



Barnstaple & North Devon | Supporting Independent Living

## **Annual Report 2023 / 2024**



**Reducing Loneliness and Isolation**

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

**Tel: 01271 324488**

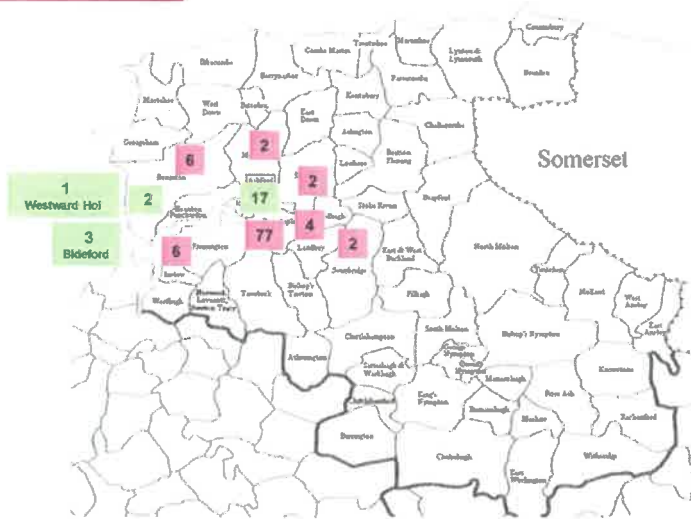
**Email: [info@ageconcernnorthdevon.org.uk](mailto:info@ageconcernnorthdevon.org.uk)**

**Charity Number: 1201835**

# Charity Growth and Expansion

**Clients 99**

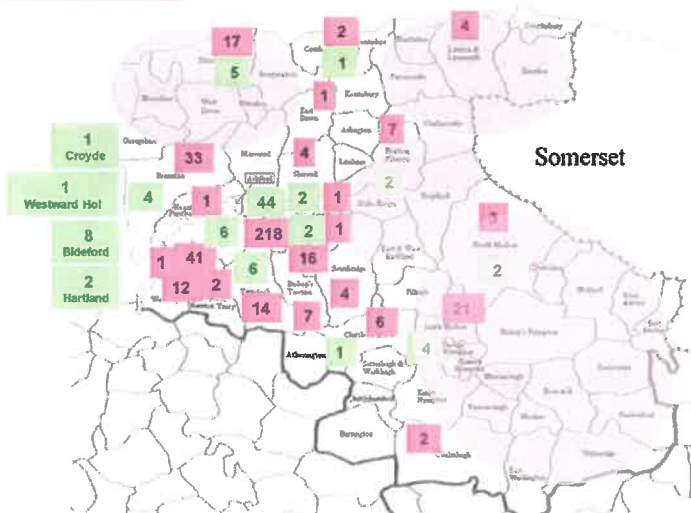
**Volunteers 23**



North Devon District

**Clients 418**

**Volunteers 90**



North Devon District

Key Development Areas

This period has been about growth in both client and volunteer numbers; 422% growth in clients and 391% growth in volunteers.

The Charity has successfully expanded into new areas of North Devon including Ilfracombe and South Molton.

Development areas for 2024 / 2025 include Lynton and Lynmouth, Ilfracombe, Buckland and areas south of South Molton to our area boundary.

As ever our success will depend on volunteer support.

**REGISTERED COMPANY NUMBER: CE031318 (England and Wales)**

**TRUSTEES' REPORT AND  
UNAUDITED FINANCIAL STATEMENTS  
FOR THE PERIOD  
3 FEBRUARY 2023 TO 31 MARCH 2024  
FOR  
AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

Stevens & Willey  
Chartered Certified Accountants  
Grenville House  
9 Boutport Street  
Barnstaple  
Devon  
EX31 1TZ



**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

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FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

