

AGE

Concern

Morgannwg

**TRUSTEES REPORT
& FINANCIAL
STATEMENTS FOR
THE YEAR ENDED
MARCH 2009**

Registered Charity
507495

Registered charity name

Age Concern Morgannwg

Charity number 507495

Principal Office Principality House
Rear of 31 Taff Street
Pontypridd
Rhondda Cynon Taff
CF37 4TR

Trustees Mary Winter (Chair)
Enid Williams
Jean Yerbury
Mair Evans
Meinir Evans
Anthony Hutchings
Ruth Hopkins

Director Rachel Rowlands

Auditor HWCA Limited
Chartered Accountants
& Registered Auditors
Pagefield House
24 Gold Tops
Newport
South Wales
NP20 4PG

Bankers Barclays
91 Taff Street
Pontypridd
Mid Glamorgan
CF37 4SN

Solicitors Merlin Phillips
1 Gelliwastad Road
Pontypridd
Mid Glamorgan
CF37 2BL

**Pension Scheme
Advisors** Makemsons & Co Ltd
Independent Financial
Advisors
6 The Larches
Ystradowen
Cowbridge
CF71 7TT

**Human Resource
Adviser** L. Marshall, LMP Solutions

**Members of the Board
and Professional Advisers** 1

Trustees Annual Report 2 - 10

Independent Auditor's Report 11

**Statement of Financial Activities
- Group** 12 - 13

**Statement of Financial Activities
- Charity** 14 - 15

Consolidated Balance Sheet 16

Notes to the Financial Statements 17 - 26

Chair's Statement

This year all of our objectives have again been achieved and we have managed our budgets successfully (no small achievement in the present climate!). We have increased the representation on our Board of Trustees, and further strengthened our relationship with our statutory and voluntary sector partners. We are also setting our charitable status on a more business like footing to enable us to develop business opportunities and provide greater protection to Trustees. The Charity has established successful governance arrangements for our subsidiary companies to oversee our primary purpose commercial activities. Our trading arm continues to do well and is now one of the leading trading subsidiaries in Wales.

Over the period some **10,681** people benefited from our help and support. The staff have settled well into the new offices in Pontypridd, and continue to work to high standards. We estimate that as a result of the support provided by the Charity's projects and services, we have enabled people to maximise their income, raising a total of **£1,619,868** in new welfare benefits claims. All of our services remain focused on the needs of older people and in particular, those at greatest risk. We have targeted our information service to raise awareness about healthy ageing, fuel poverty and meeting the cost of care as we recognise these are major concerns for older people on a fixed income.

We have been successful in achieving the Investors in People Award (recognised in April 2009), and the Board of Trustees would want to thank all staff for their hard work in achieving the standard. We are confident we will maintain the high standards already recognised by the award and more as the organisation continues to grow.

We need to build on our successes, and the recognition by many outside organisations of the quality of service provided by Age Concern Morgannwg is an achievement that we can be proud of and capitalise on. We have had consistently good reports from Care and Social Services Inspectorate for Wales (CSSIW), and from colleagues in the health and social care professions and we now have an opportunity to develop an independent home support service that can help generate income for other service developments.

We still need to develop our Business Planning processes, and the Board of Trustees has met with a small group of staff (management and field staff) to look at both the strategic route for our organisation, and, linked to that, our operational plans. It is important that all our staff are kept informed of our current position and how we – that is the Board of Trustees, along with Senior Management in the organisation - see the way forward. We intend holding another workforce away day this year to ensure that all staff are kept informed and involved in the process.

We are also part of wider changes – not least the joining together of the national charities Age Concern Cymru and Help the Aged in Wales. We continue to be represented at Age Concern Partnership Wales, and have strengthened that representation over the last year. We will continue to monitor developments in terms of the new all Wales charity, as we are keen to ensure that it reflects the views of local Age Concern organisations in Wales. We are conscious that we are operating in a challenging financial environment, and are aware that this affects other agencies on whom we depend for much of our funding. We also are aware that we need to develop greater independence, not only because of our financial position, but also because organisations such as ours are, and should be, campaigning organisations that exist to ensure services for older people reflect and meet their needs, that older people get a fair deal and are free from discrimination.

