the Year Ended 31 March 2023

2. ACCOUNTING POLICIES - continued

Fund accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specific purpose and which the charity may use for its purpose at its discretion.

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

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

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. The scheme and its assets are held by independent managers. The pension represents contributions due from the company and amounted to £949 (2022 £856).

Going concern

The charity is reliant on continuing funding from Devon County Council or donations to enable it to cover its operating expenditure. The Trustees are optimistic that further funding will be agreed but there can be no certainty in relation to this. On this basis, the Trustees have continued to adopt the going concern basis of accounting. The Trustees are carefully monitoring the charity's financial position.

If further funding from Devon County Council is not obtained, and no alternative sources of funding can be found, there is a possibility that a decision to close the charity may need to be taken within 12 months of the date of approval of the accounts.

The financial statements do not include any adjustments that would form an inability to meet obligations as they fall due.

3. DONATIONS AND LEGACIES

	2023	2022
	£	£
Carer support and Hospital Support	19,580	15,134
Transport donations	15,311	6,262
General individual donations	-	16,181
Covid 19	-	420
NDVS Training Project	-	6,000
Befriending/Hand Project	7,930	-
Careline	19,489	-
Community Activities	10,751	-
Shopping	15,309	-
	88,370	43,997

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees For the Year Ended 31 March 2023

4. GRANTS	2023 £	2022 £	
Grants	<u>75,457</u>	<u>-</u>	
5. OTHER TRADING ACTIVITIES			
	2023 £	2022 £	
Publications and Christmas Cards	<u>-</u>	<u>15</u>	
6. INVESTMENT INCOME			
	2023 £	2022 £	
Deposit Interest	<u>-</u>	<u>56</u>	
7. INCOME FROM CHARITABLE ACTIVITIES			
	2023 £	2022 £	
DCC Home Support Contract	-	25,499	
Time For You	3,364	3,030	
	<u>3,364</u>	<u>28,529</u>	
8. CHARITABLE ACTIVITIES COSTS			
	Direct Costs (See Note 9)	Support costs (see note 10)	Totals £
Charitable Activities	<u>97,204</u>	<u>74,031</u>	<u>171,235</u>

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees For the Year Ended 31 March 2023

9. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023	2022
	£	£
Staff costs	50,383	24,868
General expenses	3,603	564
Rent and rates	9,407	8,048
Light and heat	2,554	1,092
Insurance	1,594	1,268
Telephone and computers	2,938	2,345
Printing, postage, stationery and photocopying	3,027	1,546
Trustees' expenses	-	938
Volunteer expenses	7,432	6,088
Staff expenses	115	272
Advertising and fundraising	5,337	368
Unspent grant returned	-	2,042
Depreciation	4,936	1,657
Repairs and Maintenance	2,185	-
Recruitment Costs	679	-
Cleaning and Recycling	3,014	-
	<u>97,204</u>	<u>51,096</u>

10. SUPPORT COSTS

	Human resources	Governance Costs	Totals
	£	£	£
Charitable Activities	<u>68,427</u>	<u>5,604</u>	<u>74,031</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

Trustees active in supporting clients in the service projects were reimbursed travelling and other out of pocket expenses amounting to £1,042 (2022 - £938) during the year and there were claimed by 3 (2022 - 3) trustees. Trustee expenses are shown in the accounts under the category of expenditure the trustee incurred.

These payments were only claimed in the respective Trustees' capacities as volunteers.

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees For the Year Ended 31 March 2023

12. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	48,698	49,814
Other pension costs	949	856
Staff training	736	-
	<u>50,383</u>	<u>50,670</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Engaged on charitable activities	3	2
Engaged on management and administration	2	1
	<u>5</u>	<u>3</u>

No employees received emoluments in excess of £60,000.

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees For the Year Ended 31 March 2023

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds £
INCOME AND EDOWMENTS FROM			
Donations and legacies	43,617	380	43,997
Charitable activities			
Charitable activities	28,529	-	28,529
Other trading activities	15	-	15
Investment income	56	-	56
Total	72,217	380	72,597
EXPENDITURE ON			
Charitable Activities			
Charitable Activities	77,209	4,821	82,030
Total	77,209	4,821	82,030
NET INCOME/(EXPENDITURE)	(4,992)	(4,441)	(9,433)
Transfer between funds	(2,429)	2,429	-
Net movement in funds	(7,421)	(2,012)	(9,433)
RECONCILIATION OF FUNDS			
Total funds brought forward	94,206	3,533	97,739
TOTAL FUNDS CARRIED FORWARD	86,785	1,521	88,306

14. KEY MANAGEMENT REMUNERATION

The total compensation payable for the year to those individuals whom the trustees consider to be key management personnel was £68,427 (2022 - £25,802)

15. ROLE OF VOLUNTEERS

Volunteers collectively give approximately one hundred and fifty five hours of community service each week to the charity. This equates to over eight thousand hours in the year ended 31st March 2023.