**REFERENCE AND ADMINISTRATIVE DETAILS  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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<b>TRUSTEES</b>	Mr S P Harvey (appointed 3/2/23) (resigned 15/7/24) Ms B M Gravett (appointed 3/2/23) Mr I Roome (appointed 23/3/23) (resigned 15/7/24) Mr R J Ward (appointed 23/3/23) Mr J A Challis (appointed 14/9/23) Miss A Walter (appointed 13/3/24)
<b>REGISTERED OFFICE</b>	116-118 Boutport Street BARNSTAPLE Devon EX31 1TD
<b>REGISTERED COMPANY NUMBER</b>	CE031318 (England and Wales)
<b>REGISTERED CHARITY NUMBER</b>	1201835
<b>INDEPENDENT EXAMINER</b>	Stevens & Willey Chartered Certified Accountants Grenville House 9 Boutport Street Barnstaple Devon EX31 1TZ



# **AGE CONCERN - BARNSTAPLE AND NORTH DEVON CIO**

## **TRUSTEES' REPORT FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the period 3 February 2023 to 31 March 2024. 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).

An application was made to the Charity Commission to form a Charitable Incorporated Organisation to replace Age Concern Barnstaple and District Association (1015513). The previous charity ceased operating and all assets and liabilities were transferred to this charity on 3 February 2023.

### **INCORPORATION**

The charitable company was incorporated on 3 February 2023.

### **OBJECTIVES AND ACTIVITIES**

#### **Objectives and aims**

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.



## **AGE CONCERN - BARNSTAPLE AND NORTH DEVON CIO**

### **TRUSTEES' REPORT FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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#### **OBJECTIVES AND ACTIVITIES**

##### **Public benefit**

Devon is the 3rd largest county in England (2,534 square miles, 800,000 residents) and is one of the most sparsely populated counties, with few large settlements and a dispersed/rural population. The North Devon population is 100,200 and is older than the national average with a 22.1% rise in people aged 65+ to a third of the population since 2011. North Devon is particularly rural/remote with significant deprivation and a profound lack of community services. The most deprived areas in Devon are in North Devon, Ilfracombe and Barnstaple including Forches/Whiddon Valley; these areas are in the most deprived 10% of all areas in England. 6,000 older people in North Devon live on the state pension (in poverty) but only 1,500 receive Pension Credit benefit. More support for older, vulnerable people is needed including for benefit applications, transport and services to combat loneliness and isolation.

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 an attractive town with a 'holiday feel' in the summer there are 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.

During September 2023 Age Concern Carer Support clients were asked to complete a postal survey which asked about their experience of Age Concern services. It can be challenging for carers to find the time and capacity to complete surveys, and we are grateful to the 48% who responded. 73% of carers were aged 60-75, 73% were female. The carers had an average of 1.6 health conditions each including diabetes, respiratory and mobility conditions, mental health and heart conditions. The cared-for had an average of 5.3 health conditions each including memory problems, mobility issues, heart conditions, Parkinson's, hearing and sight impairments, cancer, stroke, incontinence/bowel and bladder problems. Each carer used an average of 2 Age Concern services. These were respite breaks, community activities, community transport, Care Line and benefits support, the shopping service and telephone befriending. 100% used Service Manager support.

82% of carers feel less lonely/isolated because they use Age Concern services. 64% feel more connected to their community, 73% feel their healthcare needs are supported because they receive regular breaks from their caring roles. Comments included that they have time to attend their own medical appointments, time for exercise and make use of the Community Transport Service to enable them to attend medical appointments. 82% of carers feel that the service gives them time to themselves, 73% feel less tired and more resilient, 73% feel more cheerful.

91% of carers believe that their caring role has a negative impact on their mental health, 73% believe that Age Concern services have helped to reduce these mental health problems.

64% of carers believe that Age Concern services help them to stay active by providing time to get out of the house and into the fresh air, time to pursue hobbies and interests and time to exercise.

36% of carers believe that the services provided helped them to manage at home. Not all carers choose to use their respite time for household tasks.

100% of carers believe that Age Concern Support services enable them to continue with their caring role. 82% of carers believe that the services help them to maintain their independence.