My thanks go to my fellow Trustees and to all the staff of Age Concern Morgannwg for their help and support over this year. As always, I am particularly indebted to our Chief Executive who continues to bring such energy, commitment and intelligent analysis to the organisation, along with a sense of humour, to all Board meetings to help us make our decisions.

Mary Winter

Charitable Activities Aims and Objectives

Charitable Activity	Aims and Objectives
<p><u>Participation and Inclusion</u></p> <p>50+ Forums</p> <p>Communities First</p>	<p>To encourage and support older people and older people’s groups to get involved in local issues, influence policy development and improve the quality of services for older people generally.</p> <p>To create innovative solutions to localised problems and encourage older people to engage in their communities, therefore supporting the delivery of the healthy ageing agenda.</p>
<p>Operational Management</p>	<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>
<p>Partnership Management</p>	<p>Participate in networks and joint working ventures between statutory and voluntary sector organisations to meet the needs of older people in Rhondda Cynon Taff, Bridgend and Merthyr Tydfil.</p> <p>Involve trustees and key staff in a number of networks that provide representation of the charity’s interests, provides input to service developments and ensures the views of older people are represented.</p>

Charitable Activities

Beneficiaries

Who benefits from our work?

A typical profile of our beneficiaries is that of 40% male and 60% female with some level of disability and a homeowner on a fixed income. 34% of our service users are aged over 60, 33% are over 70 years of age, 28% are over 80 with 5% being aged over 90 years.

This year, approximately 10,860 people accessed our services. This figure does not include requests for access to more than one of our services or more than one intervention. The following table shows the breakdown of enquiry and service provided.

We provide direct services and have developed excellent relationships and partnerships with other providers so that we can ensure people get access to the help they are looking for.

ENQUIRY TYPE	People	SERVICE PROVIDED	People
Welfare Rights	3,459	Information & Advice	5,171
Trading & Insurance Products	2,089	Hospital Discharge Schemes	807
Housing Issues	1,220	Primary and Dementia Care (Preventative)	550
Finding Help at Home	455	Advocacy Services	184
Gardening	104	Participation & Involvement	1,151
Health	180	Specialist Homecare	43
Consumer Issues	355	Supporting People	114
Care Issues	582	Residential Home/Day Unit Activities	652
TOTAL	8,444	Bryn Ivor Extra Care project	171
		Trading & Insurance Products	2,018
		TOTAL	10,861

We estimate that as a result of the support provided by the Charity's projects and services, we have enabled people to maximise their income, raising a total of **£1,619,868** in new welfare benefits claims.

How do we respond to the needs of beneficiaries?

We provide direct services and have developed excellent relationships and partnerships with other providers so that we can ensure people get access to the help they are looking for.

Around 53% of our enquiries will be dealt with in-house through our services, 29% will be provided with information to allow them to take action by themselves and 17% will be signposted or referred to other partner organisations. 1% of enquiries are unfulfilled – this is where there is no service or scheme that we can refer on to, e.g. befriending, gardening.

In addition, our specialist service teams will receive the vast majority of their referrals from local health and social care practitioners and voluntary organisations.

Charitable Activities

Beneficiaries

Stakeholder Partners

In addition to service users, the work of the charity also benefits the strategic vision and aims of local partners such as Local Health Boards, Health Trusts, Local Authorities and voluntary sector partners.

How do beneficiaries influence our developments?

- *Our services are shaped by what people tell us.*

A fundamental feature of our Charity, rooted in our vision and aims, is our desire to explore the services perception of their needs. Whilst we have established our services in certain ways, this does not prevent a flexible response. For example, developing a client centered approach to care and support means that at each visit the service user is asked what their needs are on that day and that care and support is provided and recorded to reflect the changing needs of the client. At all times, however, the primary aim of the support is to minimise dependency and encourage independence.

Our work with the 50+ Forums in Rhondda Cynon Taff provides an excellent opportunity for us to find out what older people are concerned about locally, what do they feel we should be supporting them with or taking forward on their behalf if necessary? Clearly, the members of the Forums are not entirely representative of all older people and the charity recognises that much more work needs to be done to reach isolated and excluded older people in the poorest communities.

In addition, we canvass the views of all service users and customers who access our projects and buy our products and services. It is important that whilst seeking their views on our existing services, we also take the opportunity to find out where the gaps in service are and what people struggle to cope with. The feedback from this exercise is fed into the Operational Management Team framework in order that service models can be developed and/or funding bids prepared.

