**Trustee Handbook 2024**

**Age UK Barnet**

**Head office: Ann Owens Centre**

**Oak Lane**

**East Finchley**

**London N2 8LT**

**Phone: 020 8203 5040**

**Main contacts Helen Newman**

**for trustees: (Chief Executive Officer)**

**Jenny Jean-Charles**

**(Later Life Services and Advice Manager)**

**Jenny Coomey**

**(Office Manager)**

Dear Colleague,

Welcome to Age UK Barnet.

We are delighted that you are *considering* joining our charity as a trustee. This pack introduces the charity and includes details of:

* our work
* a brief account of the work of our charity – please look at our website – [www.ageukbarnet.org.uk](http://www.ageukbarnet.org.uk) to see what we are up to at the moment
* the structure of the charity
* the people involved and what they do
* what happens at Board meetings
* our links with other organisations
* our finances

We can send you on request the following documents which we feel will help you understand the charity:

* our Memorandum and Articles of Association (our constitution)
* our latest annual report and audited financial statements
* our latest monthly management accounts (please treat these as strictly confidential)
* summaries of the role of the trustees and the particular roles of the honorary officers
* a booklet (CC3) published by the Charity Commission called *The Essential Trustee: What you need to know*

The text is also available on the Charity Commission’s website: www.charity-commission.gov.uk/publications/cc3.asp

* a questionnaire for new trustees, a consent form to becoming a director and an application to become a member of the company – see section 4.

1 Our work

The purpose of our charity is to promote the welfare of older people in and around the London Borough of Barnet.

This is based on the objective set out in the Memorandum of Association, the part of our constitution which sets out our purpose and powers. (The other part of the constitution, the Articles of Association, mainly regulates how people become members/trustees and how meetings are conducted.)

We currently provide a number of services with different funding streams.

Age UK Barnet is commissioned by the local authority to deliver Neighbourhood Services. There are four main strands to this contract:

1**. Later Life Planning** – We provide support and advice to older people enabling them to manage and plan for the challenges that ageing brings, whilst retaining independence, choice and control in their lives.

Our team of Later Life Planners can provide information and advice on many subjects including advice on welfare and benefits, housing or support services as well as how to keep healthy and active.

2**. Home Support Services** – We provide home support in the form of shopping and a handyperson services. This enables older people to live safely and independently in their own homes. This includes our befriending service which provides a vital link to the world for the isolated, vulnerable and lonely. Clients are matched with vetted and trained volunteers for regular telephone calls and home visits.

3**. Our Wellbeing Services** are aimed at reducing loneliness and isolation and keeping people active in our local community. This includes offering support with digital inclusion where our volunteers help older people to get to grips with technology such as laptops, tablets and smartphones.

4. **Falls Prevention** – falls are not an inevitable part of getting older and many can be prevented. Our foot care services are a key part of this along with targeted exercise classes to increase strength and balance and help older people stay mobile.

**Dementia Support** - On April 1st 2021 Age UK Barnet began delivering Dementia Support Services after being awarded the contract by the local authority. This includes Dementia Adviser Services, Day opportunities (our Living Well provision), as well as resources/information for people living with dementia and their carers.

**Social Prescribing** –Our team of 22 Social Prescribing Link Workers are based in GP surgeries throughout Barnet and connect people to community groups and other services for practical and emotional support.

**Household Support Fund –** Age UK Barnet is administering this central government funding on behalf of the local authority. Its purpose is to provide grants for people of pensionable age with grants towards utility and other essential costs.

**Other projects** – the organisation is delivering a Scams Awareness project with funding from Age UK national. The aim is to increase older residents’ knowledge of scams so they can protect themselves, and to support those who have been the victim of scammers.

**Walk and Talk** – funded by The Mercers Company.

**Pigeon Post** – Awards for all

**Dementia befriending –** Henry Smith

**Age Friendly Barnet Project** – This is a three year project aiming to improve the social and physical environment within Barnet to ensure age is not a barrier to engaging in all aspects of community life.