## **AGE CONCERN - BARNSTAPLE AND NORTH DEVON CIO**

### **TRUSTEES' REPORT FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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#### **OBJECTIVES AND ACTIVITIES**

100% of carers believe that the person they care for benefits from the Carer Support services they receive. 82% of the cared-for feel less lonely, 73% feel more connected to community, 73% have lifted mood, 73% have something to look forward to.

82% of carers believe that the Age Concern Carer Support services help their relationship with the person they care for.

The cost of caring is generally high, putting pressure on often limited household budgets. 100% of carers believe that Age Concern Services are helpful because they are free/very low cost.

Overwhelmingly requests for service improvement were for more and longer respite breaks. Some carers felt that the breaks were not long enough to have a significant impact on their mental health and quality of life. A day care facility was often requested.

Further developments for carer respite breaks are planned for 2024/25 with the conversion of the Go North Devon building in Barnstaple Bus Station to a Day Club supporting 50 people a week with 5 hour respite breaks and providing the cared-for with a sociable fully catered day. Planning permission has been received and builders are being invited to tender. Once costs are known funding applications to support the project will be submitted.

#### **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. 70% (not including the Care Line Service) have Care First numbers ie. are registered with Social Services.

#### **Referrals**

Service referrals come from statutory sources including GPs, Social Prescribers, Social Workers, the North Devon Hospital Discharge Team, Community Mental Health Team, Physiotherapists, Dementia Nurses/Advisors and Devon Carers, family, friends, neighbours and self-referrals. Self-referrals have grown over the last 12 months which demonstrates the importance of our extensive marketing campaigns which are designed to reach the most lonely and isolated, often using letter box drops to ensure we reach people who are housebound and particularly vulnerable.

Waiting lists are too long, particularly for driving and shopping services. The main objective in 2024/25 is to increase our volunteer support so we can reduce our waiting lists, meet growing community need and continue to spread our services across the North Devon District giving all eligible residents access to services.



**TRUSTEES' REPORT  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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**OBJECTIVES AND ACTIVITIES**

**Volunteers**

Volunteers are recruited via multiple marketing channels including press and PR, radio, posters and leaflets, community events, roadshows, web and social media (Facebook). 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 a minimum of 6 additional training courses each year such as first aid, safe moving and handling, dementia awareness, bereavement awareness and domestic abuse awareness.

Popular 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 meets quarterly and provides important insight into Charity and service development.

The Volunteer Awards Programme gives framed certificates and gifts to volunteers for their long service in 5-year increments. Where volunteers are available, these are presented at the AGM.

We are currently in the process of achieving Investing in Volunteers Accreditation and will be externally audited every 3 years to ensure that we work to best practice standards in the care and support of our volunteers.

A volunteer survey in October 2023 (60% responded) showed that 76% of our volunteers are retired, 18% come from medical professions 15% from social care, 8% from education and 7% from police/legal professions. Other occupations include driving instructor, counsellor, armed forces, farming, office, hospitality and finance. 56% of our volunteers are female. 69% currently live in Barnstaple.

82% of our volunteers feel a greater connection to their community because they volunteer for Age Concern, 100% feel their volunteering role is making a positive difference to the people they support. 71% have learnt new skills, gained experience, or taken part in new activities. 80% have increased their understanding of older people's needs and dementia.

78% have made new friends and contacts and 91% feel they have been able to use their skills and life experience in their volunteer roles.

85% are happy with the amount of time they give to the Charity, 15% would like to give more.

This positive feedback helps enormously with word-of-mouth volunteer recruitment which is one of our most successful recruitment tools.