Charitable Activities

Strategic Objectives

Performance against Corporate Priorities

In its Business Plan 2008-2011 the Trustees set Strategic Aims and Corporate Priorities to ensure it delivered on the main areas of importance. They were stated as:

Strategic Aim:

- *To secure the commitment of people involved in the charity as trustees, staff and volunteers*

Corporate Priorities:

- *To develop a management and organisational structure to properly support the efficient delivery of services to older persons and to make Age Concern Morgannwg an enjoyable and rewarding place to work;*
- *To achieve the Investors in People (IIP) Standard by 31 March 2009;*
- *To develop the Board of Trustees into an effective governance body*

People are absolutely vital to the success of our Charity. Our charitable activities are dependent on us maintaining an effective, motivated paid and volunteer workforce and a strong, experienced Board of Trustees that functions effectively.

We invest time and resources in our recruitment of staff, volunteers and Trustees, in their development and their training. We invest in a management structure that is capable and competent to support the needs of our workers by using a range of formal and informal supervision and appraisal methods. Every worker has formal line management and annual reviews in addition to regular supervision as agreed by the worker and the manager.

Management Skills Workshops involving managers at all levels have proved extremely useful in ensuring key policies are understood and applied appropriately. This method of coaching and training has also proved useful in identifying specific individual training or development needs and these have been addressed within timescales.

It is the responsibility of our operational management team to create and maintain effective and efficient leadership to ensure we meet this objective by developing an appropriate 'can do' culture that meets the aspirations of the people involved in the charity and the needs of the people who come to us.

We can measure our success by the ability to recruit, retain and train staff and volunteers. We have revisited our volunteer recruitment process during the year to ensure we have suitable volunteer to service match and that we have effective volunteer management arrangements but will continue to do more work, as recommended by the Investors in People Report, to more accurately evaluate the benefit of our volunteer base in delivering the charity's work.

One of our key objectives for the year was to achieve the Investors in People Award by March 2009. We applied for the standard in January 2009 and received recognition in April 2009.

We offer competitive rates of pay and good terms of conditions of service. We have developed effective and efficient means of communicating key strategic and corporate decisions to staff via the Staff Bulletin inserted to each payslip, organising annual Workforce Away Days that involve all stakeholders, creating and maintaining Management meetings at Operational and Strategic level and of course, the aforementioned Management Skills Workshops.

Charitable Activities

Strategic Objectives

Finally, we recruited one new Trustee, a recently retired Chief Executive of a local County Voluntary Council who is also an older person and resident in the area of benefit. It is our intention to recruit two more trustees in 2009-2010, specifically from the Merthyr Tydfil and Bridgend County areas.

Strategic Aim:

- *To sustain the trust and confidence in the work of the Charity*

Corporate Priorities:

- *To continue to promote and represent the interests and well-being of older people living in the County Boroughs of Rhondda Cynon Taf, Bridgend and Merthyr Tydfil*
- *To develop Age Concern Morgannwg into a lead organisation in Rhondda Cynon Taf, Bridgend and Merthyr in the development and delivery of services for people over 50;*
- *To ensure that the trading division makes a profit and then makes an increasing contribution to the core services of Age Concern Morgannwg;*

We believe that one of our unique selling points is our commitment to developing and maintaining quality assurance systems by monitoring and evaluation. We have a reputation, built up over many years, of doing what we say we will do and for being innovative in our approach to problem solving and service development. We take calculated risks in trying to do things differently in order to get the best results for all stakeholders. We do not take a retrospective approach and we try to anticipate and plan for change by encouraging ideas and building on service user feedback.

We measure our success by our ability to raise income from a variety of sources over a long period of time. We have robust and professional relationships with our statutory and voluntary sector partners and this is evident in the confidence they have in our ability to deliver and innovate. For example, Rhondda Cynon Taff County Borough Council and Bridgend County Borough Council were each recognised for their joint work with us in the WLGA's Excellence Wales Awards. This would not have been possible without our involvement and this was recognised by the judges in their awards.

The Trading Subsidiary was overhauled during the year to ensure resources were concentrated on selling business rather than dealing with general enquiries. This new approach has resulted in increased sales and commission and provided clearer roles and responsibilities for the staff employed to work in the subsidiary.

