



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day	Month	Year		Day	Month	Year
	1	APR	2009		31	Mar	2010

Section A Reference and administration details

Charity name **Age Concern Okehampton and Torrridge**

Other names charity is known by Age Concern NW Devon; ACOT Services; ACOT

Registered charity number (if any) **1011780**

Charity's principal address
 2 Crediton Road
 Okehampton
 Postcode **EX20 1LU**

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Janeene Nicholas	Chair		ACOT
2	Barrie Duke	Secretary		ACOT
3	Helen Turner	Treasurer		ACOT
4	Graham Reynolds			ACOT
5	Ann Hain			ACOT
6	Beryl Perkins			ACOT
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Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Barrie Duke

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Unincorporated Association
Trustee selection methods (eg. appointed by, elected by)	Appointed and elected at AGM

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

We have a trustee induction programme

The organisation is an independent local charity managed by the Board of Trustees, operating in North West Devon

The charity is an accredited member of the Age Concern Federation. It is not a branch of any organisation and is responsible for raising all of its funding.

The charity works with other local charities and those agencies whose aim is to support older people. The charity works at regional and national level with Age UK but is not part of that separate charity.

Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

The object of the organisation shall be to promote the relief of elderly people in any manner which now is or hereafter deemed by law to be charitable in and around the districts of Okehampton and Torrington.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

The charity focuses its work for public benefit on older people in and around its area of benefit where no other support is available. It makes no charges for its services apart for an administrative charge to cover the cost of Foot Care services.

We aim to provide quality information and advice, signposting enquirers , older people, carers and their relatives to existing, relevant and reliable, service providers.

When designing and providing new services during the year the trustees have been guided by and acted upon the guidance issued by the Charity Commission on public benefit as in section4 of the Charities Act 2006.

The new services have developed in response to both recorded public requests from older people and from those agencies working with older people.

During the year the IT training programme was restructured and the outreach programme introduced 15 new older people to the training.

The Complex Care Team involvement drew upon our Advocacy Service and resulted in the restoration of two clients entitlement to NHS funding for their continuing care at appeal.

The Foot Care programme has attracted 50 applicants for nail cutting at Okehampton Hospital and three volunteers have been trained by the NHS as technicians. We expect to have started new clinics in Tavistock, Moretonhampstead and Dartmoor Prison during the next 12 months.

Benefit and pension information and advice has been delivered in Exeter, Channings Wood and Dartmoor prisons.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

The charity has not made any grants to individuals during this period.

All the charity's financial assets continue with CAF Bank Ltd.

The charity is governed and run by volunteers.

Summary of the main achievements of the charity during the year**Information and Advice**

This activity remains the flagship service of the organisation responding to an average of 7 enquiries each weekday. Benefit assessments requiring Home Visits have been referred to West Devon CAB thereby avoiding any duplication of services.

Computerisation.

The IT training remains very popular with increasing support for obtaining and setting up Broadband services. Four of the computers are no longer suitable for due to their age and we aim to buy new ones partly funded by the money raised by the mayor of Okehampton, David Weekes, during his year in office. The installation of a new server has enabled the organisation to increase the efficiency of the network. The placing of the computerised management system online has greatly improved the reliability of our day to day running and management.

The development of an online resource centre will enable computer trainees and trainers, trustees and volunteers to work from home and be able to communicate and discuss at any time. We aim to launch this project in the autumn and thereby reduce costs of phone calls and travelling.

Complex Care

The Complex Care Team have continued to identify older people who are having difficulty in managing their affairs and continuing to live in their own homes.

Foot Care

The development of the Foot Care project requires to improve upon the existing administrative process and we will be upgrading our telephone management system. The computerised online booking system is successfully providing an efficient and reliable service. We will be redesigning the referral system to make it simpler for older people to be referred to us by the NHS.

As our Foot Care is only ever carried out in public venues and not in people's homes we are not required to register with the Care Quality Commission.

Age UK

The merging of the two national charities Age Concern England and Help the Aged to form a new charity called Age UK has led to some confusion. Whilst it is the proposed aim of the new charity to assimilate the majority of local Age Concerns it has yet to make an offer of partnership for smaller groups like ourselves.

Section E Financial review

Brief statement of the charity's policy on reserves

The charity's continues to maintain reserves of one year's funding in order to prevent the effects of future government cuts, an expected drop in donations to the charity and possible increase in VAT adversely affecting the work.

Details of any funds materially in deficit

There are no deficits in our funds.

Further financial review details (Optional information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The sources of our funding remain those of donations, charity shop income and grants.

All expenditure has supported activities which directly meet the needs of older people in and around our area of benefit

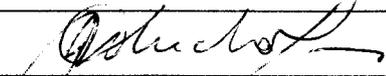
Our funds remain in CAF Bank Ltd where we can operate a BACS system.

Section F Other optional information

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Janeene Nicholas	BARRIE DUKE
Position (eg Secretary, Chair, etc)	Chair	SECRETARY

Date 5 FEB 2011

Age Concern Okehampton and Torrridge

Annual Accounts 1 Apr 2009 to 31 Mar 2010

Registered Charity No: 1011780

	Apr '09 - Mar 10		Apr '08 - Mar 09
	£		£
Ordinary Income/Expense			
Income			
Council Tax Refund	53.72		0.00
Fees	98.00		37.50
Gifts and Donations Income	4,510.82		3,579.12
Grants	6,050.00		12,690.00
Gross Credit Interest	39.14		390.49
Revenue Refund	0.00		456.81
Total Income	10,751.68		17,153.92
 Gross Profit	 10,751.68		 17,153.92
Expense			
Administration	275.40		0.00
Charity Shop	279.30		0.00
DCF Grassroots LMN	3,400.00		0.00
Dues and Subscriptions	20.00		0.00
Equipment	184.08		16.55
Foot Care	11.66		0.00
Gifts and Donations	119.80		50.00
Insurances	254.62		263.50
IT Hardware	1,445.32		948.13
IT Software	396.00		185.27
IT Support	1,150.00		0.00
Miscellaneous	73.08		0.00
Office Supplies	369.29		34.73
Okehampton Centre	160.75		135.51
Postage and Delivery	33.50		30.66
Printing and Reproduction	361.45		310.89
Professional Fees	345.00		150.00
Publicity	2.50		0.00
Rent	520.00		565.00
Repairs	50.77		13.73
Subscriptions	230.10		98.00
Supplies	137.11		35.01
Training	64.62		408.66
Travel & Entertainment	1,060.04		545.31
Utilities	2,066.94		1,613.96
Wheelchair batteries	84.00		0.00
Total Expense	13,095.33		5,404.91
 Balance b/f 1/4/2009	 21,169.40	 B/f 1/4/2008	 9,420.39
Net Ordinary Income	<u>-2,343.65</u>		<u>11,749.01</u>
 Balance c/f 31/3/2010	 <u>18,825.75</u>	 c/f 31/3/2009	 21,169.40

This is a correct presentation of the accounts for the period 1 Apr 2009 to 31 Mar 2010.

Signed:



Barrie Duke Trustee

21st October 2010