**TRUSTEES' REPORT  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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**ACHIEVEMENT AND PERFORMANCE**

**Charitable activities**

Service numbers and achievements during the reporting period were as follows:

- o 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 healthcare, debt, energy and legal issues and help with funeral arrangements and bereavement. The service has grown from supporting 30 people a week to 50 people a week with home visits and clinics for benefit support expanding to Ilfracombe and South Molton. The monthly value of successful benefit applications achieved for our clients has exceeded the target of £25,000pcm.
- o 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. This service has grown from 10 to 30 weekly journeys with driver numbers growing from 5 to 20.
- o Shopping Service - An Age Concern volunteer either accompanies and helps someone to undertake their own food shopping or is provided with a list and payment and method to undertake the food shopping on their behalf. Help with shopping lists, carrying bags and putting shopping away can be provided. Around 25-30 people used this service each week on average throughout the period.
- o 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. Face to face befriending grew from 10 to 25 weekly visits in 2023/24 and Telephone Befriending grew from 75 to 100.
- o 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 which grew to 20 people a week in 2023/24.
- o 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. 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 and 2023/24.



## **AGE CONCERN - BARNSTAPLE AND NORTH DEVON CIO**

### **TRUSTEES' REPORT FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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o Community Activities - Age Concern activities grew from 18 to 22 monthly in the reporting period. Activities spread to South Molton. Attendances grew from 100 to 125 weekly. New craft, games, exercise and pop-in mornings were introduced. Between 7-10 carers had an additional respite break each week while the person they cared for attended a community activity. A new monthly activity, Elder Day, was introduced in 2023 as a result of a community survey which showed that a large number of older and vulnerable people needed support to access Barnstaple's services and facilities. Partnering with Barnstaple Town Council and Barnstaple Library enabled a Wellbeing Café, Soup Lunch, Help Desk, and Games and Craft Afternoon to be provided along with one-to-one support to use the town centre as needed.

o Shopmobility, Scooter and Wheelchair Hire - cleaned/serviced wheelchairs can be hired by the day or the week. This service was taken on as the existing supplier (Go North Devon) sadly closed in 2023. The service quickly grew from 5-10 hires each week with free provision on Elder Day.

Over 2,800 people were supported during 2023/24 with over 17,500 units of support. Volunteers donated over 14,000 hours of service which equates to a donation of £168,000 based on the adult living wage. These numbers represent significant growth on the previous year, more than doubling units of support and hours of service and increasing the number of people we support by 55%. With the growth in volunteer numbers, we are now able to provide more holistic support to our clients with most people using multiple services, enabling us to meet higher levels of need and make a real difference to the most vulnerable in our community.

2023/24 was a year of growth. Client numbers have grown to 418 and volunteer numbers to 90 (422% and 391% growth). In addition, the Charity expanded away from Barnstaple and District to the wider North Devon district. Now the only charity for older people in North Devon (due to the closure of Age Concern Ilfracombe and Age Concern South Molton), services are being scaled-up to meet community need. Future development areas are around Lynton and Lynmouth, Ilfracombe, Buckland and South of South Molton.

#### **FINANCIAL REVIEW**

##### **Principal funding sources**

The Charity is funded by a combination of service charges, donations and community fundraising (currently around 49% of total income), statutory funding (currently around 19% of total income), and grants and trusts (currently around 32% of total income).

Grant funding is particularly challenging, with grant awards being smaller and harder to achieve post Covid.

Work must continue in 2024/25 to improve the Charity's sustainability through charitable service charges, donations, legacies, community fundraising and through increased statutory support.



## **AGE CONCERN - BARNSTAPLE AND NORTH DEVON CIO**

### **TRUSTEES' REPORT FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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#### **FINANCIAL REVIEW**

##### **Reserves policy**

The total bank balance of £87,064 in ACBND at 31 March 2024 represents at least 4 months of Charity funding. £69,349 of income received is deferred into the following year.

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.
- 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.

##### **Going concern**

The charity is reliant on continuing funding from Devon County Council and other third party grants/donors to enable it to cover its operating expenditure.

The Trustees are optimistic that further funding will be agreed with applications for grants in progress, 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 through careful comparison of budgeted to actual results with funding from Devon County Council ongoing at the date of approval of the financial statements.