Age UK Barnet employs a team of core staff and its work is enhanced by over 350 fabulous volunteers. The staff are supported by a strong board of trustees who, as well as providing good governance, work closely with the senior management team on matters of strategy and direction. Age UK Barnet is externally assessed on its quality through Age UK Charity Quality Standards (CQS) framework, and other standards.

Age UK Barnet is part of the Age UK network but is a completely separate and independent charity responsible for setting its own direction and raising its own funds.

We have a close relationship with other local partners in London and share expertise with the national network wherever possible.

The national organisation is based in central London and its role includes an information line, leaflets and fact sheets on a wide variety of topics, campaigning on issues affecting, retail and services such as insurance.

Age UK supports local partners with forums, webinars and some training and also provides toolkits for services, tender and fundraising advice as well as access to some services including HR advice. A lot of useful information is held on The Loop which trustees can access with their Age UK Barnet email address.

A brief history of the charity

Age UK Barnet can trace its history back to the late 1940s.

Hendon Old Peoples Welfare Association, Friern Barnet Voluntary Care for the Elderly and Finchley Old People Welfare all started to provide services for older people after the end of the Second World War. Hendon and Finchley took on the name of Age Concern in 1960 when the National Old Peoples Welfare Committee formally became Age Concern England.

In the late 1990s each of the three organisations (Finchley Age Concern, Friern Barnet Voluntary Care for the Elderly and Age Concern Borough of Barnet West) were independent charities, each running a day centre. In conjunction with Age Concern and the London Borough of Barnet Social Services Department they decided to come together as a borough-wide organisation.

In 1999 Age Concern Barnet was registered as a charity and a company limited by guarantee. All the staff in the three organisations transferred to the new company.

In 2002 the day centre in the Old Fire Station in Friern Barnet which had been started by FBVCE, closed down as the local authority sold the building for development. The service delivery was transferred to the Ann Owens Centre which had been opened in 1991 by Finchley Age Concern, with assistance from Finchley Charities and a fundraising effort.

In 2011 Age Concern Barnet changed its name to Age UK Barnet and entered into a partnership with the national organisation, Age UK, which was formed by the merger of Age Concern and Help the Aged. In the same year it merged with East Finchley Neighbourhood Contact.

In October 2013 AUKB gave up the tenancy on the Meritage Centre and transferred its office staff and registered office to the Ann Owens Centre. In 2022 Age UK Barnet commenced providing services from a second centre in Station Road, Hendon. These are premises that we share with Barnet Mencap.

3 The structure of *our* charity

Age UK Barnet is both a charity (registered with the Charity Commission) and a company limited by guarantee (registered under the Companies Acts).

Its governing body is the Board of trustees, who are the directors of the company.

We hold an annual general meeting to approve the annual trustees’ report and financial statements (accounts), appoint the auditors and elect some of the trustees. Other general meetings may be held if the need arises.

4. The people involved and what they do

The Board of trustees

The current trustees are:

Lorraine Barnet – Chair

Julian Tomlinson – Treasurer

Jean Hanson

Alexis Ingram

Gillian Jordan

John Tacchi

Sohini Boron

Ruth Newrick

Helen Newman is the Chief Executive Officer and Company Secretary of Age UK Barnet.

Professor Cathering Loveday who served as a trustee for nine years remains as an expert advser to the board.

All the trustees are volunteers; they are not normally allowed to be paid for their services but can claim reimbursement of their expenses.

The Board has overall responsibility for the work and finances of the charity and employs the staff and manages volunteers. As Age UK Barnet is a charity as well as a company, Board members are known as ‘trustees’, not ‘directors’.

The Board must:

* carry out the purpose of the charity and promote the interests of older people
* take responsibility for the charity’s funds and property and see that they are used to further the aims of the charity.