Strategic Aim:

- *To develop partnerships and co-operate with others*

Corporate Priorities:

- *To seek to maximise the potential benefit to Age Concern Morgannwg from the development of Specialist Homecare Services via Age Concern Morgannwg Services Ltd;*

We work hard to link our work with the work of others. We are a leading Charity in respect of the Age Concern movement in Wales and our trustees play an active part in strengthening the national profile through Age Concern Partnership Wales.

We have been a key player and co-driver of the South East Wales cross boundary work undertaken in the year. This new venture is proving particularly useful in identifying opportunities for collaboration, both at an operational level and strategically. We are active members of the local planning fora in each unitary authority and meet regularly through groups such as the Never Too Old Action Team (Bridgend), Health Social Care & Wellbeing Forum (Rhondda Cynon Taff) and the Older People's Steering Group (Merthyr).

The Charity continued to deliver high quality care through its Specialist Homecare Service until 24 August 2009 when the service transferred to a new provider, Shaw Healthcare. Staff employed on the service were transferred to the new provider under the Transfer of Undertakings and Protection of Employment Regulations (TUPE) following a two month transition period. The Charity was commended

Charitable Activities Strategic Objectives

by both the contracting Local Authority (RCTCBC) and the new provider for their co-operation to ensuring a smooth transition in the interests of the service users.

We continue to provide private packages of support to older people via our SupportPlus Service.

Strategic Aim:

- *To ensure the provision of high quality services*

Objective:

- *To consolidate our operating sites into a single, town centre location that will increase the efficiency, productivity and profile of the organisation;*

The Charity successfully relocated to a single town centre site in July 2008. The driver for consolidating three town centre offices was as much about access for service users and providing good quality office accommodation to staff as it was about gaining efficiencies in terms of overheads.

The premises are located directly opposite the main bus terminus in Pontypridd, considered generally as the county town of Rhondda Cynon Taf and is therefore perfectly placed to attract and serve the older people of the county and beyond as they step off the bus. The offices are well equipped with meeting and private interview facilities together with a spacious ground floor reception area that is accessible to people of all abilities including wheelchair users. Feedback from the public has been incredibly positive and we have seen an increase in our trading performance as a result of being under one roof.

The Charity's registration continues with the Care and Social Services Standards Inspectorate for Wales (CSSIW) who provide clear guidance on the principles of care and how those principles are applied in practice. The Charity received an excellent Inspection Report again during the year with no recommendations for improvement. The Charity has acted upon the recommendations made in the 2008 report, regarding the registration of the Domiciliary Care Agency and the legal status of the Charity. Age Concern Morgannwg Ltd is now registered as the Domiciliary Care Agency with the CSSIW and not Age Concern Morgannwg (the Charity). In addition, the charity's information and advice service continues to operate under the guidance of the Legal Services Commission Quality Mark and retains the badge at General Help Level.

Service Achievements

Information, Advice and Advocacy

There are 4 information points run by the Charity across Rhondda Cynon Taf and Bridgend. The service is delivered from local offices and by outreach support for those unable to attend the office. The Information Caseworkers undertook a total of 264 home visits during the year.

Across the organisation as a whole, staff handled a total **6251** enquiries relating to welfare, access to services, social care and legal issues (6127 in 2007/08).

Every year millions of pounds of benefits go unclaimed by older people. The service offers assistance in claiming benefits such as Pension Credit, Council Tax/Housing Benefit and Attendance Allowance. We estimate that as a result of the support we gave people to apply for welfare benefits, an additional **£1,127,122** has been contributed to the local economy.

We continue to operate a limited service to those requiring support at Welfare Benefit Appeals due to limited resources within our Information and Advice Team. We continued to advise on a number of appeals but had to reduce support in this time-consuming area of work to attend appeals only where we felt the chances of success for the client were increased by our involvement.

Community Outreach Services

Every service user of our Community Outreach Services is offered an opportunity to maximize their income. During the year, Community Outreach Workers have supported hundreds of older people to claim welfare benefits that help them live more independently and have more choice. In total, the Community Outreach Services Team has helped raise **£492,746** for service users.

Advocacy – supports and empowers vulnerable older people to access community support and get their voices heard. In addition to our community advocacy project, the Advocates have been supporting 26 residents of a Local Authority residential home through its closure and their move into a new home.

