



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	1st	April	2012		31st	March	2013

Section A Reference and administration details

Charity name **Age Concern Okehampton and Torridge**

Other names charity is known by **ACOT Services, Age Concern North West Devon**

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 AGM
2	Helen Turner	Treasurer		ACOT AGM
3	Barrie Duke	Secretary		ACOT AGM
4	Graham Reynolds			ACOT AGM
5	Ann Hain			ACOT AGM
6	Beryl Perkins			ACOT AGM

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, Chief Officer [Voluntary]

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 by AGM or trustees on an annual basis

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 hold a comprehensive set of policies and procedures for the induction of trustees based on Charity Commission guidance and approved by Age Concern Quality Counts.
- This is an independent unincorporated charity that has no connection with Age UK. The name Age Concern Okehampton and Torrridge was approved by the charity commission in 1992 which we can continue to use. Age UK owns the name, Age Concern, and is negotiating with some 150 charities on their continued use of the brand.
- We work in close association with Age Concern Barnstaple, Crediton, Exmouth, and South Molton who hold the charitable same status.
- All major risks to the charity are under continual review by the chief officer and treasurer, reporting on a regular basis to the trustees. These constitute:
 - a need to relocate the premises in Okehampton for which we pay a nominal rent and,
 - the loss of income from regular funders.

We continue to look for larger premises in Okehampton and propose to set up a committee in the coming year to investigate the benefits and costs of such action.

Cashflow and income a expenditure are checked on a regular basis against the annual budget ensuring that any unexpected income loss or expenditure can be met from reserves whilst additional funding is raised.
- Health and safety, fire alarms and extinguishers are regularly checked.
- We review the Reserves policy every year [continuing to support a reserve of £10,000 for the rent of equivalent premises and a year's running costs].
- We seek to promote the work of the charity in the media and thereby uphold the reputation and good name of the charity. We promote the work of the charity through the publication of information leaflets and a joint booklet advertising the work of the five Devon charities named above.

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

To promote the relief of older people in any manner which now is or may be deemed by law to be charitable in and around the districts of West Devon and Torridge, called the area of benefit.

We work with people of all ages and abilities, especially carers, in achieving the above named object. We deem older people to be over the age of 50 providing information and services for free or for a small administrative charge to cover the costs of the Foot Care scheme.

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)

We are continually developing and changing our services according to local need and individual requests for help.

Our policy is to attempt to help older people with the problems and challenges that they face rather than attempt to fit them into proscribed services.

The type of help we have given in the past year can be summarised as follows:

- **Advocacy**
Representing older people in disputes with utility companies and the suppliers of goods and services and working with Trading Standards on two occasions to aid the prosecution of rogue traders
- **Benefits and Allowances**
Informing about and explaining the complexities of those that affect older people and carers. We refer many to Citizens Advice for home visits in West Devon.
- **Computer Training**
Assisting with the purchasing, setup and operation of computer and communication technology.
- **Caring**
Informing about and explaining the complexities of support available. Liaising with Health authorities, GP's, Adult Services and registered charities. Sign-posting to existing services and support which are not always available in our area of benefit.
- **Current heating oil prices**
Maintaining a website graph as a price guide for rural areas where many older people rely heavily on this form of heating.
- **Foot care**
Operating a clinic in Okehampton Hospital for older people who have healthy feet but are unable to manage the cutting of their nails. Volunteers are trained by the NHS as foot care technicians.
- **Form filling**
Assisting with paper claim and application forms and online and where no other help is available..
- **General Information**
A core service which is available at the centre, by phone, email and text and via our website www.acot.org.uk
- **Home support**
Offering a regular visiting service that assists in improving well-being and social interaction by combating loneliness in a sparsely populated rural areas.
- **IT Training**
The moves to tablets and Windows 8 has renewed interest in training.
- **Legal Advice**
Linking with free advice from a local solicitor.