#### **FUTURE PLANS**

The Board of Trustees has set the following priorities for 2024/25:

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



# **AGE CONCERN - BARNSTAPLE AND NORTH DEVON CIO**

## **TRUSTEES' REPORT FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing document**

Age Concern Barnstaple and North Devon (ACBND) is controlled by its governing document, the "Constitution", which defines it as a Charitable Incorporated Organisation (CIO), as defined by the Companies Act 2006.

#### **Charity constitution**

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 5 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.

#### **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. 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:

- Ensure 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.

#### **Related parties**

Any related party transactions requiring disclosure have been detailed in the notes to the accounts.



**TRUSTEES' REPORT  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**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 provides 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 ensures all external reporting requirements are met.

IT risks are managed via an external provider, Alchemy Systems. Cloud-based shared drives and databases provide secure back-up for client and volunteer data. All virus risks are managed by Alchemy who look after the Charity software and hardware, providing both day to day remote staff technical support as well as on-site support. A provision is made in the budget for crisis management 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/procedures, and provide additional support for specific issues if needed. A provision is made in the budget for additional HR and legal support if required.

Risk Assessments at the main Charity office, and all project sites, are carried out annually. 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, and reviewed externally every 3 years.

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.

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

Charity insurance (public liability, employee liability and professional indemnity cover) is reviewed annually. Volunteers driving for the Community Transport Service have their No-Claims bonus protected whilst driving for the Charity.

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 19-8-2024 and signed on its behalf by:

  
.....  
Mr R J Ward - Trustee



# **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF AGE CONCERN - BARNSTAPLE AND NORTH DEVON CIO**

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## **Independent examiner's report to the trustees of Age Concern - Barnstaple and North Devon CIO (the Company)**

I report to the charity trustees on my examination of the accounts of the Company for the period 3 February 2023 to 31 March 2024.

### **Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.



**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

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**Independent examiner's statement**

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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.

*A. Kennard*

Andrew Kennard FCCA  
The Association of Chartered Certified Accountants

Stevens & Willey  
Chartered Certified Accountants  
Grenville House  
9 Boutport Street  
Barnstaple  
EX31 1TZ

Date: 20/8/24



**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

		Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>	Notes			
Donations, legacies and grants	2	213,076	39,036	252,112
<b>Charitable activities</b>	3			
Charitable activities		23,741	-	23,741
<b>Total</b>		<u>236,817</u>	<u>39,036</u>	<u>275,853</u>
<b>EXPENDITURE ON</b>				
<b>Charitable activities</b>				
Charitable activities		235,645	39,255	274,900
<b>NET INCOME/(EXPENDITURE)</b>		1,172	(219)	953
<b>RECONCILIATION OF FUNDS</b>				
Total funds brought forward		29,464	219	29,683
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>30,636</u>	<u>-</u>	<u>30,636</u>

The notes on page 0 form part of these financial statements



**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

**BALANCE SHEET  
31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	Total funds £
<b>FIXED ASSETS</b>				
Tangible assets	7	11,813	-	11,813
<b>CURRENT ASSETS</b>				
Debtors	8	11,322	-	11,322
Cash at bank and in hand		84,984	2,080	87,064
		<u>96,306</u>	<u>2,080</u>	<u>98,386</u>
<b>CREDITORS</b>				
Amounts falling due within one year	9	(77,483)	(2,080)	(79,563)
<b>NET CURRENT ASSETS</b>		<u>18,823</u>	<u>-</u>	<u>18,823</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>30,636</u>	<u>-</u>	<u>30,636</u>
<b>NET ASSETS</b>		<u>30,636</u>	<u>-</u>	<u>30,636</u>
<b>FUNDS</b>	10			
Unrestricted funds				30,636
<b>TOTAL FUNDS</b>				<u>30,636</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the period ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the period ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes on page 0 form part of these financial statements



**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

**BALANCE SHEET - continued  
31 MARCH 2024**

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These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 19-8-2024 and were signed on its behalf by:



Mr R J Ward - Trustee



Ms B M Gravett - Trustee

The notes on page 0 form part of these financial statements



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**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.