Hospital Discharge Service – provides practical, emotional and liaison support to older people on discharge from hospital. The service assisted **807** people in the year.

Primary Care & Dementia Service – provides outreach support to individuals to enable people to remain living safely and independently in their own homes. The service assists in the prevention of unnecessary hospital admissions and premature entry into residential care. This service received **550** referrals during the year and provided over **400** visits per week to older people in their home in need of help and support.

Supporting People Programme – provides support to older people to maintain their tenancies and home living conditions to continue to live independently. This programme is closely linked to the **Support@Home Scheme** and between them supported **285** people between April 2008 and March 2009.

Activities and Day Units – this exciting programme is delivered across a number of care settings from day units and evening clubs to residential homes in RCT and Bridgend. The aim of the programme is to provide therapeutic and meaningful activities to people with a diagnosis of dementia to stimulate and motivate them in group or one-to-one activities. During the year **652** older people benefited from this project.

Merthyr Healthy Ageing Project – the Health and Wellbeing Project aims to inform and advise people over 50 in Merthyr County Borough about how to improve and sustain their health and wellbeing. Building on the foundations of the Merthyr Information and Ageing Well Project in the previous two years, the Healthy Ageing project shifts its focus to sustainable health and wellbeing solutions within communities. With information varying from healthy eating and exercise to emotional wellbeing and men's health, the project aims to cover a wide range of topics which are relevant to older people. By working with partner agencies and the community the project aims to not only interact with those groups that are well-established but also to target the service towards hard to reach groups (ethnic minorities, those housebound, etc).

Participation and Involvement

Specialist Homecare Service - Regulated by the Care and Social Services Inspectorate for Wales (CSSIW) as a Domiciliary Care Agency, the Charity provides personal care and emotional support to older people living in their own homes who have a diagnosis of dementia. The service was successfully inspected by CSSIW in 2008 and received a final report with no recommendations for improvement. The report concluded that an excellent service was being delivered with effective management and performance monitoring systems in place. (Until 24 August 2009).

Participation and Involvement

50+ Forum Development – providing support and guidance to established forums of older people so they may play an active role in their communities. The five forums currently have 608 members and are supported by a Forum Development Officer post which is hosted by the Charity. They have been developed in recent years as a mechanism for older people to be consulted regularly by officers from the Welsh Assembly Government, local authorities, and other statutory and voluntary organisations about local services.

Communities First Programme – providing the only Participation and Development Team purely for older people, the Communities First Team ensures the active involvement of older people in regenerating their communities within the C1st Programme. (Until 30 September 2009).

Trading Subsidiary

A key feature of the Charity's activities is its trading subsidiary, **Age Concern Morgannwg Trading Ltd.** Trading staff have undergone intensive training to provide sound product knowledge, the highest level of customer service and to ensure they all meet the requirements of the Training and Competency Scheme. In addition, greater emphasis on cross-selling has made a significant difference to the ratio of products per customer the business has written. The business dealt with 2018 transactions, compared to 1405 in the previous year, and this generated commission income of £72,725.50 (£71,597.91 – 2007/08).

These activities generate independent income, making an important contribution to the charity's funding strategy. The team has performed ahead of expectation for the year and plans to extend this contribution have been agreed for 2009/10.

As set out in the Trustees Report 2008 – Plans for the Future, the Charity opened its first Charity Shop and Ebay site. Sales in the shop were generally good however, the premises did not allow for adequate storage of donated goods and so the charity's Duffryn Buildings site in Mountain Ash was used to store and sort stock. The need to constantly update stock and the lack of adequate display space resulted in the sales of the shop remaining static throughout the period and never really achieving the income anticipated the previous year. The logistics of the storage/donation and circulation of stock off site forced the trustees to consider relocating the operation to a larger premises where stock could be dropped, sorted and stored. Having considered many possible premises across RCT it became evident that the shop would not generate the anticipated levels of income to meet the cost of a larger premises, the lease liabilities for which would expose the Trustees to significant risk and result in the charity investing more and more cash just to break even. It was decided, therefore to close the shop and Ebay site from August 2009 (see Plans for the Future 2009/2010).