The Charity Commissioners state that trustees must also:

* act reasonably and prudently in all matters relating to the charity
* always bear in mind the interests of the charity
* not let their personal views or prejudices affect their conduct as trustees
* exercise the same degree of care in their dealing on behalf of the charity as would a reasonable person in the case of their own personal business affairs.

To do these things, our Board complies with the following obligations, so we:

* meet regularly with the staff to plan the charity’s work in line with the charity’s purpose
* see that the charity develops systems to manage its work and resources including finances, premises, volunteers and staff
* develop policies to guide our everyday work
* monitor to check that work is on course
* see that the charity is meeting the changing needs of current and potential users
* see that the charity meets its legal responsibilities – not only under charity law and company law but also in such key areas as employment law, health and saftety regulations, data protection and tax law.

Trustees must be aware of the need to tread very carefully if they have a potential conflict of interest, or even the appearance of one. A conflict of interest can arise not only over a trustee’s personal affairs but also when Age UK Barnet’s interests could clash with those of another organisation with which the trustee is involved, whether as a director, a trustee or a member.

Where there is a conflict, the trustee concerned must make sure that the other trustees are aware of it, should possibly withdraw from a Board meeting (or at least refrain from speaking) while the mattter is being discussed, and should definitely not vote on it. In extreme cases, it may be necessary for the trustee to resign either from the Board of Age UK Barnet or from the other organistion. (Please see Appendix 8 for further guidance on this.)

Existing trustees have a responsibility to ensure that a new trustee is at least broadly aware of his or her responsibilities under charity and company law. The Charity Commission’s booklet (CC3), *The Essential Trustee: What you need to know,* is an indispensable starting point and you are asked to familiarise yourself with it.

Being a Board member thus brings real responsibilities but you are not expected to know how to cope fully with all these things when you start! Both Board members and staff learn about their roles by carrying out the work and discussing what is involved.

Information on all aspects of the Board’s work will be available. Trustees are encouraged to ask questions, seek information, undergo training and request any other help they feel they need. Approach the Chair or the Chief Executive Officer as appropriate.

Honorary officers

Every year the Board elects honorary officers including a Chair and Honorary Treasurer (or ‘Finance Director’).

The Chairman has a key role, agrees the agenda with the Company Secretary/Chief Executive Officer, conducts meetings and ensures that the Board is working well.

The Vice-chairman (if appropriate) acts as understudy to the Chairman when necessary.

The Honorary Treasurer takes a particular interest in the charity’s finances. (However all Board members have a personal legal responsibility for the proper financial management of the charity.)

The Chief Executive Officer

The Chief Executive Officer, Helen Newman, is an employee of the charity and is responsible for the day to day running of the charity. This includes:

* seeing that the Board receives the information needed to carry out its duties
* seeing that policy decisions are carried out
* managing other staff and volunteers
* liaising closely with the Chair.

Other staff

Age UK Barnet employs 65 staff (some of whom work part-time) in addition to the Chief Executive Officer. We are very proud of our dedicated loyal and experienced staff team who by their knowledge experience and sensitivity to the needs of our clients make a tremendous contribution to the work of our charity.

Volunteers

Age UK Barnet has over 350 volunteers who assist the Trustees and staff in providing our charitableservices.

**The Company Secretary**

Our Chief Executive carries the role of Company Secretary and so is responsible for the charity’s compliance with charity and company law. In this respect she reports to the Trustee Board who exercise full oversight of this responsibility.

People who use our services

All older people, aged 55 and over, in Barnet are potential users of our services.

Over 1000 people use these every month. We consult clients regularly to make sure that we are addressing their needs and we respond to feedback..

5 What happens at Board meetings?

The Board of trustees currently meets every one or two months – usually at the Ann Owens Centre, Oak Lane, N2 8LT.