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees For the Year Ended 31 March 2023

16. INDEPENDENT EXAMINERS FEES

The Independent Examiner's fees for the year totalled £720 (£5,132). This comprised of the Independent Examination Fees of £720 (2022 £600) and other services of £Nil (2022 £4,532).

17. TANGIBLE FIXED ASSETS

	Short Leasehold £	Fixtures & Fittings £	Totals £
Cost			
At 1 April 2022	18,077	4,972	23,049
Additions	-	18,143	18,143
At 31 March 2023	<u>18,077</u>	<u>23,115</u>	<u>41,192</u>
DEPRECIATION			
At 1 April 2022	18,077	3,451	21,528
Charge for the year	-	4,936	4,936
At 31 March 2023	<u>18,077</u>	<u>8,387</u>	<u>26,464</u>
NET BOOK VALUE			
At 31 March 2023	<u>-</u>	<u>14,728</u>	<u>14,728</u>
At 31 March 2022	<u>-</u>	<u>1,521</u>	<u>1,521</u>
18. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	2023	2022	
	£	£	
Other Debtors	5,648	10,289	
Prepayments and accrued income	35	39	
	<u>5,683</u>	<u>10,328</u>	
19. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
	2023	2022	
	£	£	
Taxation and social security	2,676	-	
Other creditors	5,153	7,043	
	<u>7,829</u>	<u>7,043</u>	

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees
For the Year Ended 31 March 2023

20. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.2.23 £
Unrestricted funds				
General Fund	36,785	(2,742)	-	34,043
Closure and Shut Down Fund	50,000	-	-	50,000
	<u>86,785</u>	<u>(2,742)</u>	<u>-</u>	<u>84,043</u>
Restricted funds				
Covid 19	94	-	-	94
National Lottery	1,427	(1,302)	-	125
	<u>1,521</u>	<u>(1,302)</u>	<u>-</u>	<u>219</u>
TOTAL FUNDS	<u>88,306</u>	<u>(4,044)</u>	<u>-</u>	<u>84,262</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	167,191	(169,933)	(2,742)
Restricted funds			
Covid 19	-	-	-
National Lottery	-	(1,302)	(1,302)
	<u>-</u>	<u>(1,302)</u>	<u>(1,302)</u>
TOTAL FUNDS	<u>167,191</u>	<u>(171,235)</u>	<u>(4,044)</u>

Age Concern Barnstaple and North Devon CIO

Independent Examiner's Report to the Trustees For the Year Ended 31 March 2023

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.221 £	Net movement in funds £	Transfers between funds £	At 31.2.22 £
Unrestricted funds				
General Fund	44,206	(4,992)	(2,429)	36,785
Closure and Shut Down Fund	50,000	-	-	50,000
	<u>94,206</u>	<u>(4,992)</u>	<u>(2,429)</u>	<u>86,785</u>
Restricted funds				
Covid 19	169	(426)	351	94
National Lottery	3,364	(4,015)	2,078	1,427
	<u>3,533</u>	<u>(4,441)</u>	<u>2,429</u>	<u>1,521</u>
TOTAL FUNDS	<u>97,739</u>	<u>(9,433)</u>	<u>-</u>	<u>88,306</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	72,217	(77,209)	(4,992)
Restricted funds			
Covid 19	380	(806)	(426)
National Lottery	-	(4,015)	(4,015)
	<u>380</u>	<u>(4,821)</u>	<u>(4,441)</u>
TOTAL FUNDS	<u>72,597</u>	<u>(82,030)</u>	<u>(9,433)</u>

Purpose of unrestricted funds

General funds are donations and other incoming resources receivable or generated for the objects of the charity without further specific purpose and which the charity may use for its purpose at its discretion.

The Closure and Shut Down fund has been designated to cover the costs including redundancy in the event the charity is forced to cease operating. £20,000, 3 months running expenses, £25,000, redundancy liability and a £5,000 contingency fund.

20. MOVEMENT IN FUNDS - continued

Purpose of restricted funds

The Covid 19 funds were provided by Devon County Council to assist the charity in dealing with the financial impact of the Covid 19 pandemic on the Home Support scheme.