Age Concern Morgannwg Ltd

The subsidiary was created in October 2008 to deliver the Domiciliary Care Agency service. The company is set to deliver SupportPlus which is a commercial service delivering domestic and personal care support to older people on a private fee paying basis. The service is designed to provide additional and bespoke support to people who wish to buy reliable, good quality, discreet services from a reputable organisation. Profits generated from this activity will be considered for covenant to the charity by the Company's Board of Directors, annually.

The Board of Trustees together with the Directors of Age Concern Morgannwg have begun work on a Marketing Strategy to take forward the aspirations of SupportPlus in the next three years.

Plans for the Future

The four key elements to achieving our long term strategic objectives remain unchanged. We will continue to assess our progress against these objectives generally. More specifically, we will:

- Develop a Strategic Business Plan that sets out our plans for the period 2010-2013 that is supported by Annual Operational Plans detailing how the charity's work will be delivered
- Following the closure of our Specialist Homecare Service in August 2009, we will grow our SupportPlus Business to increase unrestricted income to support the Charity's work
- We will continue to recruit good quality Trustees to safeguard and steer the work of the Charity, particularly from Bridgend and Merthyr Tydfil which are currently under-represented on the Board
- We will ensure our work is relevant by undertaking more in-depth consultation with older people and involve them in the business planning and policy-making process
- We will continue to work closely with Age Concern Partnership Wales and the new national charity (Age Concern Cymru and Help the Aged in Wales) with regard to becoming a brand partner of the new national charity
- We will continue to work closely with our colleagues in Age Concern Cardiff and the Vale of Glamorgan, Age Concern Gwent and Age Concern Torfaen as a member of the South East Wales Regional Group. In particular, to maximise the potential of closer and more formal arrangements to deliver Trading with ACC&V
- We will withdraw from the lease at Duffryn Buildings, Mountain Ash in February 2010, in accordance with the option to break, or sooner if a tenant is found before that date.
- We will provide an opportunity for the workforce to have its say at our Annual Away Day, which will concentrate on Securing Our Future: Developing sustainable sources of income through commercial activity and charitable giving and Getting it Right: Developing a communications strategy to work with older people so they can better influence our work
- We will commit to a Memorandum of Understanding with Age Concern Cardiff & The Vale of Glamorgan that will set out plans to develop formal working arrangements for the Trading operations of both organisations that will determine joint strategy, promote efficiency and increase business

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Charity has a general **vision** of a society where older people are respected and enabled to meet their aspirations. The **mission** of the Charity is to **improve the quality of life of older people**.

Governing Document

Age Concern Morgannwg (the Charity) is an unincorporated association with charitable status, governed by a Constitution - Registered Charity Number 507495.

The Charity was constituted in 1977 followed by registration in 1978 as the Council for the Elderly in Mid Glamorgan. In 1999, a further resolution was passed and approved by the Charity Commission for the name of the charity to become Age Concern Morgannwg and that its area of benefit changed to reflect local government reorganisation. The Constitution is reviewed periodically and was last amended in 1999.

Membership

Membership of the organisation 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, and through invitations sent out in member mailings.

Membership of the Board of Trustees consists of the Chair and six 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.

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

The Charity has completed its review of the process for recruiting Trustees. 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 Director or 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, to the Annual General Meeting.

Organisation

The Board has the overall responsibility for the governance of the Charity. It meets at least six times a year.

The Board delegates authority to the Chief Executive who 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 Chief Executive has delegated authority for human resource planning, employment, service development and finance.

The Board also delegates authority to the non-executive Directors of its two subsidiary companies, Age Concern Morgannwg Trading Ltd and Age Concern Morgannwg Ltd and receives quarterly reports and meeting minutes of their progress and performance.

Auditors

A resolution reappointing HWCA Ltd as auditors of the Charity will be made at the Annual General Meeting.

Related Parties

The Charity is an active member of the Age Concern Partnership in Wales. The Partnership is made up of independent and autonomous Age Concern organisations, which share common aims and values working together to add value to the work and role of Age Concern in Wales.

Risk Management

The systems and internal controls established by the Board are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. Trustees and senior staff carry out the risk assessment in order to confirm that the major risks, to which the Charity is exposed, have been reviewed and systems established to mitigate those risks. The Board has identified the following risk areas:

The effect of a possible cessation of a major income stream has been evaluated and the ability to restructure and continue other services without impairment is underpinned by the reserves policy and the diversification of income streams.