- **PAT testing**
Offering the testing and certification of electronic equipment utilising the PAT Tester that we use to check the safety of our own electrical equipment..
- **Recycling**
We are licensed by Devon County Council for the recycling of household goods that are not suitable for the shop or have not been sold within a reasonable period of time.
- **Wheelchair Hire**
Providing chairs for short-term hire and instructing in their use. There is a continuing need for lightweight chairs which are regularly serviced and for other disability aids. We recognise that there is no other provider within a radius of approx. 20 miles of Okehampton and would consider the provision of a disability centre within new premises.

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.

Grant making.

We are able to assist with small emergency loans when there appears to be no other financial help available. We do not make regular payments.

Investment of reserves.

We keep the majority of our funds in a CAF Bank Ltd [Charities Aid Foundation] reserve account, which gives immediate access.

Small charities live with the continual threat of loss of funds from local authorities should a contract be ended which means that we have to keep money available at short notice.

Contribution by volunteers.

The organisation is run and managed by a small body of around 20 volunteers who contribute over 70 hours a week [over £35,000 a year in equivalent terms].

Our policy is to avoid the difficulties of employment when redundancy can so often arise with the sudden loss of regular funding and the pitfall of future unmet pension fund contributions which can appear in many schemes.

We purchase software and management services to run the organisation and assist with developing services. We operate a home working policy and have run a cloud-based recording business management system for the last ten years.

The running of a charity for 21 years, in such a sparsely populated area of 800 sq. miles, with a population of some 35,000 older people has only proved to be sustainable where administrative costs are kept to a bare minimum whilst funds are used to ensure a high standard of efficiency and effectiveness through continual training for and support of valued volunteers.

We are now working with the Disclosure and Barring Service operated by Devon County Council to ensure that all volunteers will have been registered and updated from CRB checks within the next three years.

Summary of the main achievements of the charity during the year

We achieved our aim of increasing and improving the quality of our work in 2012-13:

Administration

- Making IT upgrades; with a new touch screen all in one computer, and a new laptop to run a palm projector for talks.
- Software upgrades on our public access computers to Windows 8
- Home working – increasing the number of staff who can work from home.
- Increasing mobile communications with an iPhone and an iPad to support volunteers who visit or manage services from home.

Caring

- Home Support – setting up a new project to provide trained volunteers to visit isolated older people, part funded by the Devon Community Foundation.
- Complex Care – paying for a manager to liaise with professional bodies caring for older people at risk, funded by West Devon CVS.

Foot care

- Administration – appointing a volunteer to manage record keeping, and the computerised appointment booking system.
- Increase in clients – so that each clinic, held fortnightly is fully booked

Grant making

- A significant increase in grants to individuals.

Income

- Waitrose customer donations - £641 raised locally in Feb 2013.
- Devon Community Foundation/Comic relief funding of £5,000 for the setup of the Home Care scheme
- BT Community Connections – one year's broadband connection
- Okehampton United Charities - £5000 for an IT training project for Okehampton and the hamlets and £500 for administrative costs
- Reduction in utility costs through negotiation of a better electricity contract.

Information sharing and publication

- New leaflets on current services printed and a joint booklet produced by AC Barnstaple describing the work of the five independent Age Concern charities in Devon
- Talks – on our work to local organisations.
- Website development – descriptions of our services and many more links to government services added, policies and procedures added.

Recording and reporting

- We have undertaken a configuration of our software management system that improves and automates our statistical collection and reporting ability
- Joint statistics – published by the five independent Age Concern charities in Devon

Volunteers and training

- Improved recruiting – liaison with West Devon CVS
- More training provision

Section E

Financial review

Brief statement of the charity's policy on reserves

We review the Reserves policy every year [continuing to support a reserve of £10,000 for the rent of equivalent premises and a year's running costs].

Details of any funds materially in deficit

No funds are in deficit.

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.

Sources of funds

Donations remain a third of our income and grants at two thirds. We continually strive to decrease our reliance on the latter.

Expenditure supporting key objectives

Nearly all of our expenditure is related to the direct support of older people or of volunteers in bringing the help that they request.

Investment policy

See Section B

Section F

Other optional information

We were able to successfully register a local building currently used by Dartmoor Rescue as a Community Asset under the Community Right to Bid initiative ensuring that the property cannot be sold without the local community sector having six months to make a possible purchase.

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 10th June 2013