The National Lottery funding was provided to purchase IT equipment to facilitate video calling between charity beneficiaries and their families.

In the opinion of the Trustees, sufficient funds are held in an appropriate form to enable each fund to be applied in accordance with the relevant restrictions.

21. RELATED PARTY DISCLOSURES

There were no disclosable related party transactions for the year ended 31 March 2023 other than the trustees reimbursed expenses and key management remuneration disclosed above.

Age Concern Barnstaple and North Devon CIO

Detailed Statement of Financial Activities
For the Year Ended 31st March 2023

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Carer support and Hospital support	19,580	15,134
Transport donations	15,311	6,262
General individual donations	-	16,181
Covid 19	-	420
NDVS Training Project	-	6,000
Befriending/Hand Project	7,930	-
Careline	19,489	-
Community Activities	10,751	-
Shopping	15,309	-
	<u>88,370</u>	43,997
Grants	75,457	-
Other trading activities		
Publications and Christmas Cards	-	15
Investment income		
Deposit interest	-	56
Charitable activities		
DCC Home Support Contract	-	25,499
Time For You	3,364	3,030
	<u>3,364</u>	<u>28,529</u>
Total incoming resources	167,191	72,597
EXPENDITURE		
Charitable activities		
Staff costs	50,383	24,868
General expenses	3,603	564
Rent and rates	9,407	8,048
Light and heat	2,554	1,092
Insurance	1,594	1,268
Telephone and computers	2,938	2,345
Printing, postage, stationery and photocopying	3,027	1,546
Trustees' expenses	-	938
Volunteer expenses	7,432	6,088
Staff expenses	115	272
Carried forward	81,053	47,029

Age Concern Barnstaple and North Devon CIO

Detailed Statement of Financial Activities For the Year Ended 31st March 2023

Charitable activities

Brought forward	81,053	47,029
Advertising and fundraising	5,337	368
Unspent grant returned	-	2,042
Depreciation	4,936	1,657
Repairs and Maintenance	2,185	-
Recruitment Costs	679	-
Cleaning and Recycling	3,014	-
	<u>97,204</u>	<u>51,096</u>

Support costs

Human resources

Salaries	68,427	25,106
Pensions	-	696
	<u>68,427</u>	<u>25,802</u>

Governance costs

Accountancy fees	854	4,532
Independent examiner's fees	720	600
Legal expenses	4,030	-
	<u>5,604</u>	<u>5,132</u>

Total resources expenses

<u>171,235</u>	<u>82,030</u>
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Net (expenditure)/income

<u>(4,044)</u>	<u>(9,433)</u>
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This page does not form part of the statutory financial statements

Feedback from our Clients

- "It makes a huge difference to know that someone is there to help."
- "I am unable to leave the house on my own. I have a care agency who assists me with my personal care and visits twice a day. I need help with my weekly shopping and transport to the surgery. I couldn't manage without Age Concern."
- "The services help me to keep my independence."
- "Age Concern helped me to apply for my attendance allowance, it has made a huge difference to my life."
- "I enjoy the weekly phone call, such a jolly lady. I look forward to this every week."
- "I attend the afternoon club. I get a little forgetful and my husband takes me and fetches me. It helps me to meet people."
- "Age Concern is my lifeline, it keeps me from becoming lonely, my wife died 8 years ago and it keeps me going out."
- "I am so grateful for Age Concern. Since Covid a lot of clubs have closed and not reopened. Age Concern is there for me."
- "I enjoy a chat and a laugh."
- "Drivers go above and beyond."
- "They do wonderful work and are so welcoming, lovely staff and volunteers."
- "The knowledge that I can rely on the service helps me."
- "I know I can call on you and you are always there to help. I have used the service for 18 years. I couldn't manage without you."
- "I have very limited mobility. I don't get dressed and don't go out, a carer visits my home. My memory is very poor. I really enjoy my weekly visits and the contact this brings."
- "A lovely volunteer visits."
- "My time away from my spouse gives me 'me' time and time for my own thoughts."
- "I am just grateful that someone has volunteered their time to befriend my husband and given me a window of freedom from my caring role."
- "We are grateful for their help so we can continue to manage in our home."
- "My speech therapist recommended the singing to use my voice."
- "I would like to say that Age Concern volunteers are quite splendid. It is a wonderful organisation."
- "The carer support service is very much appreciated, thank you."
- "I am a carer for my husband and cannot leave him alone. I need someone to talk to. Thank you, Age Concern has made such a difference to my life."