Leased Property – Following a review of leases and suitability of operational sites, the Trustees resolved to consolidate a number of sites to one town centre location in Pontypridd, thereby minimizing overheads and management resources required to manage several sites. During the year, the charity has successfully negotiated an assignment of the lease at No 7 Gelliwastad Road (completed May 2009) for the remaining duration of the lease (2013). The lease at Duffryn Buildings, Mountain Ash will come to an end in February 2010 following the cessation of the Specialist Homecare Service which transferred to Shaw Healthcare in August 2009.

Human Resources – A review of the Corporate Services function has been undertaken during the year with proposals for restructure approved by the Board in December 2008. The restructure will see a reduction in staff numbers but greater emphasis on specialist support for Information/ Communications/Technology and Corporate Strategy in HR, Training and Development, Trustee support and development and Health and Safety.

Insurance Cover - This has been reviewed in the year and the Charity maintains appropriate policies. Insurance is reviewed annually by the Board.

Notes to the Financial Statements

Year Ended 31 March 2008

Risk Assessment

The following assessment is featured in the Charity's revised Business Plan for 2008-2011 and seeks to demonstrate individual risks, how those risks will be managed and the critical success factors involved.

Identified Risk	Risk Management	Success Factor
Insufficient funding	Reduce the breadth of the work we do to the level of income available – review work programme regularly and negotiate with funders for increases – develop income generation activities.	Review services. Subsequent changes are planned, communicated and implemented effectively. Financial risks are properly assessed and plans are in place to ensure the projects stay within agreed budgets. Business plans identify attempts to diversify funding.
Capacity demands on staff	Develop team structures further, clarify role of Managers and Team Leaders, and strengthen supervisor and appraisals processes to link with organisational, financial, service objectives. Focus on impact and outcomes. Create links to other support from partner organisations.	The re-organisation of services is fully operational by end of the calendar year. Achieve the leadership and management model for Investors in People.
High demand Access to services	Establish service criteria. Establish service criteria to ensure fairness and transparency.	Managers support and encourage staff/volunteers to recognise the impact of demands on stretched services and managing criteria effectively. The communication and justification of any changes in service criteria is effective, timely and involves all stakeholders. Heads of service in LA and LHB's have a clear understanding of the services we provide and the demands/pressures.
Addressing emerging needs	Review, consult, negotiate and modify services to ensure responsiveness.	We demonstrate we adapt our services and our approach to service delivery to meet changing demands, diversity issues and equality. We clearly identify/record obstacles to addressing identified gaps in services and our failure to responses to these demands.

Comparison of 2008/2009 with 2007/2008

The Statement of Group Financial Activities for the year is set out on page 19. Total incoming resources for the Group increased from £1,601,038 to £1,727,392 a rise of 7.9%. Total resources expended increased from £1,472,735 to £1,652,243 a rise of 12.2%. Staff costs, represent 74.8% of total expenditure, and these have increased from £1,147,796 to £1,235,943.

Reserves Policy

The Trustees have reviewed the reserves policy and:

- Analysed income and expenditure
- Assessed past performance
- Considered forecasts based on changes in the social and health care environment
- Assessed the economics of the Charity's programmes
- Identified areas of risk
- Identified exit costs should all the charities income streams cease at once

General Reserve Fund

The review concluded that a General Reserve Fund equivalent to six months of operating costs is desirable. This fund has not been designated for particular purposes.

The General Reserve stands at £372,780 at the balance sheet date. Of this £20,898 is represented by tangible fixed assets, leaving £351,882 as the free reserves. This amounts to 20.4% of total income.

The Free Reserves of £351,882 represents 28.5% of the Salaries Cost, or the equivalent of 3 months (approx) of salaries cost. Due to the variability of timing of the various income flows there is a need to increase these reserves.

Restricted Funds

These funds, amounting to £25,475 in total, are restricted to the purposes identified in note 17. Surpluses are required to cover potential future shortfalls. Trustees have taken action to eliminate deficits.

Acknowledgements

The Board is keen to acknowledge the support provided by those organisations listed within the Officers and Professional Advisors page 1.

Finance

A detailed analysis of income and expenditure for 2009 has been completed and compared with analysis from previous years. The business plan addresses perceived weaknesses and identifies potential opportunities. Regular monthly reporting procedures ensure that senior managers and Trustees are aware of the actual position in respect of income and expenditure against forecasts. Contingency plans have been established to take corrective action, where necessary.