Papers are sent out before the meeting to those entitled to attend. The papers include an agenda, the latest monthly management accounts (showing the charity’s financial position at the latest practicable date before the meeting – see Section 7) and other background information, to aid decision making and monitor progress.

At each meeting, minutes (a record of the decisions reached) are taken.At the following meeting, the Board is asked to confirm that the minutes are a correct record.

We try to work by consensus so it will only very rarely be necessary to have a formal vote by the trustees in order to reach a decision.

6 Our links with other organisations

In our work we have contact with many other organisations. These are some of the most important:

* London Borough of Barnet
* Barnet ICS
* Barnet Borough Partnership
* Age UK – see Section 8
* Barnet Carers’ Centre
* Barnet Mencap
* Citizens’ Advice Barnet
* Barnet Healthwatch
* Age UK London
* Age UK brand partners in north and west London.
* Middlesex University

**7 Our finances**

**Expenditure**

Our biggest single item of expenditure is staff costs which includes salaries and, employer’s National Insurance contributions. In 2023/2024, staff costs constituted just over 64% of our total expenditure.

Also, we have to pay rent and the other running costs of our main premises, run and maintain a minibus for bringing users to the day centres, pay the costs of running an office, pay instructors for our exercise classes and so on.

**Income**

In 2023/24 the London Borough of Barnet was our principal source of income. We also seek funding from other public bodies and charitable trusts to finance other specific projects.

Other income is derived from charges to the users of our services, donations and the short-term investment of funds not immediately required.

**Reserves**

Age UK Barnet started off in 1999 with no reserves. Since then, *we have* succeeded in building up reserves (by not spending all our income) and *we* now have enough (apart from unspent grants given to us for specific purposes) to cover those liabilities which would have to be met were *we* to cease operations and also to finance three months’ principal activities in case the payments from the funding bodies were to be delayed or reduced.

**Accounts**

We have two forms of accounts: monthly and annual.

Each month, the trustees receive ‘management accounts’ covering the period from 1 April to the latest practicable month-end before the trustees’ meeting. The management accounts show the income and expenditure for each of our activities and a balance sheet showing our assets and liabilities. All these are compared with a budget approved by the Board at the beginning of the financial year and with the figures for the previous financial year. In the second half of the financial year, there is also usually a projection of what the figures for the whole of the current year are expected to be and a projected balance sheet for the end of the year. A brief commentary draws attention each month to the most significant differences (‘variances’) between the budgeted and actual figures.

Every year, the trustees approve a formal annual report and financial statements covering the period from 1 April to 31 March (‘financial statements’ means ‘accounts’ in every-day language). The figures in the financial statements are drawn from exactly the same accounting records as those in the management accounts for the full twelve months but are arranged in the format required by the Charity Commission. This format calls for our total income and expenditure to be shown rather than detailed figures, budgets and variances for each activity but we have to separate ‘restricted funds’ – money given to us for specified purposes which cannot be used elsewhere – from other funds.

**8 The Age UK network and governance standards:**

In 2010 the national charities Age Concern and Help the Aged amalgamated to form Age UK. Age UK Barnet is a member of the UK wide federation of independent charities which are all linked to Age UK under a “Brand Partnership Agreement”. Under this Agreement each local Age UK has the right to use the Age UK branding and to receive financial and practical help of various kinds from the national charity. In return for this each local Age UK has to adhere to strict operational and governance standards. In Age UK Barnet we have all of the following operational and governance standards:

* Age UK Charity Quality Standard
* NCVO’s befriending kitemark of good practice;
* The AQS, (Advice Quality Standard) Age UK’s good practice standard relating to our information and advice practice (Later Liflanners).
* Unqualified audit reports for our statutory accounts.

**Further documents can be found in the Trustee\_Governance folder in One Drive:**

1. Our Constitution (available from CC website)
2. Latest audited accounts (to 31 3 18) available also from CC website.
3. Strategy summary statement.
4. Strategy statement on fund raising
5. Annual Report summaries on charitable activities.