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 are accounted for under the accruals model. Any deferred element of grants relating to future periods is included in creditors as income in advance. Where entitlement is not conditional on the delivery of a specific performance by the charity, grants are recognised only 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 quantified. The value of services provided by volunteers has not been included.

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 quantified.

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 VAT and is reported as part of the expenditure to which it relates. The accruals model is used.

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 allocated directly to such activities and those costs of an indirect nature necessary to support them.

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



**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

---

**1. ACCOUNTING POLICIES - continued**

**Charitable activities**

The charity is a public benefit entity.

**Governance costs**

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice.

**Tangible fixed assets**

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

Office equipment - 20% on reducing balance

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.



**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

**2. DONATIONS, LEGACIES AND GRANTS**

	£
Donations	112,227
Gift aid	(2,169)
Grants	142,054
	<u>252,112</u>

**3. DONATED SERVICES**

Volunteers collectively provided over 14,000 hours of service to the Charity. This equates to a donation of approximately £168,000 based on the adult living wage in the reporting period.

**4. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	£
Independent examination fees	1,920
Depreciation - owned assets	4,033
	<u></u>

**5. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the period ended 31 March 2024.

**Trustees' expenses**

There were no trustees' expenses paid for the period ended 31 March 2024.

**6. STAFF COSTS**

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

Charitable activities	5
Management and administration	2
	<u>7</u>

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

Total emoluments paid during the period to those individuals whom the trustees consider to be key management personnel was £53,084.



**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

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**7. TANGIBLE FIXED ASSETS**

	Office equipment £
<b>COST</b>	
Additions	15,846
<b>DEPRECIATION</b>	
Charge for year	4,033
<b>NET BOOK VALUE</b>	
At 31 March 2024	11,813

**8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	£
Trade debtors	2,904
Prepayments	8,418
	11,322

**9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	£
Trade creditors	5,340
Social security and other taxes	2,635
Income in advance	69,349
Accrued expenses	2,239
	79,563



NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024

10. MOVEMENT IN FUNDS

	At 3.2.23 £	Net movement in funds £	At 31.3.24 £
<b>Unrestricted funds</b>			
General fund	(20,536)	1,172	(19,364)
Closure and Shut Down Fund	50,000	-	50,000
	<u>29,464</u>	<u>1,172</u>	<u>30,636</u>
<b>Restricted funds</b>			
Covid 19	16	(16)	-
National Lottery	203	(203)	-
	<u>219</u>	<u>(219)</u>	<u>-</u>
<b>TOTAL FUNDS</b>	<u>29,683</u>	<u>953</u>	<u>30,636</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	236,817	(235,645)	1,172
<b>Restricted funds</b>			
Covid 19	-	(16)	(16)
National Lottery	-	(203)	(203)
Grants	39,036	(39,036)	-
	<u>39,036</u>	<u>(39,255)</u>	<u>(219)</u>
<b>TOTAL FUNDS</b>	<u>275,853</u>	<u>(274,900)</u>	<u>953</u>

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.

The trustees agreed that the previously restricted Covid 19 and National Lottery funds are no longer required and can be released into general unrestricted funds.



**11. RELATED PARTY DISCLOSURES**

There were no related party transactions for the period ended 31 March 2024.