Responsibilities of the Trustees

Law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the 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. The 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.

In so far as the Trustees are aware:

- there is no relevant audit information of which the Charity's auditors are unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Signed by order of the Trustees



RACHEL ROWLANDS

Date - 9th September 2008

Independent Auditor's Report

We have audited the financial statements of Age Concern Morgannwg which comprise the consolidated statement of financial activities, the balance sheet of the group and the Charity and related notes. These financial statements have been prepared under the accounting policies set out therein.

This report, including the opinion, 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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF THE TRUSTEES AND AUDITOR

The responsibilities of the Trustees for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards are set out in the Statement of Responsibilities of the Trustees on page 16.

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, and whether the information given in the Trustees Annual Report is consistent with the financial statements.

In addition we report to you if, in our opinion, the Charity has not kept proper accounting records, 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 the significant estimates and judgements made by the Trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the 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 that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

OPINION

- In our opinion the financial statements give a true and fair view of the state of affairs of the charity and of the group as at 31st March 2008 and of its incoming resources and application of resources for the year then ended;
- The financial statements have been properly prepared in accordance with the Charities Act 1993;
- The information given in the Trustees report is consistent with the financial statements for the year ended 31st March 2009.

HWCA LIMITED

Chartered Accountants & Registered Auditors

Pagefield House, 24 Gold Tops, Newport, South Wales NP20 4PG

Abbreviated Group Accounts for the year ended 31st March 2009

The following figures are taken from the full audited consolidated financial statements of Age Concern Morgannwg for the year ended 31st March 2009, approved by the Trustees on 7 September 2009 and submitted to the Charity Commission. The auditors, Haines Watts Wales LLP, whose opinion was unqualified, have confirmed that this summary is consistent with the full report. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the Charity. For further information the full accounts, auditor's report on those accounts and the Trustees' annual report should be consulted; copies of these can be obtained from Age Concern Morgannwg, Principality House, 31 Taff Street, Pontypridd, CF37 4TR on written request.

	2009	2008
	£	£
Fixed assets comprising, furniture & equipment	20,898	22,588
Debtors being what the charity is owed from:		
Monies due to the charity from housing benefit etc	112,248	164,673
Cash, being monies held at the bank and in hand	323,955	223,966
	<hr/> 457,101	<hr/> 411,227
Less: What the charity owes		
Suppliers & other creditors	58,846	88,121
Leaving what the charity owns	<hr/> £398,255 <hr/>	<hr/> £323,106 <hr/>
How this was created:		
By restricted funds	25,475	11,590
By un-restricted funds	372,780	311,516
	<hr/> £398,255 <hr/>	<hr/> £323,106 <hr/>

Annual Operations: Where your money come from:

	Unrestricted Funds	Restricted Funds	2009 Total	2008 Total
Incoming Resources:				
Information and supporting people	456,646	726,807	1,183,453	1,123,872
Domiciliary services	429,504	-	429,504	378,936
Generating funds	96,326	-	96,326	94,594
Other income	16,088	-	16,088	-
Investment income	2,021	-	2,021	3,636
	<hr/> 1,000,585	<hr/> 726,807	<hr/> 1,727,392	<hr/> 1,601,038
Less: Expenditure relating to the provision of charitable services	931,525	720,718	1,652,243	1,472,735
Net Incoming Resources before transfers	<hr/> 69,060	<hr/> 6,089	<hr/> 75,149	<hr/> 128,303
Transfer between funds	(7,796)	7,796	-	-
Net Incoming Resources after transfers	<hr/> 61,264	<hr/> 13,885	<hr/> 75,149	<hr/> 128,303
Total funds brought forward	311,516	11,590	323,106	194,803
Total funds carried forward	<hr/> £372,780 <hr/>	<hr/> £25,475 <hr/>	<hr/> £398,255 <hr/>	<hr/> £323,106 <hr/>

The financial statements were approved by the Trustees and signed on its behalf by Mary Winter and Jean Yerbury

Age Concern Morgannwg

Principality House
Rear of 31 Taff Street
Pontypridd
Rhondda Cynon Taff
CF37 4TR

Tel:

01443 490650

Fax:

01443 490879

Reg Charity No. 507495

AGE
Concern

www.acmorgannwg.org.uk