**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

---

	£
<b>INCOME AND ENDOWMENTS</b>	
<b>Donations, legacies and grants</b>	
Donations	112,227
Gift aid	(2,169)
Grants	142,054
	<hr/>
	252,112
<b>Charitable activities</b>	
Service charges	23,741
	<hr/>
<b>Total incoming resources</b>	275,853
 <b>EXPENDITURE</b>	
<b>Charitable activities</b>	
Wages	99,583
Employers NI	4,346
Pensions	2,531
Rates and water	233
Insurance	1,757
Light and heat	3,982
Postage and stationery	4,534
Advertising	13,193
Sundries	4,933
Activities	1,697
Hardship fund	106
Repairs	3,266
Volunteer expenses	11,652
Staff expenses	2,899
Community fundraising	276
Room hire	3,382
Office rent	3,889
Cleaning and recycling	3,646
Depreciation of tangible fixed assets	4,033
	<hr/>
	169,938
 <b>Support costs</b>	

This page does not form part of the statutory financial statements



**AGE CONCERN - BARNSTAPLE AND NORTH DEVON  
CIO**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE PERIOD 3 FEBRUARY 2023 TO 31 MARCH 2024**

	£
<b>Support costs</b>	
<b>Management</b>	
Wages	71,820
Employers NI	4,837
Pensions	2,306
Rates and water	93
Insurance	703
Light and heat	1,593
Sundries	1,854
Cleaning and recycling	1,459
Repairs to office	962
Office rent	1,555
	<hr/>
	87,182
 <b>Finance</b>	
Bank charges	937
 <b>Information technology</b>	
IT	12,477
Subscriptions	526
	<hr/>
	13,003
 <b>Governance costs</b>	
Independent examination fees	1,920
Legal fees	1,920
	<hr/>
	3,840
 Total resources expended	<hr/>
	274,900
 Net income	<hr/>
	953

This page does not form part of the statutory financial statements



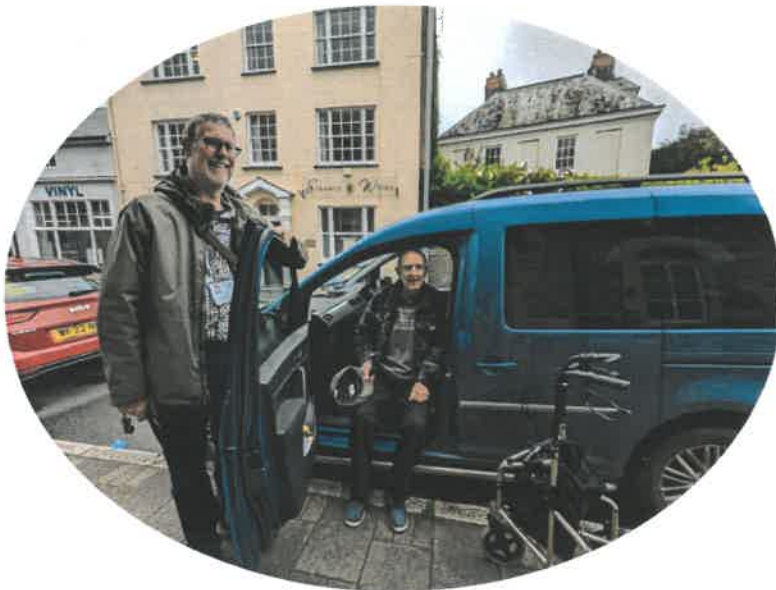
## Thank you to all our funders

Asda Foundation  
Barnstaple Town Council  
The Big Lottery  
The Clare Milne Trust  
Clarks  
David Family Foundation  
Devon Carers  
Devon Community Foundation  
Devon County Council  
Fullabrook CIC  
Garfield Weston Foundation  
Masonic Charitable Foundation  
McCarthy Stone Foundation  
Norman Family Charitable Trust  
North Devon Council  
Postcode Lottery  
South Molton Town Council  
Tesco Bags of Help  
TDK Ilfracombe

Thank you also to all  
our funders who wish  
to remain anonymous.

Age Concern also benefits from many community donations and  
gifts in kind to support our services and events.

Thank you to all our donors for their generous support.



## Our Services



**Befriending**  
**Telephone Befriending**



**Carer Support**



**Hospital Support**



**Community Activities**



**North Devon**  
**Help Desk**  
**& Benefits Service**



**Community Transport**



**Shopping Service**



**Shopmobility**  
**& Wheelchair Hire**